

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ ФЕДЕРАЦИИ
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Методические указания по развитию коммуникативных навыков
в сфере информационных технологий (тема “Job Hunting”)

Факультет электроэнергетический

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Методические указания предназначены для студентов первого курса направлений подготовки бакалавров в сфере информационных технологий. Цель методических указаний – обогатить словарный запас студентов, подготовить их к деловому общению на английском языке в будущей профессиональной деятельности в рамках осваиваемой специальности. Материалы, представленные в методических указаниях, содержат дополнительные полезные сведения по дисциплинам профессионального цикла, что позволит укрепить межпредметные связи.

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Lesson 1. Job Advertisements

1. Read the words and expressions and learn them if they are new to you:

advertisement (сокр. **ads**) – реклама; *брит. разг. advert*

applicant – кандидат, претендент, соискатель

executive – руководитель, руководящий работник

essential – значимый, существенный

salary – заработная плата (*служащего*); оклад

incentive – побуждение, стимул

fringe benefits - дополнительные выплаты, льготы

demand – требовать (глагол), востребованность, спрос, потребность (сущ.)

to assume – допускать, предполагать

to correspond with – соответствовать

reward – денежное вознаграждение, премия

vague – неясный, смутный

impression – впечатление

supply – эк. предложение

to consider – рассматривать, учитывать

obviously – ясно, очевидно

precise – точный, четкий

degree - звание, учёная степень

Dipl.-Ing – (*в Германии*) дипломированный инженер

grande ecole - (*во Франции*) высшая школа

to prefer – предпочитать

to regard – рассматривать, считать

to specify – уточнять, конкретизировать

achievement - достижение, успех

novice – начинающий, новичок

aptitude – способность, пригодность

audacious - смелый, дерзкий

to have smth. in common – иметь что-л. общее

attitude – отношение, позиция

2. Read the text:

Job Ads: Reading between the lines

Checking out job advertisements is popular with executives worldwide. But though the activity is universal, is the same true of the advertisements? Are executive positions in different countries advertised in the same way? A comparison of the jobs pages of The Times of London, Le Monde of Paris and Germany's Frankfurter Allgemeine Zeitung suggests not.

First, what UK job seekers consider an essential piece of information -what the post pays- is absent from French and German adverts. It is often left to applicants to raise this themselves. In contrast, most British advertisements mention not only salary, but also other material incentives including a car and fringe benefits. French or German advertisements rarely refer to these.

The attention given to rewards in the UK indicates the importance of the job and its responsibility. In Germany and France, that information is given by the level of experience and qualifications demanded. Salary can be assumed to correspond with this.

If French and German adverts are vague about material rewards, they are precise about qualifications. They usually demand "a degree in ...", not simply "a degree". In Germany, for example, a technical director for a machine tool company will be expected to have a Dipl.-Ing degree in Mechanical Engineering.

French advertisements go further. They may specify not just the type of grande ecole degree, but sometimes a particular set of institutions (Formation superieure X, Centrale, Mines, HEC, ESSEC), these being the most famous grandes ecoles.

All this contrasts with the vague call for "graduates" (or "graduate preferred"), which is found in the UK. British companies often give the impression that they have a particular type of applicant in mind, but are not sure about the supply and will consider others. Their wording suggests hope and uncertainty, as in this advertisement from The Times: "Whilst educational standards are obviously important, a large measure of personal enthusiasm is likely to secure the success of your application."

In the UK, qualifications beyond degree level make employers nervous, but in France or Germany it is difficult to be "overqualified". Many people on German executive boards have doctorates and the French regard five or six years of intensive post-baccalaureat study at a grand ecole as ideal training. British managers are not selected primarily

for their intelligence, as managers are in France or for their expert knowledge, as in Germany. Instead the British give importance to social, political and leadership skills.

This difference also shows in the personal qualities mentioned. British advertisements stress energy, ability to communicate and motivate. German advertisements like achievement, but it tends to be less personality-driven. German companies want candidates with sound knowledge, experience and competence in their field. They rarely recruit novices, as do British employers. French advertisements refer more to intellectual qualities like analytical aptitude and independence.

