

UNIT 1
TOPIC 1

GETTING ACQUAINTED

Dialogue 1

- Hello. My name is Tom Brown.
- I'm Nina Chane. Where are you from?
- I'm from London, Britain. And you?
- I'm from Peking, China.
- Oh, really? Nice to meet you.
- Nice meeting you too.
- By the way, what do you do?
- I'm a marketing manager. And what about you?
- I'm an accountant.

Dialogue 2

- Hello.
- Hi.
- Excuse me. Are you from France?
- No, I'm from Germany.
- What city are you from?
- I'm from Frankfurt.
- Oh, really? By the way, my name is Ann.
- I'm Rosa.
- Are you on vacation here?
- Yes, I am. I'm on a tour.
- Glad to meet you.
- Pleased to meet you too.

Dialogue 3

- Hi. I'm Boris Fisher.
- How do you do, Mr. Fisher?
- Please call me Bob.
- Where are you from?
- I'm from Russia, Moscow.
- Take a seat, Bob. How about some coffee? (Would you care for a cup of coffee?).
- Yes, with pleasure. Black with sugar please.
- Meet my friend. This is Miss Martin from Germany. She works in our branch in Berlin.
- Happy to meet you, Miss Martin.
- Nice meeting you too.

Dialogue 4

-How do you do? My name is Peter Williamson.

-How do you do? I'm John West.

-Where are you from?

-I'm from Canada (Paris ['pɑ:ris], Brussels [brʌslz], Cairo ['kaiərou], Sydney

['sidni], Rome ['roum], New York ['nju 'jə:k], Chicago [ʃ ik'a:gou], Mexico ['meksikou], Tokyo ['tɔ:kjɔu], Singapore ['singəpɔ:], Delhi ['deli], the United States, Russia (Moscow)).

-What do you do (for a living)?

-I'm in sales. I work for Robinsons' Ltd. (limited).

-I see. What's your job title?

-Sales Manager.

-Where are you based?

-Our head office is in Bond Street. What about you? What do you do? What's your job?

-I work with Fox's Company (Co.). You, probably, heard of us. We design and manufacture electronic equipment.

-Yes, your company is well-known, and enjoys a good reputation. Do you like your job?

-Oh, yes, indeed. As to our firm, it's rather small. We're a private company with a staff of 45 employees.

-Your company is doing well, isn't it?

-That's right. So far, so good.

Words and conversational formulas

To get acquainted (with) – познакомиться с

Glad/pleased/nice/happy to meet you – рад/мне приятно/познакомиться с
Вами

Nice meeting you too – мне также приятно познакомиться

What do you do? — чем вы занимаетесь?

On vacation – на каникулах, в отпуске

On a tour – в турне

How about...? — как насчет...?

Would you care for a cup of coffee? – не желаете ли чашечку кофе?

With pleasure – с удовольствием

With sugar – с сахаром

Meet my friend – познакомьтесь с моим другом

To be in sales – быть/работать/в отделе продаж/сбыта

To work for/with/a company – работать в компании/фирме

Job title — название должности

To design and manufacture — проектировать и производить

To enjoy — получать удовольствие
To enjoy a reputation – пользоваться репутацией
Staff – штат/работников/, персонал
On staff – в штате
Employee – служащий; работник
To do well – преуспевать, делать успехи
So far so good – пока все хорошо

Tasks

1. Practise reading the dialogues.
2. Learn dialogues 1, 2, 3 by heart, and act them out.
3. Learn unfamiliar terms and conversational formulas.
4. Compose your own dialogues.

UNIT 2

TOPIC 2

INTRODUCING PEOPLE

Dialogue 1

-Let me introduce myself: I'm Brian Ross.
-How do you do, Mr. Ross? My name is Bess Rainbow.
-How do you do, Bess? What do you do?
-I'm a teacher of French. And what is your trade?
-I'm an engineer in electronics.
-I see. Very pleased to meet you.
-Likewise.

Dialogue 2

-Jane, is the name Jack Baker familiar to you?
-I'm afraid not. Why are you asking me that?
-I want to introduce him to you. Mr. Baker, this is my colleague Jane.
Jane, meet Mr. Baker.
-Hi, Jack! How are you?
-Never felt better in my life. Thank you. How are you doing?
-So far very well, thanks.

Dialogue 3

-Mr. Price, may I introduce Mr. Grey to you?
-How do you do, Mr. Grey? It's a pleasure meeting you.
-How do you do, Mr. Price? Very happy to meet you. I have a feeling that we've met before.
-Most probably, your face seems familiar to me.
-Now, I recollected. We met in the golf-club a few days ago.

-Right you are. Exactly so.

Dialogue 4

-Could you introduce me to Mr. Brown of the British Trade Delegation?

-With pleasure. Mr. Brown, I'd like you to meet Mr. Belov from Russia.

-How do you do, Mr. Belov. Happy to meet you.

-How do you do, Mr. Brown. I'm glad to meet you.

Dialogue 5

-How do you do, Mr. Black.

-How do you do. Glad to meet you. Where are you from?

-I'm from Moscow.

-What languages do you speak? What is your native language?

-Russian is my native language. And I speak English a little bit.

-And what do you do?

-I'm a graduate student.

Words and conversational formulas

Likewise	—	и я тоже
I have a feeling that...	—	У меня такое ощущение, что...
Most probably	—	весьма возможно
Exactly so	—	совершенно точно

Introducing people

-Let me introduce myself. My name is Victor Beloff.

-May I introduce Mr. Price to you?

-Let me introduce Mr. Fox to you.

-Meet my friend (Doctor Popova).

-This is Professor Bell.

-Please introduce me to your friend.

-How do you do, Mr. Beloff?

-Nice to meet you.

-Nice meeting you.

-It's a pleasure to meet you.

-Glad to meet you.

-Pleased to meet you.

-Happy to meet you.

Знакомство. Представление

Разрешите представиться. Меня зовут Виктор Белов.

Разрешите представить Вам г-на Прайса.

Позвольте представить Вам г-на Фокса.

Познакомьтесь: мой друг (д-р Попова).

Это профессор Белл. Познакомьтесь.

Пожалуйста, представьте меня своему другу (познакомьте со своим другом).

Здравствуйте, г-н Белов!

Приятно с Вами познакомиться.

Приятно с Вами познакомиться.

Мне доставляет удовольствие познакомиться с Вами.

Рад с Вами познакомиться.

Рад с Вами познакомиться.

Очень рад с Вами познакомиться.

Tasks.

1. Practise reading the dialogues.
2. Learn dialogues 1, 2, 4 by heart and act them out.
3. Learn unfamiliar terms and conversational formulas.
4. Do exercises.

Insert suitable words.

