

Federal State Budget Educational Institution  
of Higher Education

**THE FINANCIAL UNIVERSITY UNDER THE GOVERNMENT  
OF THE RUSSIAN FEDERATION  
(Financial University)**

**Department of Language Training**

**I.I.Klimova  
N.M.Lizunova  
O.V.Mesheryakova  
A.A. Lukina**

**BUSINESS CORRESPONDENCE**  
(subject name)

**SYLLABUS**

*Level of Study: Bachelor's Degree*

*Field of Study: all majors*

*Study Program: all Bachelor's Degree programs*

Moscow  
2017

## Syllabus

### 1. Name of a subject: Business correspondence

### 2. Mapping of learning outcomes (list of competences), with the relevant indicators described and subject learning outcomes indicated

Table 1

Competence code	Competence	Competence development indicators <sup>1</sup>	Learning outcomes (skills <sup>2</sup> , and knowledge) and indicators that show competence development
Bachelor's degree programs - 38.03.01 «Economics», 38.03.02 «Management», 38.03.04 «HR Management»			
<b>IC-6</b>	Ability to use foreign language skills at a level that is sufficient for interpersonal communication and learning activities.	-	<p><b>Know:</b></p> <ul style="list-style-type: none"> <li>- appropriate lexical units used in a foreign language while conducting written communication depending on the communicative task including professional one to be solved in the following fields of study: “Economics”, “Management”, “HR Management”</li> <li>- structure of written speech in foreign language, the basic rules of reasoned and logical construction of statements</li> <li>- grammatical and stylistic resources used in written communication</li> <li>- basic norms of social behavior and speech etiquette in the country of the studied foreign language.</li> </ul> <p><b>Be able to:</b></p> <ul style="list-style-type: none"> <li>- use a foreign language in interpersonal communication and professional activities;</li> <li>- to realize communicative intentions in a foreign language (to establish and maintain contacts, request and report information);</li> <li>- understand the information when reading the educational and reference literature according to the specific purposes;</li> <li>- to realize communicative intentions in a written form in a foreign language according to a communicative task (informing, offering, requesting, requesting, (dis)agreeing, refusing, apologizing, thanking);</li> <li>- record in writing the information received when reading a business letter, viewing video materials.</li> </ul> <p><b>Master/own:</b></p> <ul style="list-style-type: none"> <li>- methods of public speech and discourse in a foreign language;</li> </ul>

<sup>1</sup>To be filled in when the updated Financial University educational standards and federal state educational standards of higher education “3+” are implemented.

<sup>2</sup> Skills are described when the Financial University educational standards of the 1<sup>st</sup> generation and federal state educational standards of higher education “3+” are implemented.

			<ul style="list-style-type: none"> <li>- basics of business communication and speech etiquette of the studied foreign language;</li> <li>- skills to competently and efficiently use foreign-language sources of information;</li> <li>- skills of generalization, systematization and argumentation of information in a written form;</li> <li>- skills of business correspondence</li> </ul>
<p>Bachelor's degree programs - 01.03.02 "Applied Mathematics and Computer Science", 38.03.04 "Public Administration and Municipal Management", 38.03.05 "Business Informatics", 09.03.03 "Applied Computer Science", "Sociology", 41.03.04 "Political Science," 42.03.01 "Advertising and PR", 40.03.01 "Law"</p>			
<b>UC - 5</b>	<p>Ability to use oral and written communication technologies both in Russian and a foreign language in the process of personal and intercultural communications</p>	-	<p><b>Know:</b></p> <ul style="list-style-type: none"> <li>- appropriate lexical units used in a foreign language while conducting written communication depending on the communicative task including professional one to be solved in the following fields of study: "Applied Mathematics and Computer Science", "Applied Computer Science", "Business Informatics", "Public Administration and Municipal Management"</li> <li>- structure of written speech in foreign language, the basic rules of reasoned and logical construction of statements;</li> <li>- grammatical and stylistic resources used in written communication;</li> <li>- basic norms of social behavior and speech etiquette in the country of the studied foreign language.</li> </ul> <p><b>Be able to</b></p> <ul style="list-style-type: none"> <li>- use a foreign language in interpersonal communication and professional activities;</li> <li>- to realize communicative intentions in a foreign language (to establish and maintain contacts, request and report information);</li> <li>- understand the information when reading the educational and reference literature reference literature according to the specific purposes;</li> <li>- to realize communicative intentions in a written form in a foreign language according to a communicative task (informing, offering, requesting, requesting, (dis)agreeing, refusing, apologizing, thanking);</li> <li>- record in writing the information received when reading a business letter, viewing video material.</li> </ul> <p><b>Master/own:</b></p> <ul style="list-style-type: none"> <li>- methods of public speech and discourse in a foreign language;</li> </ul>

