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**ГОТОВИМСЯ К СДАЧЕ ЭКЗАМЕНА
IELTS
GENERAL MODULE
WRITING LETTERS**

Учебно-методическое пособие
для подготовки к сдаче экзамена
International English Language Testing System



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В пособии приводятся образцы заданий и варианты ответов для первой части письменного экзамена по IELTS General Module – Writing Task One. Упражнения организованы таким образом, чтобы научить писать письма разных типов – благодарности, требования, просьбы, заявки, жалобы и другие. Предлагаемые примеры помогут узнать о дизайне и структуре письма, а также освоить нейтральный, официальный или дружеский тон переписки. В пособии приводятся списки слов и выражений, широко применяемые в корреспонденции непрофессиональной направленности.

Предназначено для самостоятельной подготовки к сдаче экзамена IELTS (General Module), а также в качестве дополнительного материала для аудиторных занятий по курсу переписки на английском языке.

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INTRODUCTION

Письменный компонент экзамена IELTS General Module длится в течение часа, и за это время вам предстоит выполнить два задания, которые потребуют хорошо развитых навыков письменной речи на английском языке.

На экзамене вам будут предложены задания, различающиеся по типу и объему:

	Задание 1 (письмо)	Задание 2 (сочинение)
Время выполнения	20 минут	40 минут
Объем текста	150+ слов	250+ слов
Функциональное задание	Составить письмо, выражающее: – благодарность – жалобу – просьбу предоставить информацию – просьбу об оказании помощи – подготовку или договоренность о событии (мероприятии)	В форме эссе – описать – высказать свое мнение – дать рекомендации – убедить с помощью объяснения причин сравнения оценки преимуществ и недостатков
Структура	3–5 абзацев	4 и более абзацев
Введение	Приветствие, 1–2 предложения	1 абзац
Заключительная часть	2-3 предложения + yours sincerely/faithfully	3–5 предложений

Задание первого типа – **writing a letter** – позволит оценить

- ваши умения вести письменную коммуникацию на повседневные и деловые темы,
- знание соответствующей лексики, характерных выражений и клише, принятых в корреспонденции,
- представление о дизайне и структуре письма.

Итак, вам предстоит написать письмо на предложенное задание¹. Мы рекомендуем начать с тщательного анализа самого задания, чтобы найти (или придумать!) ответы на следующие вопросы:

Кому вы пишете письмо? Посмотрите внимательно на текст задания, чтобы определить, придется ли вам писать знакомому или не знакомому вам человеку.

Если ситуация предполагает, что вы знаете того, кому пишете, то вам придется придумывать им имена. Например, письмо другу естественно будет начать ‘Hi Mike’.

Если письмо, согласно заданию, не предназначено вашему другу или родственнику, то его предлагается начать стандартным приветствием (salutation): ‘Dear Ms. Salivon’.

Но бывают случаи, когда письмо будет написано адресату, имя которого вам не известно, тогда приемлемым приветствием будет ‘Dear Sir or Madam’, а в некоторых случаях ‘To Whom It May Concern’ - для предъявления соответствующему адресату.

Какова цель письма (purpose)? Первое предложение, следующее за приветствием (orientation sentence), должно объяснить, почему вы пишете это письмо. В большинстве случаев это будет предложение типа ‘I am writing to let you know that... – Я пишу, чтобы сообщить вам, что...’

¹ Пример экзаменационного задания, как он дается на экзамене, приведен на следующей странице.

IELTS General Module

WRITING TASK ONE

You should spend about 20 minutes on this task.

An Australian friend is coming to visit you, and it will be his/her birthday during the visit.

Write a letter to your friend. In your letter

- *say how you feel about the visit*
- *suggest what you could do on his/her birthday*
- *try to find out what your friend thinks of your idea.*

Write at least 150 words.

You do NOT need to write your address.

Begin your letter as follows:

Dear¹

¹ Обратите внимание, что на листе задания осталось много пустого места. Вы можете его использовать для написания подробного плана или черновика письма, поскольку для этой цели на экзамене вам не дается дополнительная бумага. В приложении вы найдете копию бланка для написания письменной работы, который выдается каждому кандидату на экзамене. А на стр..... приводится вариант ответа на это задание.

О чем вы собираетесь написать (details)? Текст задания поможет вам определить предмет просьбы, благодарности, жалобы и пр. Будьте внимательны к каждой детали задания, чтобы ничего не упустить. Эта часть письма составит его основную часть (the body of the letter, giving information) и может быть разбита на несколько абзацев. Вот здесь вам придется пофантазировать, придумывая даты, количество людей, местонахождение, и многое другое.

В заключительной части письма (conclusion of the letter) вам предстоит подвести итог написанному, объяснить, что вы хотите получить или узнать в результате переписки, и, может быть, выразить признательность за помощь, а также надежду на ответ без задержки.

Какой фразой завершить письмо (closing salutation)?

Если имя адресата не известно, и вы начинали письмо «Dear Sir or Madam», то письмо лучше закончить словами ‘Yours faithfully’.

Если вы начинали письмо обращением с именем – ‘Dear Mr. Brown’, то уместнее будет завершить ‘Yours sincerely’.

Обратите внимание на дизайн письма. **Ваша письменная работа должна выглядеть как настоящее письмо, иметь композицию и структуру. Причем, на экзамене вам не нужно будет писать адреса и даты: в задании будет оговорено, что вам следует начать текст с приветствия ‘Dear...’.**

Итак, ваше письмо должно иметь несколько параграфов:

Salutation (приветствие) – отдельная строчка
Purpose (почему пишу) – отдельный абзац
Details of the matter (подробности дела) – 1-2 абзаца
Conclusion (заключение) + polite wrapping up (вежливое завершение) – отдельный абзац
Signature Your name

Предлагаем пример частной переписки (Personal letter, informal letter). Обратите внимание на содержание каждого абзаца.

My dear Sally,

How are you? I am writing to let you know that I am very well and settling happily into life in London.

The family I am staying with has been very kind, although their little boy can be a problem. He's only ten, but he's very curious and he asks all kinds of strange questions. However, the family lets me have my friends come to visit, and they certainly try to be sure I'm not lonely.

They took me to Greenwich at the weekend. It was quite cold, but I enjoyed it, partly because we went there with another family who also has home stay students. I am going to meet them again at a dance party next week.

Please write to me. I'd love to hear what's happening to all our schoolmates.

With love,

Jenny

Пример делового письма (Business letter)¹:

Dear Mr. Jones,

I am writing to thank you for permitting our students to visit your company's factory.

The students thoroughly enjoyed their visit, and learned a great deal. They particularly enjoyed seeing the new machines working.

It is extremely valuable for students to make these visits, and my students are very keen to read more about what they have seen.

Thank you again. We really appreciate your kindness.

Yours sincerely,

signature

Mary Cater,

Senior Teacher

a great deal of	много
appreciate	быть признательным, ценить
be keen (on)	очень хотеть; активно интересоваться
extremely	чрезвычайно
particularly	особенно
permit	позволить, разрешить
signature	подпись
thoroughly	вполне; основательно, тщательно
valuable	ценный

УПРАЖНЕНИЯ

I. Запомните выражения и конструкции, часто используемые в письмах:

Dear Mr. / Mrs. / Miss / Ms. + name	Уважаемый г-н.../уважаемая г-жа... (перед фамилией)
Dear Sir or Madam,	Уважаемый господин или госпожа (если имя и фамилия не известны)
My dear John,...	Мой дорогой Джон,...
I am writing to...	Я пишу, чтобы (+ глагол)...
let you know about...	сообщить вам о...
confirm	подтвердить
request	попросить
ask for <i>smth</i>	спросить о чем-л.
describe the problem	описать проблему
apologize	извиниться
arrange	договориться, организовать
It is extremely valuable for us to ...	Для нас очень важно (ценно) (+ глагол)...
have the opportunity	иметь возможность
to continue our cooperation	продолжать наше сотрудничество
to receive your understanding	
and support	ваше понимание и поддержку

¹ Здесь и далее после текстов писем дается список слов и выражений для активного усвоения. Рекомендуем новые для вас слова или устойчивые словосочетания переписывать в свою тетрадь.

We really appreciate your kindness.
Yours sincerely/faithfully

Мы признательны вам за любезность.
С уважением (обращение с именем/имя не известно)

II. Ниже дано письмо, написанное сплошным текстом, без выделения абзацев. Перепишите его в тетрадь, разбив на абзацы и соблюдая принятый дизайн письма¹

Dear Sir or Madam, I am currently studying English in my own country, but I feel that I am likely to make better progress by living in Britain this summer and studying at the same time. I am, therefore, writing to request information about your summer language courses. I would be grateful if you could tell me the dates, facilities available, and how much the courses will cost. Thank you for your assistance. I look forward to hearing from you. Yours faithfully, (signature) A. Brakar

currently	в настоящее время
I am <i>likely</i> to make progress	<i>Весьма вероятно</i> , я сделаю прогресс
therefore	поэтому, вследствие этого
request	запрос, просьба; запросить, попросить
facilities	средства, условия, приспособления
available	имеющийся в наличии
grateful	благодарный, признательный
I look forward to hearing from you.	С нетерпением жду ответа от вас.

III. Перепишите в тетрадку фразы, которые могут применяться в частной переписке, выбрав из них сначала те, которые характерны для формальной корреспонденции, а потом те, которые уместны для частного, неформального письма

<i>I'd like to ask you for help</i>	Я прошу тебя помочь мне
<i>I would like to apply to you for help</i>	Я хотел бы обратиться к вам за помощью
<i>With best wishes,...</i>	С наилучшими пожеланиями
<i>I look forward to your prompt response.</i>	Жду вашего скорейшего ответа.
<i>Yours affectionately, ...</i>	С любовью
<i>With our best wishes to you all,...</i>	С наилучшими пожеланиями вам всем
<i>I miss you a lot</i>	Я очень скучаю по тебе
<i>With kind regards from us both,...</i>	С теплым приветом от нас обоих.
<i>Meanwhile all the best, ...</i>	Пока, всего наилучшего
<i>Take care,...</i>	Будь здоров
<i>With love and gratitude, ...</i>	С любовью и благодарностью
<i>I expect to hear from you soon.</i>	Надеюсь скоро получить от вас ответ.
<i>Cordially yours, ...</i>	Всем сердцем ваш
<i>My best regards to your wife and folks,...</i>	Большой привет жене и всем домашним
<i>A big hug and kisses on both cheeks</i>	Крепко обнимаю и целую в обе щеки.
<i>I hope your reply won't take long</i>	Надеюсь, ты не заставишь меня ждать ответа.
<i>I hope your reply will not take long</i>	Надеюсь, ваш ответ не заставит себя ждать.
<i>Thank you for your attention to this matter.</i>	Благодарю вас за внимание к этому делу.
<i>Please feel free to contact me for more information.</i>	Прошу связаться со мной, если будет нужна дополнительная информация.
<i>Please let me know if I can help in this matter.</i>	Прошу сообщить, смогу ли я помочь в этом деле.
<i>Can't wait to see you again</i>	Очень жду встречи с тобой

¹ В конце пособия даны ключи с вариантами ответов.