1. -- **Journalist, call, introduce, single, married, do, guess, think, children, quite, meet.**
 - How do you do. Let me ... myself. I'm Alla Sedova, a teacher.
 - Happy to.... you, miss...
 - ...me Alla or miss Sedova, I'm still.... And what about you?
 - I'm Peter Brook.
 - I ... you're...
 - You're ... right,
 - Are you...
 - Oh, yes I'm and I have three...
2. -- **Do, mean, ensemble, like, singer, manager, think, much, lady.**
 - Excuse me, who are you?
 - Me? I'm Jan Bell.
 - No, I ... what do you do?
 - Oh, I'm a...
 - Do you ... your profession?
 - Very ... I ... to live is to sing.
 - And who is that...?
 - That's Mr. Brown.
 - I mean, what does she...?
 - Oh, she is ... of our...
3. -- **Fine, been, are, glad, for ages, do, business.**
 - How ... you?
 - Just to see you,
 - So am I. Haven't seen you ... How have you...?
 - Fine. I was in Australia.
 - What did you ... there?
 - I was there on...
4. -- **Kind, do, let, spell, pronounce, first, name, meet.**
 - Mr. Chasey... me introduce my colleague to you. Meet Mr. Serov.
 - How ... you do, Mr. Serov. Glad to ... you. Sorry, what is your...?
 - My name's Victor Serov.
 - What is your ... name? How do you ... it?
 - V-i-c-t-o-r
 - How do you ... it?
 - Victor.
 - Thank you. You re very...

Translate the following dialogues into English.

1. -- Извините, Вы, мистер Белл, из Оксфорда?
– Да.
– Позвольте представиться. Я — представитель фирмы "Аэротур".
Меня зовут Любовь Ивановна.
– Здравствуйте. Рад с Вами познакомиться.
– Здравствуйте, мне тоже приятно познакомиться с Вами. Вы глава делегации?
– Да, совершенно верно.
– Как Вы доехали?
– Отлично (не очень хорошо).
– Мы рады приветствовать Вас в нашей стране. Надеюсь, все будет хорошо.
– Спасибо, Вы очень добры.
2. -- Привет, Билл. Рад тебя снова видеть. Сто лет не виделись. Как поживал все это время?
– Привет, Виктор. Все прекрасно. А как твои жена и дети?
– Отлично. Как у тебя дела на работе?
– Хорошо, только, к сожалению, я очень занят.
– Относись к этому проще. Ты свободен сегодня вечером?
– Да, а что.
– Приходи к нам в гости. Поговорим.
– С удовольствием. Во сколько?
– Увидимся в 7 вечера. Ну, до встречи.

Personal Success Skill

Introducing Yourself

Don't be shy. Let people know who you are. Introduce yourself to strangers.

Mark Grant: Hello. My name is Mark Grant.

Bob Grodosky: Nice to meet you, Mr. Grant. My name is Bob Grodosky.

Mark Grant: It's a pleasure, Mr. Grodosky.

➤ *Introduce yourself to the people around you in the classroom. Don't forget to look them in the eye and smile.*

Speaker A: Hello. My name is _____
A's Name

Speaker B: Hi. _____
Mr. Mrs. Ms A's Name

Business Hint

Use last names until people ask you to use their first name.
Mark Grant: How do you do, Mr. Grodosky?
Bob Grodosky: Please call me Bob.

I'm _____.

B's Name

Speaker A: I'm pleased to meet you,
Mr. Mrs. Ms. B's Name

Personal Success Skill

Remembering Names

Use a person's name right away. When you say a name often, you will remember it.

➤ Complete the conversations.

1. Jane Quinn: Good evening. My name is Quinn, Jane Quinn.

Rob Jennings: Hello. Ms. _____ I'm Rob Jennings.

Jane Quinn: Nice to meet you. Mr.

2. Mark Hopkins: Let me introduce myself. Mark Hopkins.

Karen White: Good evening, _____ I'm pleased to meet you.
My name is Karen White.

Making New Colleagues Feel Welcome

Mark Hopkins: I'm pleased to meet you,
Case Study

Situation: Ron Howard has worked for my cast West Trace Company for 10 years. He is the Assistant Manager for Pacific Sales. He wants to be Vice-President of International Sales. Mark Curtis is a new employee. He will work with Mr. Howard. It's his first day on the job.





➤ *Circle your answer.*

- | | | | |
|---|-----|----|-----------|
| 1. Mr. Curtis is a new employee. | Yes | No | Sometimes |
| 2. Mr. Curtis is Mr. Howard's boss. | Yes | No | Sometimes |
| 3. Mr. Howard's position is higher than Mr. Curtis' position. | Yes | No | Sometimes |
| 4. Mr. Howard is a positive person. | Yes | No | Sometimes |
| 5. Mr. Howard is a friendly person. | Yes | No | Sometimes |
| 6. Mr. Howard is successful. | Yes | No | Sometimes |
| 7. Mr. Howard doesn't want Mr. Curtis to be successful. | Yes | No | Sometimes |

Compare and Discuss

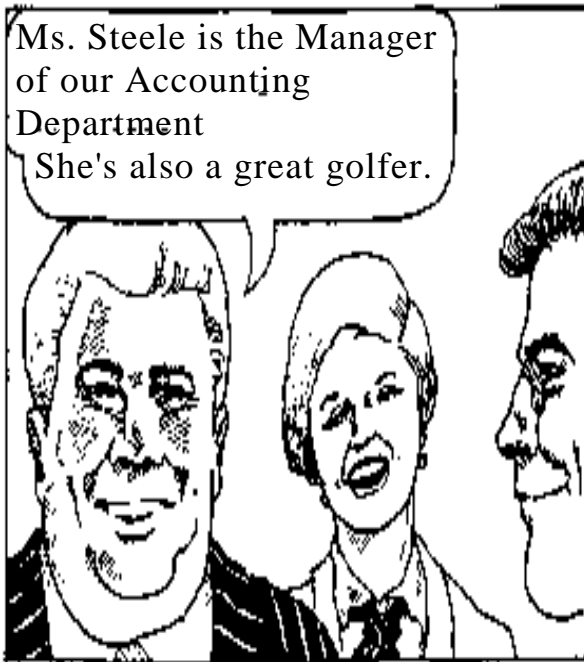
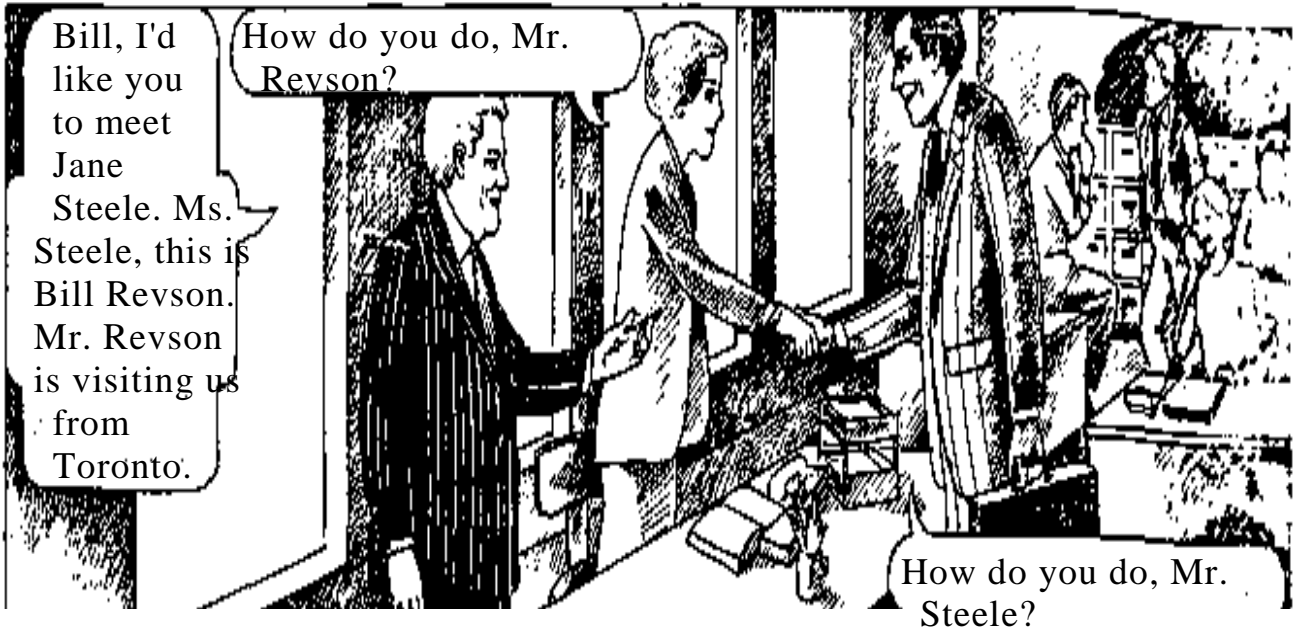
➤ *Compare the case studies.*