			<ul style="list-style-type: none"> <li>- basics of business communication and speech etiquette of the studied foreign language;</li> <li>- skills to competently and efficiently use foreign-language sources of information;</li> <li>- skills of generalization, systematization and argumentation of information in a written form;</li> <li>- skills of business correspondence</li> </ul>
<b>Bachelor's degree program - 10.03.01 "Information Security"</b>			
<b>UC-7</b>	Ability to use oral and written communication technologies both in Russian and a foreign language in the process of personal, intercultural and professional communications	-	<p><b>Know:</b></p> <ul style="list-style-type: none"> <li>- appropriate lexical units used in a foreign language while conducting written communication depending on the communicative task including professional one to be solved in the following fields of study: "Information Security";</li> <li>- structure of written speech in foreign language, the basic rules of reasoned and logical construction of statements;</li> <li>- grammatical and stylistic resources used in written communication;</li> <li>- basic norms of social behavior and speech etiquette in the country of the studied foreign language.</li> </ul> <p><b>Be able to:</b></p> <ul style="list-style-type: none"> <li>- use a foreign language in interpersonal communication and professional activities;</li> <li>- to realize communicative intentions in a foreign language (to establish and maintain contacts, request and report information);</li> <li>- understand the information when reading the educational and reference literature according to the specific purposes;</li> <li>- to realize communicative intentions in a written form in a foreign language according to a communicative task (informing, offering, requesting, requesting, (dis)agreeing, refusing, apologizing, thanking);</li> <li>- record in writing the information received when reading a business letter, viewing video material.</li> </ul> <p><b>Master/own:</b></p> <ul style="list-style-type: none"> <li>- methods of public speech and discourse in a foreign language;</li> <li>- basics of business communication and speech etiquette of the studied foreign language;</li> <li>- skills to competently and efficiently use foreign-language sources of information;</li> </ul>

			<ul style="list-style-type: none"> <li>- skills of generalization, systematization and argumentation of information in a written form;</li> <li>- skills of business correspondence</li> </ul>
Bachelor's degree program– 43.03.02 “Tourism”			
<b>UC-3</b>	Ability to use oral and written communication technologies both in Russian and a foreign language in the process of personal and intercultural communications	-	<p><b>Know:</b></p> <ul style="list-style-type: none"> <li>- appropriate lexical units used in a foreign language while conducting written communication depending on the communicative task including professional one to be solved in the following fields of study: “Tourism”;</li> <li>- structure of written speech in foreign language, the basic rules of reasoned and logical construction of statements;</li> <li>- grammatical and stylistic resources used in written communication;</li> <li>- basic norms of social behavior and speech etiquette in the country of the studied foreign language.</li> </ul> <p><b>Be able to:</b></p> <ul style="list-style-type: none"> <li>- use a foreign language in interpersonal communication and professional activities;</li> <li>- perform written communication activity with the choice of appropriate lexical units in professional and business communication situations.</li> <li>- understand the information when reading the educational /reference/ scientific/ cultural/ professional literature to the specific purposes.</li> </ul> <p><b>Master/own:</b></p> <ul style="list-style-type: none"> <li>- methods of public speech and discourse in a foreign language;</li> <li>- basics of business communication and speech etiquette of the studied foreign language;</li> <li>- skills of business correspondence,</li> <li>- skills to competently and efficiently use foreign-language sources of information;</li> <li>- skills of generalization, systematization and argumentation of information in a written form.</li> </ul>

### 3. Place of the subject in the curriculum

The subject "Business correspondence (in English language)" is an elective subject.