Even the tone of the job advertisements is different in the three countries. By French and German standards, British advertisements are very audacious: They attract young executives with challenges such as: "Are you reaching your potential?" whereas French and German advertisements are boringly direct, aiming to give information about the job rather than to sell it.

All this points to three different conceptions of management. The French regard it as intellectually complex, the Germans as technically complex, and the British as interpersonally complex. But they agree on one thing: it's complex.

In Russia the recruiters of different companies try to follow the positive trends in hiring practices of other countries. IT companies actively use the Internet for advertising jobs. Managers in the IT sphere also regularly consult with the teaching staff of the university.

3. Read the text once again and find English equivalents to the following words and expressions:

- 1) существенная часть информации
- 2) упоминать не только оклад, но и другие материальные стимулы
- 3) дополнительные льготы (помимо зарплаты)
- 4) подчеркивать важность работы
- 5) требуемые квалификации
- 6) вскользь упоминать о материальных поощрениях
- 7) специальный перечень учебных заведений
- 8) производить впечатление
- 9) иметь представление об определенном типе соискателя
- 10) рассматривать другие кандидатуры
- 11) значительная доля личного энтузиазма
- 12) способствовать успеху вашего поступления на работу

- 13) руководящий орган
- 14) быть избранным за уровень интеллекта
- 15) социальные и политические навыки и лидерские качества
- 16) личные качества
- 17) кандидаты с явно выраженными знаниями, опытом и компетенцией в своей области
- 18) выбирать новичков
- 19) аналитические способности и независимость
- 20) реализовывать свой потенциал
- 21) считать что-л. сложным в техническом плане

4. Fill in the necessary prepositions:

1. Checking out job advertisements is popular _____ executives worldwide.
2. What UK job seekers consider an essential piece of information is absent _____ French and German adverts.
3. French or German advertisements rarely refer _____ salary and fringe benefits.
4. In Germany, for example, a technical director for a machine tool company will be expected to have a Dipl.-Ing degree _____ Mechanical Engineering.
5. British companies often give the impression that they have a particular type of applicant _____ mind.
6. British managers are not selected primarily _____ their intelligence, as managers are in France.
7. The British give importance to social, political and leadership skills.
8. German companies want candidates with sound knowledge, experience and competence _____ their field.

5. Look at the text and find the sentences that contain the Infinitive and the Infinitive Construction Complex Subject.

6. Summarize the text giving the answers to the following questions:

1. Are all executive positions in European countries advertised in the same way?
2. In what ways do British and German adverts differ?
3. Why don't German adverts mention anything about pay?

4. What do French and German adverts have in common?
5. What is the author's attitude towards UK adverts?
6. Why can't anyone in France or Germany ever be regarded as over-qualified?
7. What are the main differences between British, French and German advertisements?
8. What can you say about job advertisements in Russia?

7. Make up a dialogue discussing positive and negative sides of advertising practices in the countries mentioned in the text.

8. Read the example of the job advertisement (Playrix, Vologda)

Playrix is a developer of casual games of the highest quality. We want to create games that are pure fun and enrich people's lives. We believe that quality of the product matters the most, and this simple vision has been our secret sauce in the fast changing games industry.

Playrix started out as a PC casual games developer back in 2004. We created such award-winning titles as Fishdom®, Gardenscapes™ and 4 Elements™ among others, that are available on multiple platforms including PC, Mac, Web, Facebook, Nintendo DS, Sony PSP, iOS and Android. As of today, Playrix develops free-to-play tablet and mobile games.

Quick Facts:

- Founded: 2004
- Employees: 100+
- Games Released: 20+
- Our game Township is consistently in Top 50 grossing games in the majority of countries on the App Store/iPa
- We have over 30 mln installs of our games on iOS and Android combined
- Supported Platforms: iOS, Android, PC, Mac, Web, Facebook, Nintendo DS, Sony PSP and others
- Our games can be frequently found in Top 10 on the App Store boasting dozens of millions of installs.

Currently, the company has 42 vacancies: 2D graphic designer, 3D graphic designer, the QA specialist (tester computer games), C++ programmer, programmer-Intern, Android programmer and others.

9. Think over the following questions:

- would you like to work in Playrix?
- which of the above-mentioned vacancies suits you the most and why?