1. Who is a friendlier colleague—Mark Curtis or Ron Howard? Why?
2. Who feels more comfortable—Ron Howard or Mark Curtis? Why?
3. Why is it important to be a good team player?

Case Study

Having a Successful Conversation

Situation: Bill Revson, a potential client, is visiting from Toronto; Tom Patterson is introducing him to the employees of the company.



➤ Circle your answer.

- | | | | |
|---|-----|----|-----------|
| 1. Mr. Patterson introduced Mr. Revson to Ms. Steele. | Yes | No | Sometimes |
| 2. Mr. Revson is interested. | Yes | No | Sometimes |
| 3. Ms. Steele is interested. | Yes | No | Sometimes |
| 4. Mr. Patterson wants them to talk about golf. | Yes | No | Sometimes |
| 5. Mr. Patterson wants them to talk about Toronto. | Yes | No | Sometimes |
| 6. Mr. Patterson is polite. | Yes | No | Sometimes |
| 7. Ms. Steele and Mr. Revson used each other's names. | Yes | No | Sometimes |

Compare and Discuss

➤ Compare *the case studies*.

1. Who makes the introductions—Bill Revson or Mr. Patterson? Why?
2. Who feels more comfortable—Mr. Revson or Ms. Steele?
3. Who is more interested—Mr. Patterson or Ms. Steele?
4. What did Mr. Revson and Ms. Steele have in common?

UNIT 3

TOPIC 3

OCCUPATION

Dialogue 1

- What's your profession? (What are you by profession?)
- I'm an engineer in electronics.
- I see. And where do you work?
- I work at a big automobile plant.
- How long have you been working there?
- For about 8 years or so.
- What's your main duty (responsibility)?
- I'm responsible for technical supervision of electronic equipment. I also do some other work by order of my team-leader.
- Are you satisfied with your job?
- Yes, of course, otherwise I wouldn't be working there. I'm satisfied in every respect.

Dialogue 2

- What do you do?
- I'm a lawyer.
- Do you like your job?
- Sure. It's rather interesting and fruitful.
- What do you have in mind?
- I mean to say that in performing my duties I deal with people and assistance which I try to render them.
- But is there anything about your job that you dislike?
- Well, I work very long hours. Very often I stay at the office till 8 or 9 o'clock in the evening. If I'm short of time, and this happens very often. I have to take work home. Another bad thing is that my holiday is only 20 days a year. To be frank with you, I prefer less money and more holidays.
- I see. Thank you.

Dialogue 3

- What do you do, Uschi?
- I work in Marketing. I answer customers' questions about our products. I also

travel a lot; I give product presentations to our customers.

-And what are you doing at the moment?

-I'm running a training course for the new sales reps.

Dialogue 4

-Tell me something about your work, Rolando.

-I work in the Purchasing Department. I 'm responsible for buying everything the company needs – from ballpoint pens through to the raw materials and components we need to make our products.

-And what are you doing at the moment?

-Well, people in Accounts have asked for some new chairs, so I'm looking for a supplier of office furniture.

Words and conversational formulas.

Marketing Department – отдел продаж.

Purchasing Department – отдел закупок.

Duty (responsibility) – обязанность; долг

to be responsible for – быть ответственным/отвечать/за

supervision — контроль

by order of our team-leader – по распоряжению нашего руководителя группы

to be satisfied with – быть удовлетворенным чем-то

otherwise – в противном случае

in every respect – во всех отношениях

fruitful – плодотворный

lawyer [ˈlɔːjə] – адвокат, юрист;

to deal with – иметь дело с...

What do you have in mind? – Что вы имеете в виду?

To perform one's duties – выполнять обязанности

to render assistance – оказывать помощь

to be short of time – не иметь достаточно времени

holiday – отпуск; день отдыха; праздник

to prefer – предпочитать

I have to take... – Мне приходится брать...

to be frank with you – откровенно говоря

TASK

1. Give Russian equivalents for the following phrases and learn them.

What's your position?

Managing Director	Someone who heads a company and is responsible for its running.
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Executive Secretary	Someone who does secretarial work for top management.
Sales and Marketing Manager	Someone who heads the department that advertises and sells the product.
Sales Representative	Someone who is responsible for selling the product to customers.
Production Manager	Someone who heads the department responsible for manufacturing the product.
Personnel Manager	Someone who heads the department responsible for staff matters, such as the hiring of employees.
R & D Manager (research and development)	Someone who heads the department responsible for scientific research and the development of new products.
Finance Director	Someone responsible for running the company's financial affairs.
Accountant	Someone who keeps the accounts in the finance department.
Receptionist	Someone who sits in the lobby, answers the phone, and greets visitors.

2. Practise reading the dialogues, and learn them by heart.
3. Act out the dialogues with your partner.
4. Learn unfamiliar terms.
5. Ask and answer according to the patterns.

Pattern 1

What do you do?
What's your profession?
What are you by profession?
What's your occupation?
What's your trade?

I'm an engineer.
an accountant
an economist
an operator
a clerk

What does your sister/brother/do?
What's your brother by profession?
What's your friend's occupation?

She is a typist
He is a driver
a receptionist
a manager
Financial Director
Head of a department
Deputy Head of a department
Assistant Head

Pattern 2

Are you satisfied with your job? Yes, I am. No, I am not
salary?
position?
business?
working conditions?
living conditions?
the results of the examination?