### 4. Workload in credits and academic hours, with class work (lectures and seminars) and self-study indicated

Table 2

Type of work	Total (in credits and hours)	Semester 3/4/5 (in hours)
<b>Overall workload</b>	3 c./108	108
<b><i>Class work</i></b>	<b>36</b>	<b>36</b>
<i>Lectures</i>	<b>18</b>	<b>18</b>
<i>Seminars, practicals</i>	<b>18</b>	<b>18</b>
<b><i>Self study</i></b>	<b>72</b>	<b>72</b>
Formative assessment		
Summative assessment	<b><i>Pass/fail exam</i></b>	<b><i>Pass/fail exam</i></b>

### 5. Subject content (with the thematic components indicated).

1. International standards for business correspondence. Features of the official-business style. Office etiquette.

2. The layout and requisites of business letters. Emails. Style, lexis and grammatical features of business documentation and correspondence. Differences in British and American business correspondence. Abbreviations/contractions used in business correspondence. Spelling and punctuation used in business correspondence.

3. Letter of intent. Letter of acknowledgement. Invitation. Congratulations. Protocol meetings. Letter of offer on business cooperation. Advertising letter.

4. Job application letter. The format and content of a resume and cover letter. Inquiries and offers. Commercial offers. Response to the inquiry /offer: acceptance or rejection of an offer. Features of the translation of a letter of inquiry from English into Russian.

5. Non-compliance claim. Complaints and their settlement in written business correspondence. Structure and content of complaint letter. Writing a response to the collection-letter.

6. Acknowledging the order. Letter accompanying the payment. Letter about order execution. Delays in delivery/order execution. Partial delay of the order execution/delivery. Dispatch of the order.

7. Loan/ credit application letter. Loan agreement. Refusing a loan. Request letters and replies to them.

8. Bank correspondence

### 6. List of teaching and methodological materials needed for the student's self-study

#### 6.1. List of questions for student self-study and types of out-of-class activities

Table 3

Itemized subject content	Questions the students should answer within the self-study process	Types of out-of-class activities
International standards for business correspondence. The features of official-business style. Office etiquette.	Basic requirements for processing the documentation. Drafting of commercial agreements The main documents arising as a result of the execution of the contract - certificates of acceptance,	<b>Self-study work of students under the guidance of a teacher:</b> • performing the tasks provided in the textbooks; • performing test tasks, in printed

	<p>examination; transfer letters, guarantee letters, payment orders.</p>	<p>and electronic forms;</p> <ul style="list-style-type: none"> <li>• preparation of a report/paper on "Features of the official-business style"</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• Internet-based work – a report/paper on "Style of business letters";</li> <li>• writing business letters, drafting business documents;</li> <li>• written translation of business letters</li> </ul> <p><b>Out-of-the-classroom self-study work</b></p> <ul style="list-style-type: none"> <li>• preparation for the discussion of office etiquette;</li> <li>• writing a response to the invitation letter (participation in the scientific conference).</li> </ul>
<p>2. Classification of business letters. The layout and requisites of business letters. Emails. Style, lexis and grammatical features of business documentation and correspondence. Differences in British and American business correspondence. Abbreviations/contractions used in business correspondence. Spelling and punctuation used in business correspondence.</p>	<p>Analysis of sample-letters</p> <ol style="list-style-type: none"> <li>1. Identification of the business letter type and its purpose;</li> <li>2. how the purpose is realized and what linguistic means are used</li> </ol>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks;</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• translation of business letters fragments</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• working with the use of English language sources: British and American commercial correspondence</li> <li>• writing business letters, drafting business documents;</li> <li>• translation of sample texts.</li> </ul> <p><b>Out-of-the-classroom self-study work</b></p> <ul style="list-style-type: none"> <li>• glossary compilation</li> <li>• Email writing</li> </ul>

