***РЕКОМЕНДУЕМЫЕ ВОПРОСЫ К ЭКЗАМЕНУ***

1. English for business purposes.

2. Letter structure (Letter head, sender’s address, reference, date, special mailing indication, confidential, inside address).

3. Letter structure (for the attention of, salutation, subject, body of the letter)

4. Letter structure (close, signature, initials of persons in charge, enclosures, copies, post script).

5. Letter’s contents and style (letter size, letter composition, language and style).

6. Principal rules of writing business letters.

7. Letter size. Letter composition.Language and style.

8 Types of letters. Enquiries.The structure and the contents of enquiries.

9 Types of letters. Replies.The structures and the contents of replies.

10. Types of letters. Orders.The structures and the contents of orders.

11. Types of letters. Complaints.The structure and the contents of complaints.

12. Types of letters. Credit.The structures and the contents of credit.

13. Miscellaneous correspondence. Insurance.Force-Majeure circumstances.

14. Miscellaneous correspondence. Advertising.Congratulation.

15. Miscellaneous correspondence. Condolence.Letter of thanks for hospitality.

16. Fax. The main elements of fax.Formal phrases peculiar for fax.

17. E-mail. Rules of writing e-mail. Common abbreviations used in e-mail.

18. Job application. Writing a Resume, CV.

19. Job application. Cover letter, reference, business card.

20. Interview and introduction. Rules of organizing your speech

21. Problem-solution speech. Organizing your presentation.

22. Explaining visuals. Ways of organizing information. Transition words.Using and discussing visuals.

23. Definition speech. Organizing your speech.Steps to follow.

24. Speech from your area of studies. Self-evaluation.Choosing the topic.Organization of the introduction, the body and the conclusion.

25. Summery speech. Choosing and organizing information. Giving your impression or opinion of the text.Summery words.

26. Meetings. What makes a good meeting? Establishing the purpose of a meeting.Ending the meeting.

27. Preparing for a phone conversation. Receiving phone calls. Taking and leaving messages.

28. Telephone conversations. Asking for repetition.Leaving a message on an answering machine.

29. Choice of style in a telephone conversation. Expressions which make a telephone conversation successful.

30. Negotiations. Types of negotiations.Preparation for a negotiation.Dealingwithconflicts.

***РЕКОМЕНДУЕМЫЕ ПРАКТИЧЕСКИЕ ЗАДАНИЯ К ЭКЗАМЕНУ***

1. Analyze the letter and restore the missed elements.

2. Make up a letter of enquiry on behalf of your organization.

3. Translate the complaint letter into English.

4. Compare the following telephone conversations and classify them according to their degree of formality (formal, neutral, informal).

5. Make up a letter of order on behalf of your organization on …( the supply of sports footwear for senior school children, …)

6. Translate the letter into Russian (insurance).

7. Write a letter of condolence.

8. Rearrange business letter elements in the correct order.

9. Analyze a resume and say if it includes enough information about the person for the employer to feel he is worth interviewing.

10. Write a letter of thanks for hospitality.

11. Translate the letter into Russian (force-majeure circumstances).

12. Make up a reply letter on behalf of your organization on the supply of sports footwear for senior school children.

13. Of the given features highlight the most important for successful business communication. Give your reasons.

14. Analyze the letter and rearrange its elements in the correct order.

15. Translate the letter into Russian ( advertising).