IV. Ниже приведены фрагменты письма. Расставьте их по порядку, затем перепишите письмо в тетрадь. Это формальное или частное письмо? Объясните, почему вы так считаете

	<i>I hope you and Uncle Fred are both well and enjoying yourselves in your new house. We are all looking forward to seeing you in the holidays. Thanks again for the lovely present.</i>
	<i>Bernard</i>
	<i>I'm writing to thank you very much for the lovely present you gave me for my birthday. A new tennis racket is just what I wanted and I know I'm¹ going to enjoy playing with it. Maybe it will help me to improve my game!</i>
	<i>My dear Aunt Lucy,</i>
	<i>In addition to your present, I also got a computerized chess game. When you make a mistake, the computer speaks to you and actually says, 'That was a bad move!' We were all very impressed by it because it's very funny. I haven't managed to beat the computer yet, but I will keep trying.</i>
	<i>Best wishes,</i>

V. Напишите вводный абзац для писем к следующим адресатам:

1. a friend who has sent you a present for your birthday.
2. a relative who has invited you to an important family celebration.
3. someone who has advertised a room to let in his house.
4. a recruitment agency (агентство по трудоустройству) in reply to their ad
5. a local newspaper about a problem in your area.

VI. Прочитайте и переведите письмо. Каково могло быть задание, к которому оно было написано?

<p><i>Hi Joe and Maggie!</i></p> <p><i>This is just a short letter to let you know that I'm in hospital – but don't worry, it's nothing too serious, just a broken ankle.</i></p> <p><i>It happened on Thursday evening when I was dancing. I jumped up and landed on the side of my foot. The doctors say it is a complicated break, so I have to stay here for a week for more x-rays. It's a real drag, I can tell you.</i></p> <p><i>I've got lots of books and magazines, but even so, being in hospital is dead boring! I'm not allowed to leave my room, so I can't go for a walk, and I don't know what to do with my time.</i></p> <p><i>Anyway, it'd be great to hear from you with any news. A funny letter would really cheer me up. Do you think you could send me some magazines or something?</i></p> <p><i>Hope to see you soon.</i></p> <p><i>Lots of love,</i></p> <p><i>Anna</i></p>	(156 words)
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ankle	лодыжка
complicated	сложный
x-ray	рентген
It's dead boring	Можно умереть от скуки
cheer smb up	подбодрить кого-л., поднять кому-л. настроение

¹ Сокращенные формы типа I'm, I'd like, they're и т.д. допустимы в частной, неформальной переписке. Однако в формальных письмах принято писать полностью I am, I would like, they are и т.д.

VII. Прочитайте русскую и английскую версии письма к следующему заданию. Что в письме указывает на официальный тон и стиль?

Your family is going to move to another town. Write a letter to the Principal of a local school asking if they will accept you son. Describe his academic achievements and scope of interests.

Уважаемый Директор!

Я пишу, чтобы узнать, имеется ли в вашей школе место для моего сына Андрея Иванова.

Андрей учится в 9-м классе школы. Он интересуется точными предметами, поэтому мы очень хотим найти школу с хорошими лабораториями и учителями. Я прилагаю копию школьного табеля Андрея за прошлый год, который показывает его хорошие оценки по точным наукам и любовь к спорту, особенно футболу. Он является капитаном местной команды игроков возрастной группы до 15-ти лет. Он также интересуется музыкой и играет в школьном оркестре. Просим сообщить, есть ли оркестр в вашей школе.

Мы собираемся переехать на новое место в январе, и сейчас мы подыскиваем себе дом в вашем районе. Мы будем рады предоставить вам больше информации об Андрее, и с нетерпением ждем получения информации о вашей школе.

Я очень надеюсь, что вы сможете найти место в вашей школе для Андрея, мальчика с таким широким кругом интересов.

С уважением, ...

Dear Principal,

I am writing to ask you if there is a place in your school for my son, Andrew Ivanov.

Andrew is in Form 9 at his present school. He is interested in Science subjects, so we are keen to find a school with good science laboratories and teachers. I am enclosing a copy of Andrew's school report for last year, which shows his good marks in science and his love of sport, particularly, football. He is captain of the under 15's team which plays near our house. He is also interested in music, and is part of his school orchestra. Please let us know if you have an orchestra at your school.

We are going to arrive at our new home in January next year, and we are looking for a house in your area. We will be happy to provide you with more information about Andrew, and we are looking forward to receiving information about your school.

I do hope you can find place at your school for a boy with Andrew's interests.

Faithfully yours, ...

(179 words)

VIII. Напишите письма к следующим заданиям

- 1. You have broken your arm and are in hospital. Your friends visited you the other day, and brought you fruits, sweets and books. Write a thank-you letter to them and ask for some favours concerning your studies.*
- 2. You moved to another city to study English. Write a letter to your friend to describe your present life and tell him/her why you choose this city for your overseas training.*
- 3. You are writing a letter to your pen pal. Describe your previous studies and work experience, your current activities, and a recent successful project. Tell your pen pal that you will be visiting her/his country during the summer vacation and suggest meeting his/her office.*

INQUIRIES AND REQUESTS

Прочитайте практические советы о том, как можно подготовиться к написанию письма-просьбы или запроса о предоставлении информации.

Пример экзаменационного задания:

You are organizing a trip to the Snowy Mountains in New South Wales for a group of students from Perth in Western Australia. Write to the manager of Student Hostel Services and explain when you want to visit the Snowy Mountains, how long you will stay, how many students are in your party, and what accommodations you will require.

Кому вы будете писать? Ответ: *the manager of the Student Hostel Services*, поэтому вам следует обратиться к нему 'Dear Sir', 'Dear Manager' или более обобщенно 'To Whom It May Concern'. Скорее всего, ваш адресат хорошо знает не только это студенческое общежитие, но и что интересного есть в этой местности. Поэтому к нему можно будет обратиться с разными вопросами и с просьбой о помощи.

О чем вы будете писать? Задание подсказывает:

...explain when you want to visit the Snowy Mountains, т.е. вам нужно обязательно сообщить время прибытия в Snowy Mountains.

... how long you will stay, т.е. укажите, сколько времени ваша группа планирует там провести. Выходные? Неделю? Помните, что место вашего назначения, видимо, находится не близко от города Перт.

...how many people are in your group: пять? десять? тридцать?

...what you will require: подумайте, что вам может там понадобиться (питание, экскурсии, транспорт, и т.д.). Почему бы не спросить о прокате спортивного инвентаря? Может, кто-то из группы хотел бы порыбачить в горных озерах, а кто-то сходить на дискотеку? А что, если нанять гида для похода в местные пещеры?...

Поскольку вы договариваетесь о размещении своей группы, вы могли бы спросить, какие комнаты у них есть и по каким расценкам. Может, вам стоит написать, что в вашей группе столько-то парней и столько-то девушек, да к тому же одна семейная пара, которая пожелала двухместный отдельный номер?

Как вы думаете, нужно ли сообщить в письме, что, поскольку вы все студенты, то рассчитываете на приемлемые цены (или скидки) и надеетесь найти понимание в лице этого менеджера?

Вы можете придумать еще много деталей, ведь ваше письмо должно иметь не менее 150 слов! Просто поставьте себя на место организатора поездки для своих друзей в студенческие годы.... Но не забывайте, что у вас всего 20 минут!!!

Как же вы закончите письмо? Напишите пару предложений, подводящих итог вашей просьбе, сообщите, куда вам адресовать ответ. Добавьте формулы вежливости. Припишите 'Yours faithfully'.

Ну что, вы готовы уже сесть и написать письмо размером 150+ words? Если да – тогда за дело!

УПРАЖНЕНИЯ

- I. Напишите свое письмо на задание, предложенное в начале этого раздела. Соблюдайте дизайн и типичную структуру письма. Ведите учет времени, фактически потраченного на написание письма¹. Выполнив задание, посчитайте количество слов

ПОМНИТЕ: На экзамене ваше письмо будет оцениваться по следующим параметрам:

- отвечает ли содержание письма заданию;
- как организовано письмо и логично ли оно;
- насколько тон, стиль письма и подбор слов соответствуют заданию;
- насколько грамотно (правописание и структура предложения) вы пишете.

- II. Прочитайте приведенное ниже письмо (Sample letter). Назовите части письма (opening salutation, introductory part, body of the letter, conclusion, closing salutation, signature). Сравните это письмо с написанным вами к Упражнению 1

To Whom It May Concern:

I am arranging a trip to your area. I am writing to seek accommodation in the Snowy Mountains for a group of students from Perth.

We expect to be in the Snowy Mountains between June 1 and June 12. There are fourteen people in our group, five men and seven women, and a married couple. The five men will accept dormitory accommodation, and the women are happy to share rooms, but the married couple would like a double room. We hope to keep our expenses as low as possible.

Could you please provide me with information regarding recreational services in the area? The group will bring their own boots for bush-walking, but we are hoping to hire equipment for other sports, like skiing. Some of our group will want to hire geological picks and other equipment, if possible. Could you provide this? We also need to know about access to caves and other interesting geological sites in the area.

I am looking forward to receiving information about the Student Hostel services and other facilities.