Pattern 3

How long have you been working for/with/this company?
- **I've been working here for ... years.**

6. Make up sentences of your own according to the patterns.

Pattern 1

Who(m) do you work for/with?
I work for/with the Parker's Company (Browns', Adams', Robinson's, Bakers Ltd. Maccone's, and Fox Brothers).

Pattern 2

What's your job/title/?
I'm General Manager (Production, Property, Financial, Advertising, Personnel. Sales & Marketing, R&D (Research and Development), Promotion, Export & Sales, Technological; a legal assistant, financial controller, senior consultant, automation engineer, computer specialist, chief mechanic).

Pattern 3

What field do you work in? What department do you work at? I'm in computers (purchasing, sales, marketing, training, distribution, production, finance, promotion, customer accounts, accounting, management services, logistics).

7. Write a composition about your future work and profession.

8. Role play

Situation. You are a manager attending an exhibition of office equipment. In the hospitality lounge you start talking to some other business people who are at the exhibition.

Instructions.

Working in groups of two or three, improvise a conversation similar to ones in the dialogues on pages 12 – 13.

- 1 Choose a company or business organization. It may be real or imaginary.
- 2 Introduce yourself; say who you work for, what your position in the organization is and how long you have worked for it.
- 3 Give the following information:
 - a what kind of business organization it is (e.g. private, public, sole trader, partnership)
 - b its main business activities
 - c location of its head office, branches/subsidiaries
 - d turnover, profits, size of work-force etc.
- 4 Give any other information about yourself, your job and the organization.

Before starting the conversation read the following:

<i>You are the Managing Director of the company and are in charge of running it. You've been with the company for 20 years. Your hobby is playing golf. You often play with business clients.</i>	<i>You are an executive secretary. You are the 'right hand' of the Managing Director. You've been with the company for 5 years. Your hobby is Italian cooking and in your free time you like to give dinner parties.</i>
<i>You are the Personnel Manager. You are in charge of staff matters, such as training programmers and hiring. You've been with the company for one year. Your hobby is gardening.</i>	<i>You are a sales representative. Your job is selling the company's product to customers. You've been with the company for 2 years. In your free time you take evening classes to learn Japanese.</i>
<i>You are the Sales and Marketing Manager. You are in charge of your company's sales and marketing strategy. You've been with the company for 7 years. In your free time you like to go hiking.</i>	<i>You are an accountant in the finance department. Your job is keeping the company's books and accounts. You've been with the company for 4 years and are hoping for a promotion soon! In your free time you like to read detective stories.</i>

<i>You are the company's Production Manager. You head the department that makes the product. You are a newcomer to the company. In your free time you like listening to classical music.</i>	<i>You are the R & D Manager and are in charge of scientific research and the development of new products. You've been with the company for 9 years. In your free time you like to collect butterflies.</i>
<i>You are the Finance Director and are in charge of the company's financial affairs. You've been with the company for 10 years. In your free time you take ballroom dancing lessons with your partner.</i>	<i>You are a technician in the production department and work on technical aspects of production. You've been with the company for 8 years. Your hobby is building and flying model planes. You spend every free minute on this hobby with your partner!</i>

UNIT 4

TOPIC 4

Making an Appointment.

Telephoning.

Dialogue 1

- Maclane and Brown. Can I help you?
- This is Gerald Smith from Taylor and Sons. Could I speak to Mrs. Phillips?
- Susan Phillips speaking.
- Hello, Susan. This is Gerald Smith.
- Oh, hello, Gerald. How are you?
- Fine. I'm just phoning to see if we could fix a meeting for next week.
- Yes, of course (Sure/ly). We've got to discuss next year's order.
- Just a moment, I'll get my diary [daiəri] and have a look... Right, next week.
- Could you manage Tuesday?
- I'm sorry. I'm out all day on Tuesday.
- What about Friday then?
- Friday morning would suit [sju:t] me perfectly ['pə:fiktli].
- Good. That suits me too. Shall we say 10 o'clock? Fine. So 10 o'clock here?
- Right. That's probably the most convenient [kən'vi:njənt] place. I look forward to seeing you. Bye.
- Bye.

Dialogue 2

- Hello, could I speak to your manager?
- Sorry, he is out at the moment. Shall I take any message for him?
- I'd like to have an appointment with him,
- Certainly, sir. Will tomorrow 10 a.m. be all right with you?
- Oh, yes. That'll do, thanks.
- Thank you, sir.

Dialogue 3

- Hello, my name's Popov. Can I speak to Mr. Black, please?
- Sorry, he's busy at the moment. Any message for him?
- I'd like to have an appointment. Could you put me through?
- Will you call back in an hour?
- Oh, yes. I'll try to.

Dialogue 4

- S. U. Company. Mr. Brown's office.
- Hello, could I speak to Mr. Bell, please?
- I'm sorry, Mr. Bell isn't available at the moment. Will there be any message?
- Please, tell him, Mr. Petrov from "Ecotourism" called about a new contract.

Dialogue 5

- Good morning. I'd like to make an appointment with Dr. Grey, please.
- Certainly, madam. Is Tuesday 11 a.m. suitable (convenient) for you?
- Oh, yes, that'll do very well. Thank you.
- You're welcome.

Words and conversational formulas

1. I'd like to have (make) an appointment – мне бы хотелось записаться на приём (назначить встречу)
2. To make arrangement – договариваться о чём-л
3. Can I help you? – могу ли я помочь вам?
4. I'd like to speak to... – мне хотелось бы поговорить с...
5. Could I speak to – могу я поговорить с...
6. Just a moment – минутку
7. I'll put you through [θru:]. – я вас соединю
8. He's out – он вышел
9. He's busy at the moment – он сейчас занят
10. He's not available – он сейчас не может говорить
11. Shall I take a message ['mesɪdʒ]? – что передать?
12. Will you leave a message – вы хотите что-то передать?
13. To call back – перезвонить

14. As soon as possible – как можно скорее
15. Could I have your number? – можно мне взять ваш номер телефона?
16. Just in case – на всякий случай
17. I'll make sure... – я позабочусь о том, чтобы...
18. I'm just phoning to see if we could fix a meeting... – я как раз звоню чтобы узнать, смогли бы мы назначить встречу...
19. We've got to discuss... – мы должны обсудить...
20. Next year's order – заказ на следующий год
21. I'll get my diary and have a look. – достану дневник и посмотрю
22. Will tomorrow 10 a. m. be all right with you? – завтра в 10 утра подойдет Вам?
23. Right – правильно
24. Could you manage Tuesday? – не могли бы Вы встретить меня во вторник?
25. I'm out all day – меня не будет на месте целый день
26. (this day) would suit me perfectly – (этот день) вполне бы подошел для меня
27. Shall we say 10 o'clock? – скажем, в 10 часов...
28. Probably the most convenient place – вероятно, наиболее подходящее место
29. I look forward to seeing you – с нетерпением жду встречи с вами
30. Do you follow me? – вы меня слушаете
31. There's a telephone call for you (You are wanted on the phone). – вас просят к телефону
32. Please don't talk so fast – не говорите так быстро
33. Please dial again – наберите номер снова, пожалуйста
34. Can you speak a bit louder? (Can you speak up?) – говорите громче
35. You have the wrong number (Wrong number). – вас неправильно соединили
36. What number are you calling? – по какому номеру вы звоните?
37. I'm calling from a pay phone – я звоню из автомата
38. The telephone is out of order – телефон не в порядке
39. What's your office number? – какой у вас служебный номер?
40. My office number is... – мой служебный номер...
41. Extension – внутренний/добавочный
42. What's your home number? – какой ваш домашний номер?
43. Give me a call, please – позвоните мне, пожалуйста
44. I can't hear you – я вас не слышу
45. I'm putting you through – я вас соединяю
46. Will you put me through to Mr. Fox? – соедините меня с г-ном Фоксом
47. The line is busy (engaged) – линия занята
48. Hold the line – не кладите трубку

Tasks.