<p>3. Letter of intent. Letter of acknowledgement Invitation. Congratulations. Protocol meetings. Letter of offer on business cooperation. Advertising letter.</p>	<p>Selection, analysis, translation of texts of business letters on the following topics: accompanying shipment documents; agency letters; insurance documents. editing of business letters</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks;</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• writing letters of invitation for the opening of an exhibition.</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• work with English language sources (official announcements; new branch opening reports, promotion reports, and redeployment)</li> <li>• writing business letters, drafting business documents;</li> <li>• written translation of sample texts</li> </ul> <p><b>Out-of-the-classroom self-study work</b> writing of a memorandum and a business letter-request</p>
<p>4. Job application letter. The format and content of a resume and cover letter. Inquiries and offers. Commercial offers. Response to the inquiry/offer: acceptance or rejection of an offer. Features of the translation of a letter of inquiry from English into Russian</p>	<p>Selection, analysis, translation of texts of business letters on the following topics: notices, reminders, confirmations, refusals, termination of contract writing letters of inquiries of potential customers and replying to that letters</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• writing a letter of inquiry</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• work with English language sources (booking a room in a hotel, booking a ticket)</li> <li>• writing of a memorandum and a business letter- inquiry</li> <li>• written translation of sample texts</li> </ul> <p><b>Out-of-the-classroom self-study work</b> Writing business letters of enquiry (use the given data)</p>



<p>5.Non-compliance claim. Complaints and their settlement in written business correspondence. Structure and content of complaint letter. Writing a response to the collection-letter.</p>	<p>Identification of terms of orders and agreements execution. Customs formalities. Transportation and delivery of goods.</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• writing a reply letter of (confirmation of the oral agreement, reply to the information request)</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>•work with English language sources (letter of complaint: non-compliance claim)</li> <li>• writing business letters, drafting business documents;</li> <li>•written translation of sample texts</li> </ul> <p><b>Out-of-the-classroom self-study work</b> Writing a letter of complaint</p>
<p>6.Acknowledging the order. Letter accompanying the payment. Letter about order execution. Delays in delivery/order execution. Partial delay of the order execution/delivery. Dispatch of the order.</p>	<p>Cargo insurance. Writing a letter accompanying the payment. Warrant/Power of attorney.</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks</li> <li>• performing tasks, in printed and electronic forms;</li> <li>•writing a letter accompanying the payment.</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>•work with Internet resources (dispatch of orders, letter about order execution.)</li> <li>• write business letters, draft business documentation</li> </ul> <p><b>Out-of-the-classroom self-study work</b> Writing an Email on Delays in delivery/order execution.</p>

<p>7. Loan/ credit application letter. Loan agreement. Refusing a loan. Request letters and replies to them.</p>	<p>Discussion of terms and prices. Discounts and terms of getting discounts. Terms of payment. Delivery dates.</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• writing a letter for getting a loan</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• work with English language sources (letters Refusing a loan, late payment requirements)</li> <li>• write business letters, glossary compilation</li> <li>• written translation of sample texts</li> </ul> <p><b>Out-of-the-classroom self-study work:</b></p> <p>Writing a loan application letter. Request letter of credit worthiness</p>
<p>8. Bank correspondence</p>	<p>Financial documents. letter of credit. Types of letter of credit. Bill of exchange. Credit Enhancement/ collateral</p>	<p><b>Self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• performing the tasks provided in the textbooks</li> <li>• performing test tasks, in printed and electronic forms;</li> <li>• writing letters of loan/credit approval/ letters of a loan refusal</li> </ul> <p><b>Individual self-study work of students under the guidance of a teacher:</b></p> <ul style="list-style-type: none"> <li>• work with English language sources (advertisement letters)</li> <li>• write business letters, glossary compilation</li> <li>• written translation of sample texts</li> </ul> <p><b>Out-of-the-classroom self-study work:</b></p> <p>Writing an Email Preparation for a test</p>

## 6.2. List of questions/assignments/topics for students' preparation to formative assessment

### Sample tests

#### 1. Put the parts of the letter in the correct order and rewrite it in the block style.

- |                                                                                                          |                                                                                      |
|----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| a) Attention: Mr N. Conshiwan                                                                            | j) Re: Enquiry for National Dresses                                                  |
| b) Bangkok                                                                                               | k) International Trading Company                                                     |
| c) 3 August, 20--                                                                                        | l) Our Ref: PM/ma                                                                    |
| d) Thailand                                                                                              | m) Intercontinental Hotel Group                                                      |
| e) Dear Mr N. Conshiwan                                                                                  | n) Telephone: 487-6591                                                               |
| f) P. Morgan                                                                                             | Telex: 79436                                                                         |
| g) Your Ref:                                                                                             | Telefax: (039) 3673                                                                  |
| h) Manager                                                                                               | o) Yours sincerely                                                                   |
| i) Please send us your catalogue with sizes and colours of female and male national clothes of Thailand. | p) We are opening a shop of national Asian dresses and fabrics in one of our hotels. |

### Sample tasks on business correspondence

#### Look at the sentences from three letters that contain easily confused words and choose the correct or most appropriate words.