Yours faithfully,

(181 words)

arrange	организовать; (about) договориться
seek accommodation	найти место для проживания
We expect to arrive...	Мы предполагаем прибыть ...
accept	принять, согласиться
to share rooms	совместно проживать в одной комнате
married couple	супружеская пара
a double room	номер с двуспальной кроватью
a single room	одноместный номер
a twin-bed room	двухместный номер с двумя одноместными кроватями
hostel	общежитие (для временного проживания по несколько человек в комнате)
dormitory	общежитие для длительного проживания (1–2 чел. в комнате)
provide	предоставить, обеспечить

¹ У многих кандидатов для написания первых писем уходит более часа. Не стоит огорчаться, через 2-4 недели регулярных занятий ваше фактическое время заметно сократится. Опыт показывает, что даже при очень скромном стартовом уровне английского языка, выполняя по 2–4 письма в неделю, за пару месяцев кандидаты смогли достигнуть хорошего уровня в этом аспекте подготовки. Рекомендуем в начале подготовки не пытаться укладываться в 20-минутные рамки, а стараться написать максимально хорошее письмо, размером 130–150 слов.

recreational services	услуги по организации отдыха
We hope to keep our expenses as low as possible.	Мы надеемся сохранить расходы по минимуму.
Please tell me about recreational services available in the area.	Прошу сообщить мне об имеющихся в вашем районе услугах по организации отдыха
We are hoping to hire	Мы надеемся взять напрокат (нанять)...
I am looking forward to receiving information about...	Я с нетерпением жду получения информации о...

III. Ключевые конструкции в письмах-просьбах не сложны: *I would like to ...* Мне бы хотелось, *Please* Прошу... *Could you ...?* Не могли бы вы? Придумайте и напишите предложения, используя следующее:

I would like to	arrange a trip to ... / a tour of... hire a guide for ... rent a car for ... arrange accommodation for ... reserve a single room for... cancel the reservation book round-trip tickets book one-way tickets	организовать поездку нанять гида для... арендовать машину для... договориться о размещении забронировать одноместный номер на имя... аннулировать бронь забронировать билеты туда и обратно забронировать билеты в один конец
Please	arrange ... for ... let us know of the ... services available in let us know of your charges reserve a double room for ... confirm the reservation for ... clarify the terms of payment specify the discount range	договориться (организовать) сообщить нам, имеются ли ... услуги сообщить нам ваши расценки забронировать двухместный номер для... подтвердить бронирование на имя... разъяснить условия оплаты уточнить размеры скидки
Could you	arrange ...? organize...? advise us on...? provide ...? help us hire...? specify the dates of departure?	

IV. Прочитайте и переведите письмо, написанное к следующему заданию

An Australian colleague is going to your country for a conference. He/she will spend several days in your home town, and has written a letter to you asking for advice about things to see and do there. Write a letter to the colleague suggesting what he/she should see and do while he/she is in your home town.

Dear Dr. Milson,

Thank you for your letter. I was very pleased to hear you will be visiting Jakarta and hope the following information will help you to enjoy your stay.

First of all, Jakarta is a big and busy city. It is home to the central business district and government officials. There are many hotels and restaurants as well as shopping centers, markets and entertainment places of international quality.

However, I think you would like to see some places that are unique to my country. I know you are interested in art and history so firstly I suggest you visit Monas, which is the Independence monument. Secondly, not far from Monas you can find the National Museum which has a large collection of art, textiles and other cultural items.

Other interesting places are the 'wayang' museum, which features our unique shadow-puppet dramas, and Pasar Ikan (the fish market) where you can see traditional fishing boats.

I hope these suggestions have been helpful. As you have only a short time in Jakarta, you probably will not be able to do much more sightseeing. If I can help you in any way, please let me know.

Sincerely, ...

(196 words)

V. Прочитайте следующее письмо-образец. Впишите в пропуски по одному слову из предложенных. Некоторые слова вы можете использовать не один раз. Вам не нужно использовать все слова из списка

An English-speaking friend wants to spend a two-week holiday in your region and has written asking for information and advice. Write a letter to your friend. In your letter: offer to find somewhere to stay, give advice about what to do, give information about what clothes to bring.

although and as because but if since so
so that that when where which who thus hence

Dear Soo-in,

I'm delighted (1)..... you are coming to Valencia next month. I think it would be great (2)you could stay with me and my family, (3)send you their best wishes. Otherwise, if you prefer, I can easily book you a cheap but comfortable hotel near the beach (4) you can be more independent.

There are lots of things to do in my city. If I were you, I'd spend some days on the beach relaxing (5)..... one or two days sightseeing in the city. There are several interesting museums and art galleries (6) I'm sure you will enjoy. One place you really should visit is an enormous aquarium called the Oceanographic park, (7)you'll want to spend the whole day. Also, you ought to go to our excellent theme park, (8) is about an hour away by bus.

You don't need to bring a lot of clothes (9)the weather is normally warm and sunny at this time of year. However, in the evening it's a bit cooler, (10) you may need a jersey and a jacket.

Please let me know exactly (11).....I can meet you at the airport. It'll be great to see you again so we can get up-to-date with all our news.

Love,

Manolo

Words

delighted	обрадованный	ought to	должен
enormous	огромный	sightseeing	осмотр достопримечательностей
independent	независимый	heme park	парк развлечений
otherwise	иначе, или же	up-to-date	обновить, освежить

VI. Из приведенных ниже фрагментов составьте письмо к заданию. Перепишите его в тетрадь

A friend is already attending a TAFE college in Australia. You will be going to Australia next year. Write and ask him/her about what you should do before you go. Ask him/her about problems he/she has had.

I am planning to come and study in Australia next year as I have applied to the TAFE college in Adelaide to take the course in Tourism and Hospitality Management. I am writing to ask you for some information.

	<i>How are you getting on in Melbourne? I hope everything is going well and you are enjoying your studies.</i>
	<i>Dear Denny,</i>
	<i>Could you tell me what I have to do to obtain a study visa and how long the process will take? The college said I also have to take out insurance before I come to Australia. How do I do this?</i>
	<i>I'm sure that studying in a college overseas has not been without at least some problems for you. Adjusting to a new culture was probably also difficult. Have you had any particular problems that I should watch out for? I'd appreciate any advice you can give.</i>
	<i>I would be really grateful if you can give me this information. I would also be obliged if you can tell me what I should bring with me, for example, clothes, books or anything I cannot get in Australia.</i>
	<i>Many thanks.</i>

apply to ... for
 take the course in ...
 ask *smb* to do *smth*
 ask for *smth*
 obtain
 overseas
 adjust to
 watch out for *smth*
 I would be really grateful if you can...
 I would be much obliged if you can...

обратиться к кому-л. за чем-л.
 пройти курс по (*предмету*)
 попросить кого-л. сделать что-л.
 попросить о чем-л.
 получить
 за рубежом
 адаптироваться к чему-л., настроиться на что-л.
 остерегаться чего-л.
 Я буду благодарен, если вы сможете...
 Я буду обязан вам, если вы сможете...

VII. Составьте план письма к каждому из приведенных ниже заданий.

Сколько абзацев вы планируете написать и почему? Напишите текст писем

- You are going to take a short holiday in Sydney, Australia, and you want to rent an apartment while you are there. Write to the tourist information office. In your letter: explain what you need, say when you will need it, and ask for information about prices.*
- You are going to a short training course at a college at Christchurch, New Zealand. You need somewhere to live while you are there. Write a letter to the accommodation officer at the college. In your letter: explain your situation, describe the accommodation you require, say when you will need it.*
- Next month you are coming to Britain to study at a university in Scotland. On the way you have a two-day stopover in London. You need accommodation for one night and you would like to use this time to see as much as possible of London. You will need to use public transport. As a student you have a limited budget. Write a letter to the London Travel Information Centre explaining your situation and asking for advice on accommodation, sight-seeing and transport facilities in London.*
- Your child wants to go on a school excursion to a town about twenty miles away. The children will sleep overnight at a youth hostel. Write to the Principal of the school and ask for details. You are concerned about the facilities at the youth hostel, how the children will be supervised, and whether they will need to bring their own bed linen.*

REASONING

Проанализируйте задание и прочитайте советы, как составить письмо, в котором вам предстоит обосновать свою просьбу.

You belong to a group which uses a hall near your home to meet once a month. You have been using the hall for the last three years. You have just heard that the rent will double next month. Your group cannot possibly afford such a large increase. Write to the manager of the hall and explain your problem and ask to leave the rent unchanged.

Прежде, чем начнете писать текст такого письма...

- **решите, кому вы будете писать.** Это поможет вам правильно начать и выбрать соответствующий тон письма.
- **придумайте детали:** что это за группа, которая собирается регулярно? Чем вы занимаетесь при встрече? Почему эти мероприятия важны? Почему вы не можете платить высокую аренду?
- **определитесь, чего вы добиваетесь** этим письмом. Сформулируйте это для заключительной части письма.

Обратитесь к заданию еще раз, чтобы проверить, всю ли информацию, предлагаемую в задании, вы каким-либо образом использовали или «обыграли» в письме, и насколько полно и точно вы поняли поставленную перед вами задачу.

А теперь предлагаем прочитать вариант письма, написанного к этому заданию.

Dear Mr. Robert Hill,

I am writing on behalf of our TESL Association group who has been using the Small Meeting Hall in your Center for three years already.

The location of your Center is very convenient as it is close to the Language Institute, where most of us belong to, and we have been happy to use your nice facilities once a month for our community educational events. Your personnel know us well, and we never caused any problems or inconveniences to the Center.

Last Monday when we called to reserve the Hall for our workshop, the receptionist informed us of the new doubled rate. This was very disappointing news, and we all became very unhappy. I hope you know that people working in education and voluntarily serving the community cannot afford to pay a rate which is more than reasonable.

We will appreciate if you can find way to keep the rent unchanged for our Association for at least next half the year or, as an exception, offer a more reasonable rate.

Thank you for understanding and support. Looking forward to your positive reply.

Sincerely,

*Antonina Salivon,
Program Coordinator*

(191 words)

I am writing on behalf of ...

very disappointing news

We are very disappointed to learn that...

afford to pay

We are unable to (+verb)

We will appreciate if you can find way to...

offer as an exception

Я пишу от имени ...

очень неприятная новость

Мы очень расстроились, узнав, что...

иметь возможность (позволить себе) оплачивать

Мы не в состоянии/не сможем (+ глагол)

Мы будем признательны, если вы найдете способ, чтобы ...