1. -- Practise reading the dialogues.
 2. -- Learn dialogues 3, 4 by heart and act them out.
 3. -- Learn the terms and conversational formulas.
 4. -- Insert suitable words
1. -- **(appointment, tell me your..., moment, busy, in)**
 - Good morning. I want to see the Managing Director, please.
 - Have you got...?
 - Certainly.
 - ...name, please.
 - Petrov.
 - Just a..., Mr. Petrov. Mr. Flannery, I have Mr. Petrov here. He says he has an... Yes, I will. Mr. Petrov, would you take a seat, please. Mr. Flannery is sorry, but he's ... at the ... He'll be free... five minutes.
 - O.K.
 2. -- **(appointment, suitable, do, be)**
 - Is this Mr. Brown's office?
 - ...
 - Can I have an...
 - Certainly, sir. Will tomorrow 10 a.m. be...?
 - Thank you, that'll...
 3. -- **(in, at the moment, the line, put, you)**
 - Hello. Is this "Intertour"?
 - Yes ... Who's calling?
 - Black of "Black and Sons" Company. I'd like to speak to the President. Is he ... at the...?
 - Mr. Galin is on another line. Hold ... I'll ... through.
 - Galin's speaking.
 4. -- **(appointment, welcome, speak, talks, busy, matters, urgent, possible, customers)**
 - Can I speak to the Sales Manager, please?
 - What do you want to see him for?
 - We're having business with our English ... tomorrow morning. I'd like to discuss some... with the Manager.
 - I'm sorry, the Manager is ... at the moment,
 - May I wait for him?
 - You're ... He'll be free soon.
 - Oh, I'm glad to hear that. I must ... to him as soon as ... The matter is really...
 - I can make an ... for you.
 - Thank you, I'll better wait now.

5. -- (again; urgent; out; businessmen; Director; soon; welcome; possible; make)

- Can I speak to ... please?
- Sorry, he is ... with a group of...
- What a pity! I must see him as ... as... The matter is really...
- I can ... an appointment for you. Can you come ... at 10 a. m. tomorrow?
- Oh, yes, that suits me. Thank you.
- You're...

Translate the dialogues and act them out.

1. -- Контора господина Брауна.
 - Можно мне встретиться с г-ном Брауном?
 - Да, конечно. Завтра в 10 утра вас устроит?
 - О, да. Мне это подходит. Спасибо.
 - Пожалуйста.
2. -- Здравствуйте, это г-н Иванов?
 - Извините, его сейчас нет. Что передать?
 - Спасибо, ничего, я перезвоню попозже.
3. -- Извините, что не смог придти на встречу. У меня были срочные переговоры с нашими заказчиками.
 - Ну, ладно. Все бывает. Но, пожалуйста, в следующий раз позвоните и отмените встречу заранее.
 - Хорошо, извините еще раз.

Making an Appointment and Setting an Agenda

Situation: David Dasher wants to make an appointment with Nancy Gordon.



Business Idioms and Common Expressions: marketing strategy = plan for selling a product (to) work out = (to) develop, (to) plan a full agenda = a lot to do
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Notes

(to) plan our marketing strategy – спланировать рыночную стратегию.
(to) set an agenda – разработать (составить) повестку дня
(to) make some decision – принять решение
schedule – график работы.

Tasks.

➤ *Circle your answer.*

- | | | | |
|--|-----|----|-------|
| 1.Does Mr. Dasher know his schedule? | Yes | No | Maybe |
| 2.Does Ms. Gordon know her schedule? | Yes | No | Maybe |
| 3.Will they meet in Ms. Gordon's office? | Yes | No | Maybe |
| 4.Will the meeting last all day? | Yes | No | Maybe |
| 5.Is the agenda full? | Yes | No | Maybe |
| 6.Is Mr. Dasher organized? | Yes | No | Maybe |
| 7.Is Ms. Gordon organized? | Yes | No | Maybe |
| 8.Are they successful? | Yes | No | Maybe |

Compare and Discuss

➤ *Compare the case studies.*

- 1.Why is Mr. Stevens not sure about his schedule?
- 2.How could Mr. Stevens become more organized?
- 3.What is the difference between Mark Stevens (Case Study 1) and Nancy Gordon (Case Study 2)?
- 4.Which person are you like—Mr. Dasher or Mr. Stevens?

 **Arriving Early for an Appointment**

Situation: Pam Green has a 2:00 appointment with Harry King. Mr. King arrives at Ms. Green's office at 1:50. She comes out to meet him at 2.00 p.m.



➤ *Circle your answer.*

- | | | | |
|--|-----|----|-------|
| 1. Mr. King and Ms. Green have an appointment. | Yes | No | Maybe |
| 2. Mr. King is punctual. | Yes | No | Maybe |
| 3. Ms. Green is punctual. | Yes | No | Maybe |
| 4. Ms. Green must apologize. | Yes | No | Maybe |
| 5. Ms. Green's feelings about Mr. King are positive. | Yes | No | Maybe |

Compare and Discuss

➤ *Compare the case studies.*

1. Who is more successful—Mr. King or Mr. Ward?
2. Who is more impressed—Mr. Minor or Ms. Green?
3. Whose time is more important—Mr. Minor's or Mr. Ward's?
4. What should Mr. Ward do after the meeting?
5. What should Mr. Ward do before the next meeting?

Are you more like Mr. King or Mr. Ward?

Business Hint

If it takes 20 minutes to go from your office to your appointment, you should leave 30 minutes before your appointment. Add extra time in case there is some problem. It is better to wait for a client than to keep a client waiting.

Arriving Late for an Appointment

Situation: Paul Ward is making a sales call on Roy Minor, the head of Purchasing. Mr. Ward wants to demonstrate his new computer products to Mr. Minor



➤ *Circle your answer.*

- | | | | |
|--|-----|----|-------|
| 1. Paul Ward came to see Roy Minor. | Yes | No | Maybe |
| 2. The appointment was for 3:00 p.m. | Yes | No | Maybe |
| 3. Mr. Ward is running late. | Yes | No | Maybe |
| 4. Mr. Minor is patient. | Yes | No | Maybe |
| 5. Mr. Ward is on time. | Yes | No | Maybe |
| 6. Mr. Ward is a salesman. | Yes | No | Maybe |
| 7. Mr. Minor is a potential customer. | Yes | No | Maybe |
| 8. Mr. Ward will sell Mr. Minor his computers. | Yes | No | Maybe |
| 9. Mr. Ward is successful. | Yes | No | Maybe |
| 10. The meeting is over at 4:45. | Yes | No | Maybe |

How About You?