1) I am writing with (1) *connection* / *reference* / *regarding* to our telephone conversation this morning about your order 7895LG. I must (2) *regret* / *apologise* / *sorry* for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) *arrive* / *reach* / *deliver* you within 10 working days. We have taken special (4) *care* / *attention* / *caution* to make sure that the items are exactly as you requested.

Once again, please (5) *take* / *have* / *accept* our apologies. If you have any further questions, do not (6) *stop* / *fail* / *hesitate* to contact me again.

2) I was (7) *sorry* / *unhappy* / *afraid* to hear about the damage to the products that you received this morning. However, I am (8) *afraid* / *apologise* / *regret* that we cannot (9) *accept* / *except* / *have* responsibility in this (10) *topic* / *material* / *matter*. All our products are (11) *controlled* / *checked* / *looked* very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (12) *propose* / *suggest* / *tell* that you contact the shipping company directly about possible compensation.

In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so (13) *until* / *by* / *within* the next few days, it should reach you (14) *until* / *by* / *within* the end of the month.

3) I am writing to you (15) *affecting / connecting / concerning* the meeting that we (16) *combined / appointed / arranged* for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (17) *cancel / postpone / schedule* the meeting until next week? I can make any time Wednesday or Thursday.

I apologise for any (18) *disadvantage / inconvenience / unfortunate* this may cause, and I (19) *look forward / wait / anticipate* to (20) *hear / hearing / know* from you.

**2. You want to organise a seminar for 12 senior managers. Study the advertisement and write a letter booking rooms in the hotel. Some ideas are given below.**

**Sarsfield Bridge Inn, Limerick, Ireland**

***Bright, comfortable and relaxing, with excellent views of the majestic River Shannon***

All of the guest rooms are comfortable and nicely equipped to give a feeling of being at home while you are away. The hotel also has a variety of facilities and services

that are sure to meet the needs of both business and leisure travellers.

Rates B&B (Breakfast Plain Continental, self service)

Single £25.00 Sharing £17.50 Group Rate £15.00 per person sharing For  
Reservations Tel: +353-061-317179 Fax: +353-061-317182

e-mail: sarbr@tinet.ie

- write how you found out about the hotel;
- tell them the dates you want;
- give them the details of guests and kinds of rooms they require;
- ask about other facilities they will need (a conference room, Internet access, a flipchart, an OHP, etc.).

**3. Write a letter of complaint to a supplier using the ideas given below.**

Wrong number of items delivered (you ordered 1,000 pieces but only 800 were delivered and you need them urgently).

Mistake in the paperwork (there is also a mistake on the invoice).

Poor service (when you called to speak to someone about it, no one could find a record of your order).

This is not the first time you have had problems like this.

Include what action you want the other person to take (to deal with the matter urgently, to send the correct items, to replace the goods, to give a refund, to do the job properly, etc.).

**Sample tasks for written test**

**1. Put the parts of the letter into the logical order (number the parts from 1 to 10):**

Cordially,	
555-555-5555	
s.brown@companyinc.com	
Dear Ms. Smith:	
Ms. Susan Smith	

Supervisor of Product Development	
Pet Supply Provider, Inc.	
472 Canine Road	
Los Angeles, California 90002	
Vice President of Company, Inc.	
It was a pleasure meeting you at the conference last week. As we discussed, I sincerely believe that the widget gizmo produced by Company, Inc. can greatly streamline your production process. If you are still willing, I would like to bring some of the key members of my team along with me to meet with you at Pet Supply Provider, Inc. We would like to give you an overview of our services and discuss with you the best plan to suit your needs.	
15 November 2016	
Sam Brown	
Company, Inc.	
123 Alphabet Drive	
Los Angeles, California 90002	
Meeting in person would allow us to fully evaluate your wants and needs. Our team is available to meet any time this week or next. Please let me know, at your earliest convenience, when you would be available.	