предложить в качестве исключения

reasonable rates
 Thank you for understanding
 and support in this matter.
 Looking forward to your
 positive reply.
 Please consider this matter
 as soon as possible.
 I am sorry for
 any inconvenience caused.

приемлемые расценки
 Благодарим за понимание и поддержку
 в этом деле.
 С нетерпением жду вашего положительного
 ответа.
 Прошу рассмотреть это дело как можно
 быстрее.

Извините за причиненное неудобство. (Менее формально: I hope I did not cause you any inconvenience.)

УПРАЖНЕНИЯ

- I. Прочитайте задание для написания письма. Ниже приведены причины, по которым автор письма решил отказаться от указанного учебного курса. Что из этого списка вы бы НЕ включили в свое письмо? Почему? Выберите на ваш взгляд 5 наиболее уважительных причин. Напишите письмо

You have been studying French for one semester at university, but have decided to change your language course to English. Write a letter to the Dean of Studies, Professor Andrews, explaining why you wish to change your course of studies. Ask if it is possible to transfer your fees for the rest of the year without paying additional costs.

	<i>I am planning a career in business, and English is the language of international business.</i>
	<i>I have heard that the English course is easier to pass.</i>
	<i>French pronunciation is too difficult.</i>
	<i>The French course clashes with other courses I am taking.</i>
	<i>I have an English-speaking boyfriend/girlfriend so I want to study English.</i>
	<i>I have studied English in the past and am confident I could pass, even though I've missed half the course.</i>
	<i>My French lecturer is boring.</i>
	<i>I plan to live in an English-speaking country, so learning French is no longer important to me.</i>
	<i>My French class is early in the morning and it's hard for me to get out of bed, so I'm often late.</i>
	<i>I do not like the French teacher's pronunciation and the way she manages the class.</i>
	<i>I found out that the English course costs much less.</i>
	<i>Being able to speak English will help me to understand the Internet which is mostly in English, and I am taking a course on the Internet this semester.</i>
	<i>Though I like French very much and would like to continue, my mother is strongly against it. She thinks English will help me more in my future career, so she insists I change the course.</i>
	<i>My best friend is taking the English course, so I would like to switch from the French course, just to be together with him.</i>

II. Прочитайте приведенное ниже письмо и сравните его с написанным вами

Dear Professor Andrews,

I am writing to you because I would like to change courses next semester. In the first semester this year I took French 101, but now I have decided that I would like to change to English 101.

My main reason for wanting to change is that the French course does not fit easily into my timetable for the new semester. Every fortnight I will miss two French classes because of clashes with other papers I am doing.

As I have studied English in the past, I am confident I could pass English 101, even though I will have missed half of the course.

Another reason that I have decided to change courses is that I am planning a career in international business, and English is used more often than French in this part of the world.

I was also wondering if it would be possible to transfer the fees that I have paid for French 101 to English 101.

Thank you very much for considering my request.

Sincerely...

(171 words)

fit into	подходить (по месту или размеру)
timetable	расписание
fortnight	две недели
miss	пропустить; скучать
I am wondering <i>if</i> it would be possible...	Мне интересно узнать, возможно <i>ли</i> ...
transfer	перевести
fees	оплата
consider request	рассмотреть просьбу

III. Заполните пропуски предложениями¹, где необходимо

1. It is extremely valuable us to know your terms. 2. I look forward hearingyou. 3. I'm writing to thank you very much the nice post card that you sent on my birthday. 4. My best regards your wife and family. 5. We hope to arrive our new home in January next year and we are looking a house your area. 6. We will be happy to provide you more informationAndrew, and we are looking receiving information your school. 7. I am writing to seek accommodationVladivostok a group of Japanese War veterans. 8. Please tell me recreational services available your area. 9. I am looking receiving informationthe terms of payment. 10. I am writing to ask you some information as I am planning to come and study Australia next year. 11. I have applied the TAFE College in Adelaide to take the course Tourism and Hospitality Management. 12. I'm sure that studying a college overseas has not been without at least some problems for you. Adjusting a new culture was probably also difficult. 13. Have you had any particular problems that I should watch? 14. I am writing behalf our TESL Association group who has been using the Small Meeting Hall your Center three years already. 15. The location your Center is very convenient as it is

¹ Неправильное использование предлогов – распространенная ошибка изучающих английский язык, поскольку очень часто мы руководствуемся предлогами родного языка и переводим их буквально, что оказывается ошибочным. Поэтому упражнения на использование предлогов следует делать особенно внимательно и обязательно сверяться с ключом (с....)

close the Language Institute, where most of us belong 16. last Monday when we called to reserve the Hall our workshop, the receptionists informed us the new doubled rate. 17. Thank you very much your invitation to attend the party new students the 29th of January. 18. I will appreciate your understanding my circumstances and any help this matter. I am looking your reply mail, e-mail or telephone.

IV. Из приведенных ниже фрагментов составьте письмо к следующему заданию. Перепишите его в тетрадь

You have been accepted at Moreton College, a residential college at your new university. You are expected to arrive on 25 February to attend the college orientation session, but you will not be able to arrive by the date. Write to the Principal of the College explaining why you will be delayed, expressing your concern about missing the orientation session, and asking what you should do.

	<i>As you know, I am expected to arrive by 25 February to attend the college orientation session.</i>
	<i>I will appreciate your understanding of my circumstances and any help in this matter.</i>
	<i>Sincerely yours,...</i>
	<i>Dear Principal,</i>
	<i>I understand that this session is very important for my future student life, and will help me to learn much about the college facilities, faculties and traditions.</i>
	<i>I am a first-year student enrolled in the bookkeeping course.</i>
	<i>Thank you in advance.</i>
	<i>Please consider my request for a week leave.</i>
	<i>Unfortunately, I have to miss the session because my brother's wedding was scheduled for 23 February.</i>
	<i>I am writing to inform you that I will not be able to arrive by the announced date, and hope you will advise me what to do in my situation.</i>
	<i>I hope you understand that this is a big family event which I must not miss.</i>
	<i>I am looking forward to your reply by mail, e-mail or telephone.</i>

V. Ниже приводится экзаменационное задание и вариант ответа, получившего на экзамене "BAND 7 score". Прочитайте комментарии экзаменатора к этому письму и постарайтесь, учтя его замечания, написать свое письмо, предложив собственный вариант 'reasoning'

You live near an airport. You are unhappy about a plan to make your local airport bigger and increase the number of flights. Write a letter to your local newspaper. In your letter explain where you live, describe the problem, and give reasons why you do not want this development.

<p><i>Dear Sir/Madam,</i></p> <p><i>I am writing with regard to the article in your newspaper dated 7th September. My house is situated within 20 minutes walk of the airport. Please allow me to point out the problems which have caused serious damage on the residential area. I am fully sure that the problems must be aggravated if the plan is carried out to expand the airport and increase the number of flights.</i></p>

First of all, the low-flying airplanes are utterly distracting. They make such a big noise that I cannot concentrate on housework at all. What is worse, I am woken up by the late hour flights at midnight; I was diagnosed as insomnia the other day. I should call this situation noise pollution.

Secondly, I am afraid that the expansion of the airport may reduce the plot of land for the playground which is under construction near the airport at the moment.

To sum up, I strongly disagree with the plan. I would appreciate if you could possibly write the article about the problems and disagreement as I said above.

Yours faithfully, ...

(182 words)

Examiner's comments: *The response to the task is fluent, although there is room for expansion and clarification of some aspects of the text. The message is well-organized and can be followed throughout, with the writer making good use of 'signpost' words. There are some problems with the word choice and with word formation (e.g. 'big noise', 'distracting'), but the range of sentence structure is varied and well-controlled for accuracy.*

VI. Напишите письма к следующим заданиям

- 1. You find that your study load is too heavy. Write a letter to your college teacher explaining why you need to withdraw from two courses. Ask if it is possible to obtain a refund.*
- 2. You have a full-time job and are also doing a part-time evening course. You now find that you cannot continue the course. Write a letter to the course tutor. In your letter describe the situation, explain why you cannot continue at this time and say what action you would like to take.*
- 3. It has recently been announced that a new restaurant may be built in your building. You oppose this plan. Write to the Project Director on behalf of the residents and give the specific reasons and details to support your position. In your letter, also suggest some options.*
- 4. You live in a flat and you have a tenancy agreement, which states that you must give three months' notice when you wish to leave. You have paid a deposit of two months' rent. Now a member of your family has a problem and you need to give up your flat and return home as soon as possible. Write a letter to your landlady. Explain your circumstances, tell her what you intend to do and ask her for specific consideration.*

I AM WRITING TO APOLOGISE

В реальной жизни нередко случается, что вы не можете принять присланное вам приглашение или вынуждены сообщить, что не сможете выполнить то, что ранее обещали. Подобные ситуации могут быть представлены в виде экзаменационного задания IELTS, например:

The course director of your previous college has invited you to attend a party for new students, and he has also asked you to give a talk about studying overseas. You have an important examination on the same day so you cannot attend the party.

Write a letter to the director. Apologize and explain why you cannot attend. Suggest another date when you could give your talk.

Чтобы успешно написать письмо на экзамене, вам необходимо проанализировать следующее:

Какова ситуация? - You have been invited to go to a party and give a talk, but you cannot go to the party.

Кому вы будете писать? - The letter is to the course director of your old college. Although you know him it is unlikely that you know him very well. The style of the letter should in this instance be formal or semi-formal.

Какова цель вашего письма? - Apologize (for not being able to attend), explain (why you cannot attend) and suggest (another date).

Ниже даны идеи для написания письма к приведенному выше заданию. Подумайте, что вы бы включили в свое письмо, а что, на ваш взгляд, будет неуместным:

- _____ Thank the director for the invitation
- _____ Say that you saw some college friends last week
- _____ Explain why the exam is important
- _____ Talk about your new college
- _____ Explain why the date of the exam cannot be changed
- _____ Talk about your family
- _____ Ask how everyone is at the old college
- _____ Ask for some details of the party
- _____ Say that you hope the party is a success
- _____ Say you cannot come to the party and apologize for this
- _____ Explain what you would say in your talk about studying overseas
- _____ Suggest the meeting be postponed
- _____ Describe how proud you are for being chosen to give the talk like this
- _____ Say when you will be able to come
- _____ Suggest one of your former fellow-students be invited to replace you
- _____ Tell the director how to contact you
- _____ Say that you are too busy to waste your time on the projects like this

Предлагаем вам вариант письма на задание, данное выше.