➤ *Use these adverbs to answer the questions.*

Always, usually, sometimes, never.

1. Are you punctual?

2. Are you on time for your teacher?
3. Are you on time for your supervisor?
4. Are you on time for dinner with your boss?
5. Are you late for a train departure?
6. Are you late for a meeting with your children's teacher?
7. Are you on time for a meeting with your boss?

Make up dialogues using the role cards. Act them out.

Business appointments

<p>You are an American computer expert. You are visiting the British branch of an American bank to help them set up a new computer system. This morning you have an appointment with the Branch Manager.</p>	<p>You are the Branch Manager of an American bank in London. An American computer expert is helping your bank set up a new computer system. Offer to show your guest the sights of London. Arrange a time and a meeting place with him or her.</p>
<p>You are an Italian engineer attending the Leipzig trade fair in Germany. You are very interested in a German company's stand there and hope to have a talk with the sales rep. Call in to see him.</p>	<p>You are a German Sales Representative working at your company's booth at the trade fair in Leipzig. You know an Italian engineer who is very interested in your product and expect to see him at your stand. Make a date for coffee with him.</p>
<p>You are a freelance British English teacher living on the continent. You have applied for an in-company teaching job at a large pharmaceutical company. You drop off your application at the Personnel office.</p>	<p>You are the Personnel Manager of a large European pharmaceutical company that wants to offer in-company language training to its employees. A freelance British English teacher is in the office applying for the job. Make an interview date with him or her.</p>
<p>You are a major shareholder in a California-based company which you are visiting. Now you are due to meet the Chief Executive Officer.</p>	<p>You are Chief Executive Officer of a California-based company and a major shareholder is in town. Invite him to a meal this evening in one of San Francisco's best Chinese restaurants. Offer to pick him up at his hotel and fix a time.</p>

<p>You are the European-based Sales Manager of an automobile plant in the USA. You are visiting the American plant. You want to meet your colleague, the US Sales Manager.</p>	<p>You are the US Sales Manager of an American automobile plant. Your overseas colleague, the Sales Manager for Europe, is visiting the American plant. Suggest a time for a meeting in your office.</p>
<p>-You are an R & D Manager from Germany attending an international conference in Las Vegas. You expect to see a French colleague there and would like to have a chat with him.</p>	<p>You are an R & D Manager from France attending an international conference in Las Vegas. You run into a colleague from Germany. Make a date with him for a drink at the Gold Nugget bar.</p>
<p>You want to buy some computer software for your company in Scotland. You are in the USA and want to meet the Sales Rep of an American computer software company.</p>	<p>You are the Sales Representative for an American computer software company. A prospective client from a Scottish company is in town. Invite him to a round of golf at your private club.</p>
<p>You are an American Production Manager visiting a German factory in Munich to purchase some of their equipment. You have many questions for the German Sales Rep.</p>	<p>You are the Sales Representative of a factory in Munich, Germany. A Production Manager from the USA is in town to buy some of the equipment your factory produces. It is autumn. Offer to take your visitor to the city's famous Oktoberfest beer festival.</p>
<p>You are the Managing Director of a bank that's thinking of making a major investment in a large telecommunications company. You have just arrived at the company and will be meeting the Chief Executive Officer soon.</p>	<p>You are the Managing Director of a telecommunications company. A large bank is thinking of making a major investment in your firm. The Director has just arrived for negotiations and you will be meeting him. He is an opera fan. Invite him to go with you to the opera.</p>

UNIT 5

TOPIC 5

BUSINESS TALKS. DISCUSSING A CONTRACT.

Dialogue 1

Study and learn.

- Good morning, Mr. White, glad to see you in Moscow. Did you have a good trip?
- Oh, yes, thank you. Everything was all right.
- Well, Mr., Brown, let's discuss business now, what could I do for you?
- I'd like to discuss with you some points of the contract.
- Good. What's your problem?
- It's the terms of payment.

Dialogue 2

- Now, if you don't mind let's get down to business.
- You have received our enquiry, haven't you?
- Yes, we have studied it.
- And what's your opinion?
- As a matter of fact we're preparing an offer. I'm sure we'll settle the problem.

Dialogue 3

- Can you give us a discount for a bigger order?
- Do you mean a quantity discount? O.K. Can you tell me the number of computers you're going to buy?
- I think I can, but not now. I'll give you the exact figure tomorrow.
- Fine. See you tomorrow. Will 11 a.m. suit you?
- It suits me fine.

Dialogue 4

- This model is completely new.
- Oh, it looks very attractive.
- As a matter of fact your prices are not acceptable.
- And what's your idea of the prices then?
- Will you give us a discount for a bigger order?
- I'm afraid I cannot do it.

Dialogue 5

- They say they're interested in our computers.
- I'm very glad to hear that.
- Can the computers be delivered in June?

- Yes, I think we can meet these delivery dates.
- Fine. What about the quantity discount?
- We can give you a 10% discount if you have, say, 50 computers.
- O.K. So, all problems have been settled and we can sign the contract now.
- We'll do it as soon as the secretary types it. You'll have to wait a little.
- Would you like to go to the theatre tonight?
- That's a wonderful idea. Thank you very much. You're very kind.

Dialogue 6

- First comes the problem of delivery terms.
- Yes, that's right. It is the most important problem.
- When will the goods be shipped?
- The first lot will be dispatched in May.
- And what about the other lots?
- In August as we promised.

Words and conversational formulas

- | | |
|---|--|
| 1. To discuss business | обсуждать сделку |
| 2. To discuss some points of the contract | обсуждать некоторые пункты контракта |
| 3. The terms of payment | сроки оплаты (условия) |
| 4. Let's get down to business | давайте перейдем к делу |
| 5. To receive an inquiry | получить запрос |
| 6. To prepare an offer | подготовить предложение |
| 7. To settle the problem | решить проблему |
| 8. To give a discount | предоставлять скидку |
| 9. Order | заказ |
| 10. To deliver | доставлять |
| 11. Delivery | доставка, поставка |
| 12. To meet delivery dates | отвечать срокам поставки, принять сроки поставки |
| 13. To sign the contract | подписать контракт |
| 14. Delivery terms | сроки доставки |
| 15. To ship the goods | отправлять товар |
| 16. Lot | партия |
| 17. To dispatch | отправлять |
| 18. What could I do for you? | чем могу помочь? |
| 19. What's your problem? | какая проблема? |
| 20. Now, if you don't mind | теперь, если Вы не возражаете... |
| 21. As a matter of fact | на самом деле, по сути дела |
| 22. Do you mean | Вы имеете в виду...? |
| 23. They say | говорят |
| 24. Actually | фактически, на самом деле |

Tasks.