## **2. Complete the letter with the phrases from the box:**

<b>A</b> an inspector <b>B</b> an early reply <b>C</b> serve all <b>D</b> were impressed with <b>E</b> associate of ours <b>F</b> a chain of <b>G</b> are interested <b>H</b> guarantees with <b>I</b> suit our <b>J</b> more about the prices
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Dear Sir / Madam,

We 1\_\_\_\_\_ in your security systems. We would like to know 2\_\_\_\_\_ and discounts you offer.

A business 3\_\_\_\_\_, DMS (Wholesalers) Ltd, mentioned your name to us and showed us a catalogue. They 4\_\_\_\_\_ the security system you installed for them, so we are writing to you about it. Do you give 5\_\_\_\_\_ the installations?

In your catalogue we saw the Secure 15 which looks as though it might 6\_\_\_\_\_ purposes. DMS had the Secure 18 installed, but as we mentioned, they are wholesalers, while we are 7\_\_\_\_\_ stores. We would like something that can prevent robbery and shoplifting, so the Secure 15 might suit us.

How long would it take to install a system that would 8\_\_\_\_\_ departments? Could you send 9\_\_\_\_\_ or adviser to see us soon?

If you can offer competitive prices and guarantees we would put your system in all our outlets, but initially we would only install the system in our main branch.

We would like to make a decision on this soon, so we would appreciate 10\_\_\_\_\_.

Yours faithfully,

## **3. Insert the correct prepositions:**

1) I am contacting you \_\_\_ the following reason.

- 2) \_\_\_ reply \_\_\_ your request...
- 3) \_\_\_ reference \_\_\_ our telephone conversation yesterday...
- 4) Further \_\_\_ our meeting last week ...
- 5) \_\_\_ careful consideration we have decided not to ...
- 6) We are writing to enquire \_\_\_ ...
- 7) We would be grateful \_\_\_ your assistance...
- 8) Thank you \_\_\_ contacting us.
- 9) I would appreciate your immediate attention \_\_\_\_\_ this matter.
- 10) I am writing to express my dissatisfaction \_\_\_\_\_ the quality of the goods delivered.
- 11) I am writing to complain \_\_\_ ...
- 12) Please note that the goods we ordered \_\_\_ 12 November 2015 have not yet arrived.
- 13) We are sorry \_\_\_ the delay \_\_\_ replying.
- 14) I would like to apologize \_\_\_ the inconvenience.
- 15) Thank you \_\_\_ your quotation \_\_\_ the price.
- 16) We are pleased to place an order \_\_\_ your company.
- 17) Unfortunately these articles are \_\_\_ \_\_\_ stock.
- 18) Please note that our prices are subject \_\_\_ change \_\_\_ notice.
- 19) You will receive a credit note \_\_\_ the sum \_\_\_ of ...
- 20) If we can be \_\_\_ any further assistance, please let us know.

4. **Choose the right variant.**

1. Staff members rarely ... their annual leave in winter.			
a. are taking	b. take	c. will take	d. have taken
2. The recovery of this sector ... its pace since it ... dependent on domestic demand.			
a. lost, has become	b. has lost, has become	c. lost, became	d. has lost, became
3. According to UK Defence Secretary Russia ... a sustained campaign of cyber attacks, which target democracy in the West.			
a. is carrying out	b. is carried out	c. have carried out	d. is being carried out
4. It ... as if house prices may soon be rising at a slower rate.			
a. appears	b. is appearing	c. appear	d. are being appeared
5. The new rules and regulations will be introduced gradually so that everyone will be able to ... them.			
a. used	b. make use to	c. get used to	d. get using
6. Despite the rise in unemployment, people still seem ... more and more.			
a. to have been spent	b. be spending	c. to be spending	d. that to be spent
7. This contract matters to him a lot because he ... on it for 5 months.			
a. has worked	b. is working	c. worked	d. has been working
8. We ... to each other since the last committee meeting, and that means for 7 days.			