10. Read the information about the position of a C++ programmer in the Playrix company:

Requirements

- ✓ Experience: from 1 to 3 years;
- ✓ knowledge of C++ and OOP;
- ✓ mathematical skills;
- ✓ operational experience with computer graphics;
- ✓ the desire to work in the gaming industry.

Responsibilities

- ✓ The development of the game mechanics and logic;
- ✓ the programming of user interfaces;
- ✓ the programming of visual 2D and 3D effects;
- ✓ the development of supporting tools (editors levels, maps, etc).

Working conditions

- ✓ Interesting and unique work on promising game projects;
- ✓ decent initial salary and bonuses according to the results,
- ✓ the opportunity for professional and career growth;
- ✓ free working hours
- ✓ free food.

11. Translate into English the following job advertisements in Vologda:

1. Перспективной развивающейся компании требуется программист для разработки web-сайтов. Требования к соискателю:
 - высшее образование
 - уверенное знание языка SQL
 - опыт разработки приложений на языках Java, PHP
 - стремление к профессиональному росту
 - приветствуется хорошее знание английского языка.
2. Газете «Городок» требуется специалист для поддержки информационного сайта, имеющий опыт разработки в среде Visual Studio (язык программирования C#), ответственный и коммуникабельный.

3. Лидер российского рынка банковской автоматизации компания R-Style Softlab имеет вакансии:
- программиста C++;
 - программиста Java;
 - тестировщика ПО;
 - системного администратора.

Lesson 2. Writing a Resume

1. Read the words and expressions and learn them if they are new to you:

CV *преим. брит.; сокр. от curriculum vitae; амер.resume* - резюме, краткая биография

covering letter (*брит.*); **cover letter** (*амер.*) – сопроводительное письмо

letter of reference/letter of recommendation - отзыв, рекомендации (*с предыдущего места работы*)

general – общий, универсальный

superior – совершенный, превосходный

in-depth – всесторонний, исчерпывающий, глубокий

data recovery – восстановление данных

fluent – беглый, совершенный (*об уровне владения иностранным языком*); **to speak some language fluently** – бегло, свободно говорить на каком-л. языке

actual program coding – действующая программа кодирования

to handle – иметь дело, управлять, заниматься решением (*какой-л. задачи, вопроса*)

issue – вопрос, проблема

layout – схема, макет, план

irregularities – ошибки, перебои в работе

accounting – бухгалтерское дело, бухгалтерский учет

implementation – реализация, выполнение (*какого-л. программного продукта*)

to support – зд. сопровождение (*какого-л. программного продукта*)

senior – старший, ведущий (*по положению, званию*)

to esteem – высоко ценить; почитать, уважать, чтить; быть высоко-го мнения, отдавать должное

delight – удовольствие, наслаждение

consideration – рассмотрение, обсуждение

to recognize - ценить, признавать (*чью-л. заслуги*)

multimillion-dollar software – программное обеспечение стоимостью миллионы долларов

scope – сфера, область действия

goal – цель, задача

application – приложение (*часто используется наряду с термином programme (программа)*)

methodology - методика

OOD = *сокр.* от **object-oriented design** - объектно-ориентированное проектирование, ООПР

client/server architecture – архитектура клиент/сервер

self-test automation – автоматизация самотестирования (тестирования, которое выполняет сам программист в процессе отладки программы)

to call out – зд. призывать, привлекать внимание

to describe – описывать, рассказывать

match – сочетание, соответствие

to confirm – подтверждать

receipt – получение, прием

Ms – обращение к женщине, семейное положение которой неизвестно (*необходимо использовать Ms при обращении к женщине, если только Вас не попросили обращаться Mrs или Miss*).

Ltd. – *сокр.* от **limited** - с ограниченной ответственностью (*об акционерном обществе*)

Dep't = *сокр.* от **Department** – отдел, подразделение (*в фирме, компании*)

ad – *разг.; сокр.* от **advertisement** - объявление, реклама

Yours sincerely/Yours faithfully – *брит., амер.* искренне Ваш(а), с уважением (*стандартная фраза в конце письма, начинающегося с обращения, в котором указывается имя или фамилия адресата; например, Dear Mr Brown или Dear Ms Raleigh*)

2. Read the examples of a resume and a covering letter.

Resume (CV)

Pavel Smirnov

Address: 15-48, Chekhova Street,

Vologda, Russia, 160001

Phone number - (8172) 723-456

E Mail ID: pavelsm@mail.ru

Career Objective:

Software Engineer

Key Skills:

- Ability to create simple but effective database management software using database management systems MS Access or Oracle
- Superior database management skills and advanced knowledge of query language SQL
- In-depth knowledge of different procedures to be followed for data recovery in case of some crisis
- Good knowledge of programming languages C++, Java and Visual Basic.