Complete the following: expressions:

1. Good morning. Glad to...
2. Did you have a good...?
3. Everything was all...
4. I'm for the first ... in Moscow.
5. I'm sure Moscow will...
6. If you don't mind let's get down...
7. I'd like to discuss some ... of the contract.
8. What's your...?
9. What can I...?
10. I'm sure we'll ... the problem.
11. Can you give us ... for a bigger order?
12. This model is ... new.
13. As a matter of fact your prices are not...
14. What's your... of the prices?
15. I think we can ... these delivery dates.
16. So, all problems have been ...
17. We'll sign the contract as soon as the secretary...
18. You'll have to ... a little.
19. First ... the problem of delivery dates.
20. We ... a discount for a bigger order.
21. Can you ... a better price?
22. These documents can be sent by ... mail.
23. Are you going to ... in Moscow long?

Dialogue

Read the following conversation, in which two executives discuss the risks involved in signing a contract with an American company. Compose your own dialogues.

KEN: What about this contract with the Americans, Jan? Don't you think its great news?

JAN: You seem to be forgetting, we haven't even started negotiating it yet.

KEN: That's true. But surely you'd agree it's a great opportunity for us.

JAN: That may be so Ken, but what if we can't supply them with everything they want?

KEN: What do you mean?

JAN: Supposing we got the contract and... let's say we tied ourselves down to delivery dates. Right? Are you with me?

KEN: Uh huh.

JAN: Well, if we had a strike here, like last year...

KEN: You've got a point there. We'd never be able to meet the orders coming in from the States.

JAN: Exactly, if that happened, we'd be in trouble. It's no use signing a contract if...

KEN Hold on a second, Jan. Surely the American deal could be very profitable for us. We shouldn't miss it just because we might have layout problems.

JAN: H'm... I don't know.

Practise reading the dialogues then act it out with your partner.

Dialogue

Meeting a Businessman

(It's the 21st of October, 10 o'clock in the morning.
Mr. Blake has come to the Russian Trade Delegation)

A

Blake: Good morning! My name is Blake. I'm from Blake and Co. I've got an appointment with Mr. Belov 10.15.

Receptionist: Good morning, Mr. Blake. Mr. Belov is expecting you. Will you take a seat, please?

Blake: I'm a bit early, ah?

Receptionist: That's all right. (In a few minutes Belov appears)

Belov: Oh, Mr. Blake, it's nice to see you here. How are you?

Blake: Fine. Thanks. And you?

Belov: Pretty well too, thank you. This way, please. (They enter the conference room and take their seats)

Belov: Would you like a cup of coffee?

Blake: With pleasure. It's very cold and wet outside today.

Belov: Yes, the weather hasn't been very good lately.

Доброе утро. Моя фамилия Блейк. Я представитель «Блейк и Компания». У меня назначена встреча с г-ном Беловым в 10.15. Дежурный (в приемной): Доброе утро, г-н Блейк. Г-н Белов ожидает вас. Садитесь, пожалуйста.

Я пришел рановато, да? Неважно (через несколько минут появляется Белов).

О. г-н Блейк, рад вас видеть здесь. Как себя чувствуете?

Прекрасно. Спасибо. А как вы?

Очень хорошо тоже. Спасибо.

Сюда, пожалуйста, (они входят в зал заседаний и садятся)

Не хотите ли чашечку кофе?

С удовольствием. На улице очень холодно и сыро сегодня.

Да, за последнее время погода нас не балует.

Blake: But it's usually warm here in October. Now. Mr. Belov, how about our catalogues? Have you looked them through?

Belov: Sure. I've studied them closely. The new model is certainly very good.

Blake: Yes, it's of high quality. We've just started producing the model and we've already received a lot of orders.

Belov: I must say your machines meet our requirements and we are interested in buying them. Mr. Blake, have you seen our contract form?

Blake: Not yet.

Belov: Would you like to look it through?

Blake: Certainly.

Belov: Here you are, Mr. Blake. Please study our terms, and let's meet again next Tuesday.

Blake: All right. (That's settled. Agreed.) Good-bye.

Belov: Good-bye. Have a good

В Но в октябре здесь обычно тепло. Кстати, г-н Белов, как насчет наших каталогов? Вы их просмотрели?

Конечно. Я тщательно их изучил. Новая модель, разумеется, весьма неплохая. Да, она высокого качества.

Мы как раз начали производить эту модель и получили массу заказов. Я должен сказать, что ваши машины отвечают нашим требованиям, и мы заинтересованы в закупке их. Г-н Блейк, вы видели наш контракт?

Еще нет.

Посмотрите его, пожалуйста.

Разумеется./Конечно.

Вот, пожалуйста, г-н Блейк. Изучите наши условия, и давайте снова встретимся во вторник на следующей неделе.

Хорошо./Решено.

Договорились./До свидания. До свидания. Желаю хорошо провести время.

Tasks

1. Read the dialogue and learn unfamiliar words.
2. Learn by heart Part B and act it out with a partner.
3. Read the story and ask your partner the following questions:
 - Did you have an appointment with Mr. Belov the other day?
 - How did Mr. Belov receive you?
 - What were you mostly talking about?
 - What assessment did he give to your product?
 - How did he characterize the model?
 - Is he interested in buying the model?
 - What did he ask you to do? Was the deal settled?

Dialogue

Talking Business

The other day Belov, the General Director of Rosimport, and Mr. Turner, a representative of Lindon Tools Co. met at the Ministry of Foreign Trade to negotiate the purchase of a Flight Information Display System for a new Airport.

Belov: Good morning, Mr. Turner. Happy to see you again.

Turner: I'm also pleased to see you.

B.: Will you take a seat, please. Did you have a nice journey?

T.: Yes, thank you. I enjoyed the trip. It was very pleasant indeed.

B.: I'm glad to hear it. Now I'd like to discuss with you some particulars of our transaction. Our customers have studied all the technical characteristics of your system and give a high assessment to it. They meet their requirements.

T.: I'm happy to hear it. We have been selling our equipment to many western countries. It's up to world standards and is in great demand on the world market.

B.: Now we can get down to discussing the commercial side of our deal (transaction), can't we? The first thing I'd like to clarify is the price.

T.: Don't you find them attractive?

B: On the whole we do, but the prices for some items are a bit high.

На днях Белов, Генеральный директор "Росимпорта" и г-н Тэрнер, представитель компании "Линдон Тулз", встретились в Министерстве внешней торговли для проведения переговоров по закупке систем информации для авиапассажиров нового аэропорта. Доброе утро, г-н Тэрнер. Очень рад снова встретить вас.

Мне тоже приятно видеть вас.

Садитесь, пожалуйста. Вы хорошо доехали?

Да, благодарю вас. Я получил удовольствие от поездки. Она оказалась очень приятной.

Рад это слышать. Я хотел бы обсудить с вами некоторые особенности нашей сделки. Наши заказчики (покупатели) изучили все технические характеристики вашей системы и дают ей высокую оценку. Они удовлетворяют их требованиям.

Рад слышать это. Мы продаем наше оборудование многим западным странам. Оно отвечает мировым стандартам и пользуется большим спросом на мировом рынке.