Dear Mr. Arnold,

Thank you very much for your invitation to attend the party for new students on the 29th of January. Thank you also for thinking of me to give a talk. However, unfortunately I am unable to attend the party.

I am afraid that on the following day I have my first semester economics exam. This is a complicated subject and a good mark is essential for me, so I have to spend the day before studying. I asked my lecturer if it would be possible to take the examination on another date, but this is not permitted.

I would be very happy to give the talk on another date. I am available on the 1st and 2nd of February. If one of these dates is convenient for you, please let me know. I can be contacted at the address above by e-mail or telephone.

I hope that everyone at the college is well, and I hope that your party is a great success.

I look forward to hearing from you.

Yours sincerely, ...

(175 words)

above	вышеупомянутый
attend	посетить, посещать
complicated	сложный, усложненный
essential	очень важный
lecturer	преподаватель (вуза)
permit	разрешать
be a great success	иметь большой успех
subject	предмет

Типичные слова и фразы для выражения извинения:

Unfortunately,	...к несчастью; к сожалению
I am terribly sorry, but...	Я очень сожалею, но...
I am very sorry to tell you that...	С сожалением сообщаю, что...
I am awfully sorry for the inconvenience caused.	Я очень сожалею за причиненное неудобство.
I am (was) unable to...	я не смогу (не смог)...
I am afraid that I will not be able to (+v)	Боюсь, что я не смогу (+ что-л. сделать)
Due to this, I have to...	По этой причине мне приходится...
I must apologize about (not) ___ing...	Я должен извиниться за то, что (не)...
Please accept my sincere apology for...	Прошу принять мои искренние извинения за ...
I promise never to do this again.	Я обещаю никогда не делать этого впредь.
Please advise me what I can do to settle this matter.	Прошу посоветовать, что я могу сделать, чтобы уладить это дело.

УПРАЖНЕНИЯ

I. Прочитайте и переведите письмо, написанное к следующему заданию

You are due to start a new job next week but you will not be able to because you have some problems. Write a letter to your new employer. In your letter explain your situation, describe your problem and tell him/her when you think you can start.

Dear Ms Barnes,

I am writing concerning the position of Assistant Office manager that I am due to begin next Monday. However a problem has arisen.

As you know, I currently work for my uncle's food-packing business, and you will remember from my interview that I have gained valuable experience there. Unfortunately, he has had to go into hospital for an operation, leaving my aunt in charge of both the home and the business. She has asked me, as this is a particularly busy time of year, to stay on and help her with the running of the office.

I realize this will be inconvenient to you, but very much hope that, given the circumstances, you would be prepared to allow me to take up my position with you two weeks later than planned.

I would like to emphasise that I remain very keen to work with you, and that I will be gaining further useful experience during this time.

I look forward to hearing from you.

Yours sincerely,

concerning	касательно, в отношении
position	должность
However, a problem has arisen.	Однако возникла проблема.
gain experience	приобрести опыт
valuable	ценный
be in charge of	руководить, нести ответственность (за)
both ... and...	как ..., так и ...
particularly	особенно
run an office	управлять офисом
circumstances	обстоятельства
emphasise	подчеркнуть, сделать акцент (на)
remain	оставаться
keen	заинтересованный

II. Составьте письмо из приведенных ниже фрагментов

<i>As the kitchen is still not finished, I have decided to call in a professional builder who will finish the work in the next day or two.</i>
<i>I am very shocked to get you letter saying that the noise from my flat has been spoiling your evenings and causes you some distress, I am really, really sorry about that.</i>
<i>He will work only during daytime hours, so you won't be disturbed in the evening again, I promise.</i>
<i>I had not idea that you would be able to hear so much, so I hope you will accept my apologies.</i>
<i>Sorry to have caused these problems.</i>
<i>As you may have guessed, I am trying to refit my kitchen in the evenings when I get home from work. Unfortunately, it is all taking longer than expected and I have been having problems with getting things to fit properly. This has meant a lot of banging and hammering.</i>

III. Прочитайте письмо к приведенному ниже заданию. Назовите грамматическое время каждого выделенного сказуемого и объясните его использование

You borrowed some books from your school or college library. Unfortunately, you have to go away to visit a sick relative and are not able to return the books in time. Write a letter to the library. Explain what has happened and tell them what you want to do about it.

Dear Sir or Madam,

I am writing this letter to explain why I **have been unable** to return the three books I have out on three-day loan, which are now overdue. After taking the books out on 16th March, I **had** an urgent phone call from my elderly aunt's neighbour to say that my aunt **had had** a fall and **had been taken** into hospital. I am her only surviving relative in this country, so I **felt I had to go** and see her immediately. I travelled down to Surrey the following morning, thinking I **would stay** for only two or three days. Unfortunately, my aunt's condition **has only improved** very slowly, so I **have had to stay** here longer than expected. However, the hospital says that if all **goes** well, she **should be able to go** home in two or three day's time, in which case I **will be** back at the beginning of next week.

Bearing in mind the circumstances, I trust you will kindly waive any fines that may have accumulated.

Yours sincerely, ...

Be unable (to)	быть не в состоянии, не суметь
overdue	просроченный
bearing in mind the circumstances	беря во внимание обстоятельства
kindly	любезно
waive a fine	отменить штраф

IV. Напишите письма к следующим заданиям

1. *For the past year, you have been a member of a local club. Now you want to discontinue your membership. Write a letter to the club secretary. In your letter state, what type of membership you have and how you have paid for this; give details of how you have benefited from the club and explain why you want to leave.*
2. *For the past six months, you have provided voluntary help at a local school for 5-7-year-olds. Unfortunately, you can no longer do this work. Write a letter to the principal of the school. In your letter explain what you have been doing at the school; give reasons why you can no longer do the work and apologise for any problems this may cause.*

APPLYING FOR A JOB

Поскольку предполагается, что кандидат на иммиграцию или работу за рубежом должен уметь писать письма по трудоустройству, такие задания встречаются и на экзамене IELTS. Структура и содержание письма-заявления (Application for employment; Cover letter) на вакантную должность стандартны:

1. В письме-заявлении (название должности должно быть указано точно) сошлитесь на источник информации, где вы видели это объявление или откуда узнали о вакансии.

<i>I am responding to your advertisement in _____ for the position of...</i>	Я пишу в ответ на ваше объявление в ... о вакансии на должность...
<i>I would like to apply for the ... position advertised in The Russian Financial News of July 1</i>	Я бы хотел претендовать на должность ..., о вакансии на которую было объявлено в «Русских финансовых новостях» от 1 июля
<i>I am writing in response to your announcement of 12 April 2003 concerning the receptionist position with your company.</i>	Я пишу в ответ на ваше объявление о вакансии на должность секретаря вашей компании
<i>With reference to your ad in the 'Guardian' of January 5th, I would like to apply for the position of accountant</i>	В ответ на ваше объявление в «Guardian» от 5 января, я бы хотел подать на должность бухгалтера

2. Кратко опишите вашу квалификацию и опыт.

<i>I have had five-year experience in every aspect of the real estate market.</i>	У меня пять лет опыта в разных аспектах продажи недвижимости.
<i>I offer more than ten years of practical experience in the retail sales/wholesales</i>	Я предлагаю свой более чем десятилетний практический опыт в розничной/оптовой продаже
<i>As you will see in my enclosed resume, I have four-year experience in management.</i>	Как вы видите из моего резюме, прилагаемого здесь же, у меня более 4 лет практического опыта в менеджменте.
<i>In the course of my present job, I have been responsible for the planning and organization of...</i>	На своей нынешней работе я отвечаю за планирование и организацию...
<i>My duties have included some secretarial work as well as office management.</i>	Мои обязанности включают некоторые функции секретаря, а также офис-менеджера.
<i>I was employed as a cashier with ...Bank</i>	Я был принят на работу в качестве кассира в ... банк
<i>During my apprenticeship, I gained practical skills in all aspects of auto repairs</i>	Во время моей производственной стажировки я приобрел практические навыки во всех аспектах авторемонта
<i>I am used to working under pressure / working to a deadline / working as part of a team</i>	Я привык работать в напряженном режиме / выполнять работу согласно сроку / работать в коллективе
<i>I also have some knowledge of accountancy, and logistics</i>	У меня также есть некоторые знания в области бухгалтерского учета и логистики

3. Объясните, почему вы хотите получить эту работу. Составленное вами заявление должно производить впечатление уверенности и заинтересованности; проявите свою высокую мотивацию занять вакантную должность и внести свой вклад в успех компании.

<i>I believe the post you offer will give me the opportunity to...</i>	Я надеюсь, что должность, которую вы предлагаете, даст мне возможность...
<i>I feel that my present position offers little prospect of advancement.</i>	Мне кажется, нынешняя работа дает мне мало перспектив профессионального роста.
<i>I am especially keen to work in an organisation such as yours which has a ...reputation for...</i>	Мне очень хочется работать в такой организации, как ваша, которая имеет ...репутацию...
<i>I am computer literate, numerate and possess good communication skills, so I am confident I can make a good asset to your team</i>	Я знаю компьютер, умею работать с цифрами и обладаю хорошими навыками общения, поэтому я уверен, что смогу сделать хороший вклад в актив вашей команды
<i>I am interested in an accounting manager position within your company where my abilities and qualifications can be fully applied for your company's benefits.</i>	Я заинтересован в получении должности старшего бухгалтера, где мои способности и квалификации могут быть в полной мере использованы на пользу вашей компании.

4. Укажите вашу готовность приехать на интервью для выяснения других важных деталей.

<i>I welcome an opportunity to meet with you and to discuss my experience and qualification.</i>	Я рад возможности встретиться (познакомиться) с вами и обсудить мой опыт и квалификации
<i>I look forward to an interview scheduled at your earliest convenience to learn more about your corporation and how I could contribute to its continued success.</i>	Я с нетерпением жду интервью, назначенного в удобное для вас время, чтобы больше узнать о вашей корпорации и о том, какой вклад я могу привнести в ее устойчивый успех.
<i>I would welcome the opportunity to discuss my credentials in a personal interview.</i>	Я буду рад возможности обсудить мое образование и послужной список при личном собеседовании.