Languages:

Russian (native), English (fluent)

Education:

Vologda State University, Russia, 2001-2006

Informatics and Computer Engineering

Professional Experience:

1. Programmer

R-style Softlab Vologda, Russia, 2008-present

- Doing the actual program coding
- Managing client relationships and handling technical issues
- Making connections between the project layout and data access
- Doing the software testing for the developed software and noting the irregularities

2. Programmer

Software Ltd., Moscow, Russia, 2006-2008

- Development of the accounting program "Accounting 2008"
- Implementation and support of accounting software based on Access

References:

1. Name: Andrey Roschin

Post: Head of the Technical Support: R-style Softlab Vologda, Russia

Phone No: (8172) 75-56-56, E mail id: andrey@acme.com

2. Name: Jim Smith

Post: Senior Programmer, Software Ltd., Moscow, Russia Phone No:

(495) 454-78-55, E mail id: jimsmith12@mail.com

Covering Letter (Cover Letter)

Dear Mr. Saphonov,

I've recently noticed the position of a software engineer in your esteemed organization on the website where I can show my skills in programming to help the organization grow. I was delighted to send you a copy of my CV for your consideration.

I served as a software engineer at the following companies: Software Ltd. in Moscow (2006-2008) and R-style Softlab in Vologda where I've been working since 2008. I have been repeatedly recognized for developing innovative solutions for multimillion-dollar software.

Positions which fall within the scope of my goals and abilities are:

- Deep knowledge of the most common cross-platform (Windows, Unix, Linux and VxWorks);
- A good knowledge of a different programming languages including C++, Visual Basic, Java and SQL;
- In-depth knowledge of database management systems Oracle and MS Access;
- Advanced knowledge of developing applications, tools, methodologies and best practices (including OOD, client/server architecture and self-test automation).

Your ad called out to me because the position, as described, is such a perfect match with my skills, as you will see when you review my resume. I will contact you this week to confirm receipt of my resume and to arrange a time for an interview.

Thank you for your time and attention,

Yours sincerely,
Pavel Smirnov

3. Read the resume once again and translate the following expressions from Russian into English:

- 1) Интересующая должность
- 2) Ключевые навыки; превосходные навыки
- 3) Способность создавать эффективные базы данных
- 4) Глубокие знания различных процедур восстановления данных
- 5) Свободно владеть английским языком
- 6) Выполнять кодирование (реализацию) актуальных программ
- 7) Заниматься решением технических вопросов
- 8) Устанавливать связи между макетом проекта и доступом к данным
- 9) Выявлять ошибки
- 10) Внедрение и сопровождение бухгалтерских программ на основе Access
- 11) Рекомендательное письмо от ведущего программиста компании Software Ltd. в Москве

4. Read the covering letter once again and translate the following sentences from Russian into English without looking at the text:

- 1) Я недавно увидел(а) объявление о вакантной должности на вашем сайте и рад(а) направить копию моего резюме для Вашего рассмотрения.
- 2) Я неоднократно принимал(а) участие в разработке инновационных решений для программного обеспечения стоимостью миллионы долларов.
- 3) В сферу моих интересов и способностей входят глубокие знания наиболее распространенных кросс-платформ, твердые знания различных языков программирования, отличное умение разрабатывать приложения, включающие ООД, архитектуру клиент/сервер и автоматизацию самотестирования.
- 4) Ваше объявление привлекло мое внимание потому, что описанные в нем требования имеют идеальное сочетание с моими навыками, как вы увидите, когда просмотрите мое резюме.
- 5) Я свяжусь с Вами на этой неделе, чтобы подтвердить получение моего резюме и договориться о времени собеседования.
- 6) Спасибо за то, что уделите мне время, искренне Ваш, Павел Смирнов.