Теперь мы можем приступить к обсуждению коммерческой стороны нашей сделки, не так ли? Первое, что мне хотелось бы уточнить (выяснить), это цены.

Они не кажутся вам заманчивыми?

В целом да, но цены на некоторые изделия немного высоки.

T.: I'm afraid I can't agree with you here. These items are completely new in design and they are the best on the world market.

B.: Nevertheless, could you find it possible to reduce the prices for articles (items) 3 and 9?

T.: I'm afraid I must get in touch with my company and I'll give you the answer tomorrow.

B.: Good. Now comes the question of payment.

T.: I hope payment for collection suits you.

B.: Yes. It does. Could you come here at 10.30 tomorrow to sign the contract?

T.: No problem, Mr. Belov. Good-bye.

B.: Good-bye, Mr. Turner. See you tomorrow.

Боюсь, я не могу здесь с вами согласиться. Эти детали (части) совершенно новые по конструкции, и они считаются наилучшими на мировом рынке.

Тем не менее, могли бы вы, посчитать возможным, снизить цены на детали 3 и 9?

Боюсь, мне нужно связаться с моей компанией, и я дам вам ответ завтра.

Хорошо. Теперь вопрос об оплате.

Надеюсь, вас устраивает оплата за весь комплект (набор).

Да. Не смогли бы вы прийти сюда в 10.30 завтра для подписания контракта?

Нет проблем, г-н Белов. До свидания.

До свидания, г-н Тэрнер. До завтра.

Read the dialogue, learn unfamiliar words and act it out with your partner.

Dialogue

Mr. Petrov, engineer of Ross export, is having talks in Moscow with Mr. Brown of British Asbestos Ltd. The British company is a regular importer of asbestos from Russia and has often dealt with the Russian trading organization. Mr. Brown has been instructed by his firm to sign another contract for asbestos.

Brown: Good afternoon! Nice to see you again, Mr. Petrov! You are looking well, I must say. How are things with you?

Petrov: Not bad, thank you. And how are you?

Brown: Fine, just fine. I always feel well in beautiful weather like this.

We're having such a lot of rain in England now I am happy to be away.

Well, I suppose we had better get down to business.

Petrov: Yes, certainly. You've come to sign another contract, haven't you?

Brown: That's right. For next year, actually.

Petrov: Are you happy with our usual terms – of delivery and payment?

Brown: Yes, quite. As a matter of fact, I've come here to talk about the price. I'd like to say that the volume of business in the building industry in our country has dropped considerably. This affected the prices of a number of building materials. In this situation it's quite natural we expect you to revise your prices for asbestos.

Petrov: I'm afraid this is not sufficient reason for us to lower the price.

Brown: But may I draw your attention to the fact that we wish to increase the purchases by a few thousand tons if you could offer us reduction in the price.

Petrov: I'm sorry to say, Mr. Brown, but we would not be able to make extra supplies available to you. We're planning to develop more industrial and housing projects. Besides, we're already tied up¹ to contracts with other partners. Taking these factors into account we could offer you the same amount as last year.

Brown: Mr. Petrov, we've been in business with you for a long time. Also we've doubled our purchases over the past two years. Therefore we would be grateful to you if in view of all this you could reduce the price.

Petrov: All right. I think we could reduce it by 2%. But only on condition I that the price is subject to further negotiations for the second 1 half of the year. Brown: That's fine. I suppose that's the best we can do today.

Note: 1. to tie up — СВЯЗЫВАТЬ

Dialogue

Mr. Carlson is at the office of Bridges and Co. Bank. He is having an appointment with Mr. Bridges. He is trying to get him interested in the new plant. He is holding a colorful brochure in his hand. He is showing it to Mr. Bridges.

- So this is the design for the main plant. We are waiting for the chief engineer to give his approval.
- I see. What are you doing at present?
- We are improving the roads, and building a short railway line to the site.
- What else are you building?
- We are negotiating a contract with Manners Ltd. about providing bungalows for our engineers and workers.
- What conditions are you offering?
- We haven't yet settled the deal. We are still discussing it.
- And machinery? Have you bought it yet?
- We have placed some orders, but we are on the market for some more equipment. We are looking for some new specimens. We'd like to buy some grumble, reliable, cheap in maintenance, up-to-date lathes.
- Yes, I see your point.

Practise reading the dialogues and act it out with your partner.

Words

To negotiate a contract – обсудить условие контракта,
brochure [brə'fuə] – брошюра,
to settle a deal – заключить сделку,
design – проект, конструкция,
to place orders – разместить заказы,
approval – одобрение; approve – одобрять, утверждать.

Dialogue

S. Mr. Brown, have you any questions as regards the contract?

B. No, I think we have settled all the points under dispute.

S. Good. If some problems arise in the processor work we shall deal with them there and then.

Some principal points can be included into a supplement to the contract upon mutual agreement.

B. Agreed.

S. Fine. In that case we'll tell our experts and lawyers to prepare the contract for signing.

I don't think, this purely technical work will take much time and we can sign the contract at... o'clock in the evening (morning).

B. I believe that time will be convenient for signing the contract. Mr. Serov, we've worked hard and fruitfully, so I think we deserve a good rest. I'd like to invite you to have dinner in a restaurant and make a tour of our city.

З. Г-н Браун, есть ли у вас какие-либо вопросы по контракту?

Б. Нет, я считаю, что мы с вами разрешили все спорные вопросы.

З. Хорошо. Если в процессе работы возникнут вопросы, мы будем их решать оперативно в рабочем порядке.

Принципиальные вопросы по взаимной договоренности могут быть включены в дополнение к контракту.

Б. Согласен.

З. В таком случае мы поручим нашим экспертам и юристам подготовить контракт к подписанию.

Я думаю, что эта чисто техническая работа не займет много времени, и мы можем назначить подписание на ... вечера (утра).

Б. Думаю, что это удобное время для подписания контракта. Г-н. Серов, мы с вами хорошо и плодотворно поработали, и думаю, заслужили хороший отдых, Я приглашаю вас пообедать в ресторане и совершить небольшую поездку по городу.

S. I'm very happy to accept your invitation, Mr. Brown. Let me once more thank you for the constructive way you helped to settle all the problems that were in the way of signing the contract.

З. Я с благодарностью принимаю ваше предложение, г-н. Браун, позвольте еще раз поблагодарить Вас за конструктивный деловой подход к решению вопросов, которые сдерживали подписание контракта.

Role play

Make up dialogues using the role cards. Act them out with your partner.

Customers

Suppliers

<p>You are a customer negotiating a sales contract. You work for a company that produces yoghurt and want to buy 8 yoghurt-packaging machines from a supplier. Role-play the contract negotiations and remember to cover the following points:</p> <ul style="list-style-type: none">• price and form of payment• delivery time	<p>You are a supplier negotiating a sales contract. Your company produces packaging machines and you are selling some of them to a company that produces yoghurt. You hope to sell at least 10 machines. Role-play the contract negotiations and remember to cover the following points:</p> <ul style="list-style-type: none">• price and form of payment• delivery time• credit period
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