5. Поблагодарите сотрудника отдела кадров за труд и время, потраченное на рассмотрение вашего обращения.

<i>Thank you for your time and consideration.</i>	Спасибо, что нашли время рассмотреть мое заявление.
<i>Thank you for your time.</i>	Спасибо, что уделили мне время.

УПРАЖНЕНИЯ

1. Прочитайте и переведите пример экзаменационного задания и выполненного к нему письма:

You want to apply for the following job. Write a letter describing your previous experience and explaining why you would be suitable for the job. Advertisement: Waiter/waitress required for evening work. Some experience necessary. Write to Mr. Moore.

Dear Mr. Moore,

I am writing in reply to your ad published in yesterday's 'Sunday Review'. I would like to get the position of a waiter at your restaurant.

I know that the chain of your restaurants is well-known, so I will be happy to work there. I hope I am quite suitable for this job as I have had 5 years of experience in this field. I am attaching my résumé that shows that I have worked as a waiter for the JB Restaurant and as a bartender for the Skybar. Please take note that I have had a good professional training (the certificates available on request). I have references and recommendations available, too.

Moreover, I am continuing my education in restaurant business management. Due to this, I have to attend classes at daytime, so I can work in the evenings.

If you would like to meet me, please let me know by phone or e-mail.

I am looking forward to hearing from you.

Sincerely, ...

167 words

II. Ниже приводится письмо-обращение по трудоустройству. Расставьте приведенные отрезки текста по порядку. Перепишите в тетрадь. Каково могло быть задание к этому письму? Какие выражения, используемые в образце, могут пригодиться для переписки по трудоустройству?

Introduction

	for the post of salesperson
	I am writing to apply
	advertised in <i>The Australian Newspaper</i> on the 23 rd of July.

Paragraph 1

	I am a hard-working and highly motivated person with a very dynamic approach to my work.
	and have been employed in a number of companies (please see the enclosed C.V.)
	I am twenty-six years old and have had five years' experience in the area of sales.
	where I was commended for my enthusiasm and dedication to my work.
	I trained in all aspects of sales and marketing at Griffin College from 1996 to 1998

Paragraph 2

	where I have been working for the last two years.
	experience and freshness of approach to the area of sales.
	I am currently employed in the sales department at Roberts and Browns Booksellers
	I believe that I could offer a great deal to your company with the combination of my youth,
	However, I feel that it is now time for me to move on and look for a new challenge.

Conclusion

	Sidney Salesman
	I can be contacted on my home telephone number (5544 6543) any evening after 6 p.m.
	Please do not hesitate to contact me should you have any further queries.
	Yours faithfully,

a great deal of
 approach
 challenge
 commend
 dedicate
 dynamic
 hesitate
 move on
 query
 salesperson

много
 подход
 испытание, трудность, вызов (судьбы)
 хвалить
 посвятить (себя)
 динамичный
 колебаться, сомневаться
 идти дальше
 вопрос; сомнение
 продавец

III. Заполните пропуски правильной формой глагола. Прочитайте и переведите письмо (Letter of application for a position as a language instructor at the CIA University)

In response to your advertisement in *the Government Gazette* of 22 June, 2003, I (*like*) _____ 1 _____ to apply for the position of Japanese Language Instructor at CIA University.

For the past ten years I (*teach*) _____ 2 _____ Japanese customs and language to executives within a large non-governmental organization. I (*have*) _____ 3 _____ a Masters degree in Japanese language and culture, and a Post-graduate Diploma in Second Language Teaching. As my father (*be*) _____ 4 _____ a U.S. Navy officer stationed in Japan for most of my childhood, I (*be*) _____ 5 _____ a fluent speaker of Japanese and (*have*) _____ 6 _____ a strong understanding of Japanese culture.

It has always been my ambition (*use*) _____ 7 _____ my linguistic abilities for the service of my country, and I am sure I would be a committed, discreet and effective employee.

I (*enclose*) _____ 8 _____ my resume, along with the police clearance form (*request*) _____ 9 _____. Please (*not hesitate*) _____ 10 _____ to contact me at (245) 912-3425 if you (*require*) _____ 11 _____ any further information or documentation.

I (*look*) _____ 12 _____ forward to (*hear*) _____ 13 _____ from you soon.

IV. Заполните пропуски подходящими предложениями, где необходимо

1. I hope I am quite suitable _____ this job as I have had many years _____ experience _____ this field. 2. The certificates will be available _____ request, so please do not hesitate to contact _____ me. 3. If you would like to meet _____ me, please let me know _____ phone or e-mail. 4. I would like to inquire _____ some details concerning _____ my future duties and responsibilities. 5. I am writing _____ reply _____ your advertising _____ 'Daily Telegraph' _____ 12 April 2003 concerning the Vice-President position _____ your company. 6. With reference _____ your advertisement _____ the 'Guardian' _____ January 5th, I would like to apply _____ the position _____ Executive director. 7. I offer more than ten years _____ practical experience _____ marketing and sales _____ sea foods. 8. _____ my present job, I have been responsible _____ the planning and organization _____ the production. 9. I am used _____ working _____ pressure, but as part _____ a team. 10. I always work _____ a deadline, because I can manage my time effectively. 11. I am familiar _____ the recent developments _____ the food-processing industry. 12. I am interested _____ an accounting manager position within your company where my abilities and qualifications can be fully applied _____ our mutual benefits. 13. I look forward _____ scheduling an interview _____ your earliest convenience to learn more _____ your corporation and how I could contribute _____ its continued success.

V. Расположите отрывки письма по порядку. Перепишите письмо в тетрадь. Каково могло быть задание к нему?

	<i>My English is now fluent, and adequate to meet any social or professional situation, as my examination results attest.</i>
	<i>On completion of my apprenticeship, I left the Meurice to work at La Rotonde, where I stayed for 15 months.</i>
	<i>I am particularly keen to work in Brighton, where I have many good friends.</i>
	<i>Having very much enjoyed my time in Brighton, I have decided to look for a job in Brighton rather than return to La Rotonde.</i>
	<i>As you will see from my CV (enclosed), I served a three-year apprenticeship at the hotel Meurice in Paris.</i>
	<i>I was feeling that my career plans were likely to be hampered by my lack of English, so I left La Rotonde to spend six months studying English in Brighton.</i>
	<i>I look forward to hearing from you.</i>
	<i>I would like to apply for the position of a cook advertised in this month's issue of 'The Lady'.</i>
	<i>I am available for interview at any time.</i>

VI. Прочитайте следующее задание и письмо к нему. Приходилось ли вам когда-нибудь писать подобные письма? Какое письмо написали бы вы в подобной ситуации? Какие выражения, используемые в образце, могут пригодиться для переписки?

Last year you attended an intensive English course at the Darwin College of English. Your new employer has asked you to provide copies of your reports and assignments as quickly as possible. Write to the director of the language school and request these documents.

<p><i>Dear Mr. Abbott,</i></p> <p><i>I am writing to ask for your assistance. I attended a 3-week English course at your college from 6 November, 2000. My full name is Syarif Mustafa and my student number was CZ 352Z. The course I attended was English for travel and tourism at intermediate level. My class instructors were Robin Tyson and Alice Maddax.</i></p> <p><i>I am about to start work at Suntours travel company and they have asked me to provide information about the English course and any assignments and reports. Unfortunately, I left all copies of these documents at my friend's house and cannot contact him at present.</i></p> <p><i>Therefore, I would be very grateful if you could send me copies of the course outline, the three written assignments and the end of course report as soon as possible. I would be happy to refund any postal charges.</i></p> <p><i>Thank you so much for your help in this matter. I look forward to receiving the copy outlines,</i></p> <p><i>Yours sincerely, ...</i></p> <p style="text-align: right;"><i>163 words</i></p>
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VII. Прочитайте и переведите пример письма-рекомендации

<p><i>TO WHOM IT MAY CONCERN</i></p> <p><i>It is my pleasure to give reference for Mr. Andrew Swan whom I have known for four years.</i></p>
--

Andrew started to work for NEW WAVE Broadcasting Company in September 200..., as a purchasing agent. In this position he conscientiously fulfilled all his responsibilities which included: search of supplies, equipment and materials requested for the office and individual employees; making purchasing, arranging the delivery; reporting on expenses, etc.

His outstanding self-organization, ability to work well collaboratively and independently to a deadline, encouraged Andrew's supervisor to recommend him for advancement. In January 200..., Andrew got the position of Agent for Advertisement Department, where he had to complete an assortment of tasks and assignments on advertisement sales. That experience gave him good orientation in the local market of goods and services and helped him to establish good working relationships with the local business community.

In January 200... Andrew was promoted to the position of General Service Assistant which required good filing skills, a lot of paperwork and more in-office activities, including keeping inventory records, preparing vouchers for submission, making regular reports on expenditures, negotiating with contractors for different services and works, drafting agreements, networking with vendors, suppliers and contractors, etc. Owing to his service, our Company managed to cut the expenses and save some funds.

Though Andrew was only at the start of his career, he demonstrated good analytical thinking skills and readiness to make decisions. Andrew was very good at setting goals and working hard to achieve them, he was one of our key trouble-shooters.

In November 200... Andrew had to resign because he was selected as an exchange student to a university in Japan.

Andrew possesses all necessary qualities that are needed for a successful collaboration: flexibility, open-mindedness, ability to adapt to new working environment, commitment. He is a good team-player, has excellent negotiating skills.

I do not hesitate that Andrew can easily make a good asset for any organization.

Sincerely, ...

(324 words)

VIII. Взяв за основу предложенное ниже письмо, напишите свое собственное на следующую тему:

You are looking for a part-time job. Write a letter to an employment agency. In your letter: introduce yourself, explain what sort of job you would like, and say what experience and skills you have.

Dear Sir / Madam,

I am a Polish national from Warsaw and at present, I am studying for a Master's degree in Business Administration here, at the University of Hobart, where I have been for the last two months.