5. Find the synonyms to the following words and expressions in the texts:

- 1) universal
- 2) perfect
- 3) errors
- 4) realization
- 5) recommendations
- 6) respected
- 7) to have pleasure in smth.
- 8) aim
- 9) widespread
- 10) to attract smb.'s attention
- 11) to prove
- 12) to organize

6. Revise the functions of Participle I and Participle II. Find the appropriate single participle or participial construction in the text for each sentence below and fill in the blanks.

1. Ability to create simple but effective database management software _____.
2. Superior database management skills and _____ knowledge of query language SQL.
3. Doing the software testing for the _____ software and noting the irregularities.
4. Implementation and support of accounting software _____.
5. I've recently noticed the position of a software engineer in your _____ organization on the website.
6. _____ knowledge of _____ applications, tools, methodologies and best practices.
7. Your ad called out to me because the _____ position is such a perfect match with my skills.

7. Imagine that you have learned about a new vacancy in Playrix, for example, of a C++ programmer. Make up a resume and a covering letter for the position you have chosen.

Lesson 3. Be prepared for an Interview

1. Read the words and expressions and learn them if they are new to you:

to find out – узнать, выяснить

to appraise/to assess – оценивать, давать оценку

vivid – живой, яркий

relevant – уместный, относящийся к делу

previous - предыдущий; предшествующий

to deal with – иметь дело, взаимодействовать, обращаться с

to investigate – изучать, исследовать

impartially – объективно, беспристрастно

shortcoming – недостаток, изъян

genuine – искренний, реальный

merit – заслуга

to back up – поддерживать, подкреплять

extreme – крайность

slip-up – оплошность, ошибка, промах

to draw a conclusion – сделать вывод

to overcome smth. – преодолеть, побороть что-л.

to mumble – бормотать, нечетко произносить

to scare smb. off – отпугнуть кого-л.

to entail – повлечь за собой

blessing – благословение

to concern – относиться, касаться

on behalf of smb. – от имени (*кого-л.*), по поручению, в интересах (*человека либо организации*)

to hesitate – колебаться, сомневаться

to advance – продвигаться, улучшаться

promotion – продвижение по службе, повышение в должности

customer – клиент, заказчик

to troubleshoot – *тех.* отыскивать повреждения; выявлять неисправности

courteous – вежливый

to replicate – воспроизводить, имитировать

to abandon – бросать, покидать

to stick – *разг.* торчать, оставаться надолго, засиживаться

to deal with - иметь дело с..., заниматься (*напр. проблемой*)

faulty – неисправный, проблемный (*о ситуации*)

consequently – следовательно, в результате

bottom line – чистая прибыль

endeavour – усилие, стремление

2. Read the article:

How to behave during an interview

You may be interviewed in different ways, but the interviewer will have a clear-cut aim — to find out what sort of a person you are. In addition, he will be appraising whether you have the necessary set of knowledge and skills. Therefore, you must be ready to answer the most unexpected questions and paint in vivid detail your relevant previous experience.

Be ready for your interviewer to assess what you can do for the company that is going to employ you. You should be ready for questions like: "**How do you see your future duties?**", and you should learn as much as possible about the company you are dealing with before the interview. It would be a good idea to investigate the specific requirements of various positions, to assess yourself impartially and in answering the questions, to try to compensate for your possible short-comings with the undoubted advantages of your experience.

The next question will usually be — "**What are your strong points?**" Remember that an answer like: "I can do everything" is unsuitable. The enumeration of your genuinely valuable merits — "I am energetic, hard-working, loyal and so on" — will produce no effect unless you back them up with concrete examples.

"**What are your weak points?**" You must also be able to answer this question, and you may be sure that your interviewer will attentively follow how you react. Be ready to speak about failures or mistakes in your career, since no one will believe that you had none. But don't run to the other extreme—don't start enumerating all of your slip-ups. Be sure to emphasize the conclusions you have drawn after analyzing your failures and tell your interviewer what they taught you. Just remember that an employee who has the experience of overcoming failures and analyzing his own mistakes is much more valuable for the company because he won't lose his head when facing difficulties.

Think about the achievements you can mention at the interview. If you can't answer questions about them or mumble something unintelligible your chances of succeeding in the interview won't be

great. If possible, quote concrete figures or examples so that your interviewer can assess the extent of your success.