a. spoke	b. have spoken	c. haven't spoken	d. hasn't been speaking
9. I will never finish this presentation by tomorrow evening unless you ... disturbing.			
a. will stop	b. will not stop	c. stop	d. do not stop
10. The US Defence Secretary ... any use of nuclear weapons by North Korea ... be met with some responses.			
a. has said, would	b. said, would have	c. said, will	d. has said, is

**5. Translate the following sentences from Russian into English:**

- 1) Я был бы признателен, если бы Вы выслали мне информацию о правилах поступления в Центр менеджмента Бредфордского университета. Я попросил бы Вас также сообщить, обеспечивает ли центр жильем зарубежных студентов.
- 2) Настоящим сообщаем, что заказ № 20394 от 24 октября 2016 года не может быть отгружен, так как товаров в запрашиваемом вами количестве нет в наличии. Приносим извинения за доставленные неудобства. Во вложении – наше новое ценовое предложение, которое, как мы надеемся, вас заинтересует.
- 3) С сожалением сообщаем вам, что вследствие инфляционного давления мы были вынуждены повысить цены на комплектующие. Наш исправленный прейскурант прилагается и является действительным с завтрашнего дня.
- 4) Подтвердите получение перевода на сумму 25000 рублей.

**6. Read the letter below and write a reply.**

Dear Mr Bennett

Request for Marketing Information

Thank you for your letter of 2 July.

The provision of a list of commercial and industrial wholesalers and distributors will constitute a chargeable enquiry. The approximate cost of this service will be \$300. The list will be sent to you approximately six weeks from the date of payment receipt.

If you wish to pursue the inquiry, you should contact the nearest branch of our information department.

I should be grateful if you could send trade literature on your products and company.

Yours sincerely

Tony Thompson
---------------

## **7. Mandatory and optional reading list**

### **Mandatory reading list**

1. Allison J. The Business 2.0. B1 + Intermediate: Student's Book / J. Allison, P. Emmerson - Oxford: Macmillan Publishers Limited, 2013 - 160 p. + 1 CD
2. Allison J. The Business 2.0. B2 Upper Intermediate: Student's Book / J. Allison, J. Townend, P. Emmerson - Oxford: Macmillan Publishers Limited, 2013 - 160 p. + 1 CD
3. Taylor S. Model Business Letters, Emails and Other Business Documents / S. Taylor - Edinburgh Gate: Pearson Education Limited, 2004, 2012. - 498 p.

### **Optional reading list**

4. Bixby J. Skillful Reading & Writing: Student's Book 3 / J. Bixby, J. Scanlon - Oxford: Macmillan, 2013 - 112 p.
5. Emmerson P. Business Vocabulary Builder. Intermediate to Upper-intermediate: The words & phrases you need to succeed / P. Emmerson - Oxford: Macmillan Education, 2009 - 176 p.
6. Gagarina, M. Professional ethics and business standards: Manual in English for economic department students studying specialty "International Finance" Master program=Профессиональная этика бизнеса : Учебное пособие на англ. яз. для студентов, обуч. по напр. "Экономика", профиль "Международные финансы, программа подгот. магистра / M. Gagarina ; FinancialUniversity .— M. : Financial University, 2016 .— 92 p.

## **8. List of IT resources, incl. the list of software, information and reference systems (as appropriate).**

### **8.1. Software:**

1. Windows, Microsoft Office software;
2. ESET Endpoint Security antivirus software; etc.

### **8.2. Databases and information and reference systems**

1. <http://library.fa.ru> - электронные ресурсы БИК
2. [www.pearson-books.com/modelbusinessletters](http://www.pearson-books.com/modelbusinessletters)
3. [www.shirleytaylortraining.com](http://www.shirleytaylortraining.com)
4. [www.englishclub.com](http://www.englishclub.com)
5. [www.learn-english-today.com](http://www.learn-english-today.com)
6. [www.askjohnenglish.com](http://www.askjohnenglish.com)
7. [www.multitrans.ru](http://www.multitrans.ru)
8. [www.lingvo.ru](http://www.lingvo.ru)
9. [www.macmillandictionary.com](http://www.macmillandictionary.com)
10. [www.tellmemorecampus.com](http://www.tellmemorecampus.com)