Be ready for practical tests — if you apply for a job as a salesperson you may be asked to sell something (this is a good test of your abilities) or you may be required describing some production situation to express your opinion on the settlement of the conflict in a hypothetical situation.

What salary are you expecting? Think of concrete figures — you should base your answer on the average salary of other employees with your qualification. If you are sure the company is very interested in you, you may increase your demands but, naturally, not to scare off your employer.

Usually they will ask at the end of an interview if there is anything you would like to know. This is your turn to interview a staff member. You have to understand what your future job will entail, what supervisors will expect, what possible difficulties there are in store for you, what the other staff members are like and so on. No matter how interested you are in this position remember that you should not only be selected, but actively choose this job, for it may not be the job you have been dreaming about. I give you my blessing. Until we meet again.

Tatyana LEPEKHA
psychologist

3. Read the text once again and find English equivalents to the following words and expressions:

- 1) четкая цель
- 2) описать в ярких примерах свой опыт работы
- 3) изучить специальные требования различных должностей
- 4) объективно оценить себя
- 5) компенсировать недостатки несомненно положительным опытом
- 6) сильные и слабые стороны
- 7) поистине ценные заслуги
- 8) поддержать что-л. конкретными примерами
- 9) впасть в крайность
- 10) перечислять все ваши ошибки
- 11) опыт преодоления трудностей
- 12) бубнить что-то невнятное
- 13) высказать свое мнение о том, как разрешить конфликтную ситуацию
- 14) отпугнуть работодателя

4. Find the appropriate definition in the right column to each word in the left side.

1. staff	a) something that is accomplished by hard work, abilities or heroism
2. to find out	b) a fixed regular payment made by an employer for professional work
3. suitable	c) to learn or to gain knowledge of something
4. skill	d) defect or negative side of smb.'s character
5. requirement	e) to provide work or occupation for smb.
6. shortcoming	f) special ability acquired by training
7. duty	g) appropriate for a particular situation
8. achievement	h) to judge the importance of smth.
9. to mumble	i) something demanded as an obligation
10. to employ	j) a task or action that a person must perform
11. to assess/to appraise	k) to say smth. indistinctly as with the mouth partly closed
12. salary	l) a group of people employed by a company or individual

5. Summarize all the advices the psychologist gives to a job seeker and express your opinion on each of them.

6. Remember, that if it is possible, you should take a reference letter for the interview. Read the example of a reference letter.

R-Style Softlab,

Leningradskaya St., 71

Tel: +7 (8172) 52-91-05; +7 (8172) 52-91-07

April 12, 2014

To Whom It May Concern:

Reference for Pavel Smirnov

I am writing this reference letter on behalf of Pavel Smirnov. I have been Pavel's supervisor for four years in R-Style Softlab Vologda. In those six years, I have watched him rapidly advance from an entry-level position to a Senior Technical Support Representative. I have never hesitated to recommend him for promotion when his time came.

Pavel gets satisfaction from helping our customers and field engineers to troubleshoot technical problems. Many of those who have received help from Pavel specifically ask for him when they again contact tech support, and for good reason: he is professional, courteous and quick to help. I often see Pavel in our lab before or after work hours, replicating technical problems. Additionally, Pavel does not ever abandon his customer. He sticks at it even after hours, until he resolves his customers' problems.

Pavel is a team player who is always willing to share the knowledge. For example, thanks to Pavel's willingness to share his experience in dealing with faulty situations, our Technical Publications Department was able to prepare online troubleshooting guides for our field engineers. Consequently, we have seen an increase in customer satisfaction, a reduction in tech-support calls, and a significant savings on the department's bottom line.

I have nothing but good things to say about Pavel and I would strongly recommend him for any endeavour he chooses. Please do not hesitate to contact me if you would like to hear more good things about Pavel.

Yours faithfully,

[Signature]

Andrey Roschin
Supervisor, Technical Support,
andrey@acme.com

8. Read the letter of reference once again and translate the following sentences from Russian into English without looking at the text:

- 1) Я пишу вам рекомендательное письмо в интересах Павла Смирнова.
- 2) За шесть лет его работы здесь я заметил, как он быстро повысился в должности от начинающего до ведущего представителя службы технической поддержки.
- 3) Я никогда не сомневался в том, что его стоит рекомендовать на продвижение по службе.
- 4) Павел всегда помогает своим клиентам и коллегам устранить технические неполадки.
- 5) Павел подолгу засиживается в лаборатории даже после окончания рабочего дня, пока не разберется с проблемами клиентов.
- 6) Павел – это член команды, который всегда готов поделиться своими знаниями и опытом с коллегами.

7) В результате наш отдел публикаций сумел составить руководство по устранению технических неполадок, и мы заметили уменьшение количества звонков от клиентов и значительные увеличения в чистой прибыли нашего отдела.

8) Я могу сказать о Павле только хорошее. Если вы хотите услышать больше о его положительных качествах, то смело связывайтесь со мной.

9. Find antonyms to the following words in the text:

slowly; to be sure; rude; correct; reduction; minor

10. Revise in which cases the Infinitive is used with or without “to”. Look at the sentences and choose the proper verbs from those given below in italic.

- 1) The interviewer will have a clear-cut aim — _____ what sort of a person you are.
- 2) Be ready for your interviewer _____ what you can do for the company that is going to employ you.
- 3) It would be a good idea _____ the specific requirements of various positions.
- 4) Be sure _____ the conclusions you have drawn after analyzing your failures.
- 5) Be ready for practical tests — if you apply for a job as a salesperson you may be asked _____ something or you may be required _____ your opinion on the settlement of the conflict in some production situation.
- 6) If you are sure the company is very interested in you, you may increase your demands but, naturally, not _____ your employer.
- 7) You should not only _____, but actively _____ this job.
- 8) I have watched him rapidly _____ from an entry-level position to a Senior Technical Support Representative.
- 9) I have never hesitated _____ him for promotion when his time came.
- 10) Pavel gets satisfaction from helping our customers and field engineers _____ technical problems.
- 11) For example, thanks to Pavel's willingness _____ his experience in dealing with faulty situations, our Technical Publications Department was able _____ online troubleshooting guides for our field engineers.

to prepare, be selected, to share, to express, to find out, to emphasize, to advance, choose, to assess, to investigate, to recommend, to sell, to troubleshoot, to scare off.

11. Revise the functions of the verb “to have”. Find the examples of three of these functions in the text and in the reference letter.

Lesson 4. The interview

1. Read the words and expressions and learn them if they are new to you:

to fill in an application form – заполнить анкету

to engage in smth – заниматься чем-л.

promising – перспективный, подающий надежды

effort – усилие, напряжение

to expand – расширять, увеличивать (*в объеме*)

healthcare agency - медицинские учреждения

competitive – конкурентоспособный

responsibilities and obligations – должностные обязанности

query – запрос

strengths and weaknesses - сильные и слабые стороны

to consider – считать, полагать

former – бывший

previous – предыдущий, предшествующий

Good talkers are little doers – *посл.* – Тот, кто много говорит, мало делает.

reserved – сдержанный, скрытный

reticent – молчаливый, немногословный

to hamper – препятствовать, мешать

to be accustomed to smth. – привыкнуть, приучиться к чему-л.

to offer – предлагать, предоставлять

fortnight – две недели

to suit – подходить, устраивать

2. Read the dialogue

Pavel Smirnov is going to take a position of a software engineer in the UniSoft Company. Here is the interview between him and the Vadim Saphonov, the Head of the Programme Designing Department.

Pavel: Good morning, sir.

Vadim: Good morning. Come in, Pavel, please, take a seat. You will have to excuse me a moment while I finish signing these papers. Meanwhile please fill in the application form. There, that'll do. Now I can concentrate on you, Mr. Klimenko. Tell me, how long were you in your last job with R-Style Softlab?

Pavel: Six years. I am leaving because I have engaged in technical support for quite a long time, now I'd like to do the programme developing.

Vadim: What programming languages do you know?

Pavel: Among the languages I know are C, C++, Visual Basic, Java, PHP, SQL, Python and Ruby.

Vadim: Well, and what languages do you prefer to use?

Pavel: For the last three years I have supported C++ programmes. I also know Access and Oracle Database Management Systems at a rather good level.

Vadim: What do you know about our company? Have you got any questions to me?

Pavel: I know that this is a very promising company, so I'd like you to inform me what will be the major focus of efforts in the next few years?

Vadim: We plan to expand our activities with English-speaking countries, mainly the USA. At present we are developing software for healthcare agencies. We need a team of creative people to make our company competitive in the world market.

Pavel: What will my responsibilities and obligations be during the first year?

Vadim: Well, first of all you'll be responsible for medical data processing. You will need to skillfully write SQL queries.

Pavel: Yes, I see.

Vadim: Could you say a few words about your main strengths?

Pavel: My former supervisors considered me to be a very responsible, hard-working and courteous person.

Vadim: Do you have any weaknesses?

Pavel: I'm not a good talker. Sometimes I become reticent. However I believe that good talkers are little doers.

Vadim: Don't you think that your reserved character may hamper the success of team work?

Pavel: I am a team player. I am accustomed to working in a team.

Vadim: All right. Now, Pavel, I am quite prepared to offer you a job with us. You have excellent references from your previous job. You'll start on \$1000 and if you do well we'll review it after three months. The hours are from nine to five thirty, with an hour for lunch and a fort-night's holiday. Does that suit you? Any questions?

Pavel: What about travel? Will I have to go anywhere and for what length of time?

Vadim: Mostly to New York, and for not longer than a month.

Pavel: All right. When do you want me to start, sir?

Vadim: In a week, if possible.

Pavel: I am afraid I can't start working till the 10th October.

Vadim: No problem. We'll be seeing you on the 10th then?

Pavel: Yes, certainly. Thank you very much. Goodbye.

Vadim: Goodbye.

3. Read the interview once again and translate the following sentences from Russian into English without looking at the text:

1. Вам придется немного подождать, пока я подписываю некоторые бумаги. Пока, пожалуйста, заполните анкету.
2. Я уйду с этой работы, потому что я там занимался технической поддержкой, а сейчас мне бы хотелось заняться разработкой программ.
3. В течение последних трех лет я сопровождал программы на C++. Я также хорошо владею системами управления базами данных Access и Oracle.
4. Я знаю, что ваша компания очень перспективная, поэтому я бы хотел, чтоб вы мне рассказали, на чем будет сконцентрирована ваша работа в ближайшие несколько лет?
5. Мы планируем расширять деятельность с англоязычными странами, главным образом, с США, в данный момент мы разрабатываем программы для медицинских учреждений.
6. Нам нужна команда творческих людей, чтобы сделать нашу компанию конкурентоспособной на мировом рынке.
7. Прежде всего, в ваши обязанности будет входить обработка медицинских данных.
Вам нужно будет грамотно писать SQL запросы.
8. – Вы можете немного рассказать о ваших положительных качествах? – Мои бывшие начальники считали меня очень ответственным, трудолюбивым и отзывчивым работником.
9. – У вас есть какие-нибудь недостатки? – Я не очень разговорчив, иногда я бываю сдержанным. Но я все же полагаю, что тот, кто много говорит, мало делает.
10. Не думаете ли вы, что ваш сдержанный характер может затруднять успех работы в команде? – Я привык работать в команде.
11. Ваш рабочий день будет с 9 часов до 5.30 с часовым перерывом на обед и двухнедельным отпуском. Это устраивает вас?

4. Look at the following words and expressions in each row and find the irrelevant one out of the four.

former	initial	last	previous
reticent	uncommunicative	reserved	untidy
to prevent	to interfere	to describe	to hamper
invoice	reference letter	covering letter	application form
industrious	hard-working	polite	diligent
conversation	discussion	negotiation	relation
suitable	appropriate	wealthy	fit
to suggest	to propose	to investigate	to offer
crew	point	team	brigade
query	request	inquiry	output
to be aware	to be delighted	to be familiar with	to be in the know

5. Think over the following:

- What programming languages do you know?
- What programming languages do you prefer?
- What DBMS (database management systems) you are familiar with?
- Can you develop database queries?
- Do you take interest in developing of computer programs?
- Do you consider Unisoft to be a promising company?
- What are your main strengths and weaknesses?

6. Imagine that you are going to take a new position in Playrix (or in another company). Make up a dialogue between you and the interviewer of the chosen company.

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