I am looking for a part-time job and I wonder if you can help me. Probably, I would like an office job, perhaps working as a secretary, office administrator or typist. I can only work during the afternoons and at weekends as my university studies occupy most of the day. I would be ready to start immediately.

As you can see from Curriculum Vitae, I have a degree in Marketing from the University of Warsaw. I am a competent typist and I am computer-literate. In addition, I speak Polish and German fluently and I have been learning English for the past three years. While I studied for my degree, I worked as a part-time office manager for an import-export firm in Warsaw. In recent years, I have also had temporary summer jobs as a hotel receptionists in Kiel, Germany.

I am looking forward to hearing from you,

Yours faithfully,

Aniela Kwasnievski

IX. Проанализируйте приведенные ниже задания: What is the situation? Who is the addressee? Should it be a formal or semi-formal or personal letter? What is the purpose of writing each of these letters? Напишите письма к каждому из заданий

1. *You would like a temporary job working in a summer camp, which runs sports and outdoor activities for children and young people next summer. Write a letter to the organizers of the summer camp. In your letter: explain what sort of job you would like to do, describe your personality, say what experience and skills you possess.*
2. *You want to study in a new University. Write a letter to your former teacher to ask him/her to write a reference for you. Tell him who are you, why you choose this major and some details about the course.*
3. *You have learned from a friend that a couple she knows is looking for a student to spend the summer with the family at their summer home. They want the student to take care of their three children, ages two, four and six. Write to the couple and apply for this job. State your qualifications and personal qualities.*

REPORTING LOSS OR THEFT

Умение написать заявление о пропаже или краже важно не только для успешной сдачи экзамена IELTS, но может пригодиться и в жизненных ситуациях. Вот один из вариантов экзаменационного задания на эту тематику и написанное к нему письмо:

You are studying at a university in the north of England. Your passport has been stolen.

Write to the Central Police Station, giving details of who you are, what happened and asking what you should do to get a new passport.

Dear Sir/Madam,

I am writing to report the theft of my passport.

I am currently studying economics at Leeds University, and I came to Britain in September last year. My course here ends in September next year.

I lost my passport at Leeds Bus Station on 9 October. I was about to catch the 10.30 morning bus to London, and I was having a cup of coffee at the snack bar in the bus station while I waited. The passport was in the side pocket of my day-pack, which I carried on my shoulder. This must have been snatched while I was drinking the coffee, although I did not notice it had gone until I left the snack bar at 10.20.

My passport number is ..., date of issueand the date of expiry ...

I would be grateful if you could inform me of what I must do to obtain another passport. I have some Xerox copies of my lost passport; do I need to provide them? Please let me know of the procedures and the cost of a new passport.

Yours faithfully, ...

(183 words)

currently

date of issue

day-pack

expiry

I was about to do smth

snack bar

snatch

Please let me know of the procedures and the cost of a new passport.

в настоящее время

дата выдачи (паспорта)

сумка-рюкзачок

окончание срока действия

Я собирался что-л. сделать

закусочная

хватать

Прошу сообщить мне о процедуре получения и стоимости нового паспорта.

Для заявлений о краже или потере ваших вещей могут пригодиться следующие слова и выражения:

I am writing to inform you of the loss of...

I am writing to report the loss of my ...

steal (stole, stolen)

thieve (theft, theft)

thief

suspect

criminal

investigate

investigator

police officer

witness

evidence

identify

offence

reward

Я пишу, чтобы сообщить вам о потере...

Я заявляю о пропаже моего...

красть

красть

вор

подозреваемый

преступник

провести расследование

следователь

полицейский

свидетель

доказательства

опознать, удостоверить (личность)

нападение

вознаграждение

rob
 burglar
 issue
 I was supposed to
luggage department
 cancel
 There was a lot of confusion and mix-ups...
 re- эта приставка означает
 rebook
 re-arrange
 rewrite
 My luggage was missing
 Due to the above event, I had to...
 I expect *something* to be done
 They expected my luggage to be flown
 and delivered
 I have both rights and intention to request
 Please find photocopies of the receipts
 enclosed.
 I cannot conceal my disappointment about...
 ...but I still believe that ... is a good and
 reliable company.
 I hope that the situation can be resolved
 with proper and prompt compensation.
claim for compensation
expenses

грабить
 грабитель
 выдать (документ)
 предполагалось, что я ...
багажное отделение
 отменить, аннулировать
 Там было много путаницы
 «сделать что-л. еще раз, заново»
 заказать (забронировать) заново
 организовать еще раз
 переписать
 У меня пропал багаж (мой багаж отсутствовал)
 Из-за этого события мне пришлось ...
 Я надеюсь, что *что-л.* Будет сделано
 Они надеялись, что багаж будет перевезен
 самолетом и доставлен мне
 У меня есть и права, и намерение потребовать...
 Прилагаю ксерокопии чеков
 (об уплате).
 Я не могу скрыть своей досады по поводу ...
 Но все же я верю, что ...
 хорошая и надежная компания.
 Хочется надеяться, что проблема будет решена
 полной и быстрой компенсацией (расходов).
обратиться за компенсацией (на покрытие расходов)
расходы, затраты

УПРАЖНЕНИЯ

I. Прочитайте и переведите образец письма. Каково могло быть задание к нему?

Dear Mr. and Mrs. Hooper,

I hope you are all well. The flight home seemed very long but my family all came to meet me at the airport, which was fantastic. Thank you so much for having me — I enjoyed my time with you very much.

I have a favour to ask. When I got home, I realised that I had left a small black handbag in my bedroom. You may recall that I bought myself a new bag while I was in Sydney and I'm pretty sure I put the old one under the bed.

I don't really need the bag but some of the things inside are of sentimental value and I would be very grateful if you could send them to me. There is a red address book, a small leather wallet with some photos and a silver necklace. None of the other things are important so please don't worry about them. Could you please let me know how much the postage is and I will send you the money to cover the cost.

Looking forward to hearing from you soon. Thank you once again for your help.

Love to all the family,

Maria

cover the cost
 favour
 recall
 necklace
 postage
 sentimental value
 wallet

покрыть затраты
 одолжение
 вспомнить
 цепочка
 почтовые расходы
 очень дороги для кого-либо
 портмоне

II. Расставьте фрагменты письма по порядку, а потом перепишите письмо в тетрадь

You have lost your credit card. Write to the manager of your bank. Explain where and how you lost the card and any other relevant details. Ask the manager to cancel the old card and to send you a replacement.

	<i>I am writing to confirm the loss of my credit card. I telephoned your office earlier today.</i>
	<i>I can be contacted at the above address.</i>
	<i>Dear Sir or Madam,</i>
	<i>I lost my card yesterday at about 10:30 in the evening. The only time I used the card yesterday was to buy three bottles of wine at the Sharp Price Liquor Store in Oxford Street.</i>
	<i>The details of my card are as follows. It is an Apex Silver Card in the name Jorge Luis Banderas. The credit card number is 45.....13. I have had an Apex Card since 2001.</i>
	<i>Could you please cancel my card immediately and make the necessary arrangements to issue me a replacement card?</i>
	<i>Thank you for your assistance.</i>
	<i>By accident I left the card in the shop. When I realized I had done this, I called the shop, but shop assistant there could not find the card.</i>
	<i>Yours faithfully,...</i>

by accident	случайно
cancel	аннулировать
immediately	сразу же; непосредственно
issue	выдать (документ); выпустить (газету)
liquor store	вино-водочный магазин
make arrangements	принять меры, распорядиться (о)
replace	заменить на другой

III. Поставьте глаголы в нужном грамматическом времени

Last week you were on a flight to London. Unfortunately, when you left the plane, you left a bag. You did not remember about the bag until you got to your hotel.

Write a letter to the airline. Explain what has happened, describe the bag and its contents and say what you would like them to do about it.

Dear Sir,

I (write) _____ in connection with a bag that I (leave) _____ on one of your planes. Last week on Tuesday 4th May I (come) _____ to London on flight ABC from New York. My seat number (to be) _____ R5. The plane (arrive) _____ late at night and I (to be) _____ tired. As a result, when I (get) _____ home, I (remember) _____ that I (leave) _____ the bag on the plane under the seat in front of me.

My bag (*to be*) _____ small and (*make*) _____ of black leather with a zip opening the top. Inside the bag, there (*to be*) _____ a pen, a paperback I (*read*) _____, some car keys and my diary.

Therefore, would your lost property department please check and see if they (*have*) _____ my bag and contact me as soon as possible to let me know whether they (*find*) _____ it or not?

You can contact me on my mobile telephone number, which is 01753 853 736. Thanking you in advance for your help. I look forward to (*hear*) _____ from you soon.

Yours sincerely, ...

IV. Напишите письма к приведенным ниже заданиям

1. *You have just spent a weekend staying at the Lilo Hotel in Adelaide. When you get home you find that you have left a bag at the hotel. Write to the manager and enquire whether the bag has been found. Give any relevant information about the bag and its contents. Ask the manager to contact you immediately if the bag is found and tell him/her how the bag can be sent to you.*
2. *You left a bag of equipment at the gym last night. The gym has closed down for a week, and you cannot get in. Your bag contains some notes you need urgently, your driving license and some important letters. Write to the manager to ask how you can reclaim your bag.*
3. *You stayed with a local family when you participated in a training program in New Zealand. Due to your health you had to leave New Zealand in a hurry. Back at home you find that you left your laptop computer with the family. Write a letter to the family, thanking them for their hospitality. Describe your computer and where it is and ask the host to send it back to you.*
4. *You have insured your possessions before starting a journey. Unfortunately, you lost one of them during the trip. Write a letter to the insurance company to tell them when and where you lost it and the worth of the possession and ask for claim.*
5. *Your mother sent you a packet, but you have not received it after two months. Write a letter to the director of the post office to check it. Tell him/her the sending time, the receiver address and what is in the packet.*

COMPLAINTS AND CLAIMS

Письма с претензиями и жалобами имеют свои особенности по достаточно жесткому тону и подбору лексики, например:

<p><i>Dear Mr. Smith,</i></p> <p><i>I am writing to complain about the terrible meal my husband and I were offered at your restaurant last night.</i></p> <p><i>As it was Valentine's Day, my husband wanted to arrange a very special meal for us. Your restaurant was recommended in the tourist guide to Newtown, so we were confident of a lovely evening. When we arrived, your waitress gave us an extremely unfriendly reception and made us wait without any explanation for thirty minutes. When we were finally seated, we had to wait another thirty minutes for our order to be taken. We both ordered steak - mine was cold and my husband's was burnt. We were extremely disappointed and complained at the time, but the waitress was very unhelpful and said there was nothing she could do.</i></p> <p><i>I expect a full refund for the horrible meal served to me and my husband. I trust this matter will receive your prompt attention or I will be forced to report the matter to the local council.</i></p> <p><i>Sincerely,</i></p>	<p><i>Уважаемый господин Смит,</i></p> <p><i>Я пишу вам, чтобы пожаловаться на ужасный обед, который был предложен нам с мужем в вашем ресторане вчера вечером.</i></p> <p><i>Поскольку вчера был День Св. Валентина, мой муж хотел устроить для нас особый ужин. Ваш ресторан был рекомендован в информационной брошюре для туристов по Ньютауну, поэтому мы были уверены, что проведем вечер замечательно. Когда мы прибыли, официантка приняла нас очень недружелюбно и заставила нас ждать ее в течение 30 минут без всяких объяснений. Когда, в конце концов, нас посадили, нам пришлось ждать еще 30 минут, пока у нас возьмут заказ. Мы оба заказали бифштекс. Мой оказался холодным, а бифштекс у моего мужа был подгорелым. Мы были очень расстроены и сразу же пожаловались, но от официантки не было никакого толку, и она сказала, что ничего не может поделать.</i></p> <p><i>Мы ожидаем полного возмещения расходов за этот ужасный ужин, предоставленный нам с мужем. Я уверена, вы отнесетесь со вниманием к этому случаю, иначе я буду вынуждена сообщить об этом в местный совет.</i></p> <p><i>С уважением,...</i></p>
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169 words

Вот еще несколько типичных фраз, которые могут быть использованы в жалобах и претензиях:

Introduction	<p><i>I am writing to complain about the terrible...</i></p> <p><i>I must complain about the horrible...</i></p> <p><i>I am writing with regard /reference to /in connection with ...</i></p> <p><i>I am writing to express my concern about / dissatisfaction with ...</i></p> <p><i>We regret to inform you that we were not at all satisfied with your service.</i></p>
Body	<p><i>I would like to draw your attention to ...</i></p> <p><i>I have received your invoice... but noticed a number of errors there.</i></p> <p><i>... Unfortunately, the reality was very different.</i></p> <p><i>You can imagine my disappointment when I discovered...</i></p> <p><i>You can imagine our feelings when we realized that...</i></p> <p><i>I can only guess how this could happen.</i></p> <p><i>I have tried to contact you by phone but could not get anyone who knew anything about this matter.</i></p> <p><i>We enclose a report on the damage...</i></p> <p><i>I contacted your representative, but unfortunately without any success.</i></p>

You claim Your suggestions	<p><i>The best solution would be for me to return the wrong items to you.</i></p> <p><i>We must insist on proper compensation.</i></p> <p><i>Therefore I request my money be refunded.</i></p> <p><i>Therefore I look forward to hearing your comments.</i></p> <p><i>I expect an explanation for this poor quality of your service.</i></p>
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УПРАЖНЕНИЯ

I. Ниже даны фрагменты письма, написанного к указанной ситуации. Составьте из них письмо и перепишите его в свою тетрадь

You booked a two-week holiday to Sydney with Fly-by-Night Travel. You are not happy with the holiday – the flight was delayed, the hotel was noisy, and so on. Write to Fly-by-Night Travel to complain about the holiday giving details about the problems and request some compensation or refund.

	<i>The hotel was not what I would consider three-star. The room was dirty; the beds were small and uncomfortable.</i>
	<i>The breakfast portions were very small, and the hotel refused to provide us with dinner. We had to spend a further \$500 on extra meals. Again, I enclose our restaurant receipts.</i>
	<i>We expect to receive your cheque for \$630 very soon.</i>
	<i>I am writing to complain about the recent holiday in Sydney which was organized by your company.</i>
	<i>On arrival at the airport, there was no one to meet us. We waited for half an hour and then had no choice except to take a taxi. This cost \$30. The receipt is enclosed.</i>
	<i>Dear Mr. Jenkins,</i>
	<i>My wife and I selected the two-week Women's Weekly tour starting on 29 December. Your agency claimed we would be picked up at the airport, and that the hotel was three-star quality. The all-inclusive price we paid included breakfast and dinner and two excursions.</i>
	<i>I find it dishonest and unacceptable that your company sold us a tour which in no way resembled the description, and my wife and I expect to be compensated for all our extra expenses.</i>
	<i>The receipts which are enclosed total \$530. In addition we claim a refund of \$100 because the room was not up to the promised standard.</i>
	<i>Yours sincerely,...</i>

all-inclusive price	все включено в цену	pick up	забрать на машине
choice	выбор	receipt	квитанция об оплате
delay	задержать(ся); задержка	extra expenses	дополнительные расходы
(dis)honest	(не)честно	refund	возврат денег
enclose	прилагать (к письму)	resemble	быть похожим
no way	никоим образом	total	в итоге насчитывать (сумму)
		(un)acceptable	(не)приемлемо

II. Объясните использование грамматических времен в предложенном ниже образце письма. Ответьте на вопросы:

- Does the letter follow the standard structure?
- Has the writer included all the relevant information?

As an international student in Australia, you have an account with a local bank. The monthly bank transfer you receive from your parents has been delayed this month due to an error at your parents' bank. Write a letter to your bank. In your letter: introduce yourself and ask for a loan, say why you need the money and tell how you intend to pay back the money.

Dear Sir/Madam,

*I am an international student from Malaysia studying Business Administration at Sydney University, I **have had** my account with you for about two years already, since I **arrived** in Australia and **have always kept** this account in credit. I **am writing** to you, as I would like to request a temporary loan so that I can meet my expenses this month.*

*My parents **send** me a regular bank transfer of \$2,000 every month. Until now, I **have always received** this monthly bank transfer without any difficulty. Unfortunately, however, there **has been** an error at the bank branch in Kuala Lumpur and so my parents **have not been able** to send me money this month. This will be a problem for me because I **have to pay** rent to my landlord of \$800 per month which is due next week. I also need money to cover general living expenses, such as transport to and from college, etc.*

*I estimate that I **will be able to keep** my living expenses down to \$600 this month in order to save money. I would therefore like to request a temporary loan of \$400 for a maximum period of one month until my parents' bank transfer **arrives**. Your assistance **would be greatly appreciated**.*

I look forward to hearing from you soon.

Faithfully,

Zainat Ahmad

WORDS

account	счет	loan	заём
branch	отделение (банка)	meet (cover) expenses	покрыть расходы
due	должный	temporary	краткосрочный
error	ошибка	transfer	перевод (денег)
landlord	владелец квартиры		

III. Поставьте глаголы в нужном грамматическом времени. Перепишите письмо в тетрадь

Dear Sir or Madam,

I (*write*) _____₁_____ you to complain about the stereo, which I (*buy*) _____₂_____ in your store last January. After only two days, things (*start*) _____₃_____ to go wrong.

The first problem was the CD drawer, which (*open*) _____₄_____ and (*close*) _____₅_____ too quickly. Each time I nearly (*trap*) _____₆_____ my fingers in it. The next day, I (*record*) _____₇_____ a CD on to a cassette. Everything (*work*) _____₈_____, but the sound quality was very poor. On the following day, the CD Pause button (*stop*) _____₉_____ working.

Naturally, I (*return*) _____₁₀_____ the stereo to you for repair. Your assistant (*say*) _____₁₁_____ I would have to wait only for a week. After two weeks, the necessary spare parts (*not/deliver*) _____

_____12_____. Eventually, nine weeks later, I (*collect*) _____13_____ the stereo. Though the CD player (*work*) _____14_____ properly, but there was no improvement in the recording quality.

I am not satisfied with the equipment or with the service that I (*receive*) _____15_____. Therefore, I (*write*) _____16_____ to ask for a full refund. I (*return*) _____17_____ the stereo to your shop next Monday and I (*expect*) _____18_____ to receive a cheque for \$250.

IV. Прочитайте письмо к приведенному ниже заданию. Проанализируйте употребление пассивного залога в предложениях. Перепишите письмо в тетрадь, сократив до 150 слов

You were invited to a foreign country to give some workshops and a seminar. Your original flight was cancelled. You had to take another flight. On arrival at the airport, you found out that your luggage had been lost. You applied to the missing luggage department and they promised to find your bags soon. You got your suitcases only two days later. Write a letter to XXX Air Manager about the problems and inconveniences that incident caused to you and claim for compensation.

Dear Sir or Madam,

I am writing to claim for compensation for the expenses I had to have due to the poor service of your company's luggage department.

I was supposed to fly from Vienna to Melbourne by XXX Air on 20.04.XX, flight NG 162. The flights were cancelled and there was a lot of confusion and mix-ups before I was rebooked on two different flights. As a result, I arrived 9 hours later: instead of 22 April, at 20.45. I reached Melbourne on 23 April, at 4.45. But that's not all. My luggage was missing for more than 30 hours and I received it only on 24 April, at night.

I am a visiting technical trainer, coming down as a lecturer on an Association's invitation. Due to the above event, I had to cancel my first seminar on 23 April that was re-arranged for 24 April, at 11 AM.

When I called the XXX Air luggage department on 23 April, I was informed that they expected my luggage to be flown here and delivered on 24 April, in the morning. When I rang them again early in the morning the following day, I was informed that my luggage had not arrived yet, and expected to be brought and delivered hopefully in the afternoon.

I had no rights or intention to cancel my seminar again. In addition, the weather was really cold, and I was left in a foreign city in a tracksuit and slippers. I had to buy necessary clothes to protect myself from the cold and to be dressed properly to meet my colleagues and trainees.

I have bought a minimum of necessities: (jeans \$ 94; casual top \$ 69.50; shoes \$ 100.0).

Please find photocopies of the receipts enclosed.

I cannot conceal my disappointment but I still believe that XXX Air is a good and reliable company. I hope that the situation can be resolved by proper and prompt compensation.

Yours faithfully, ...

(299 words)

V. Прочитайте письмо к приведенному ниже заданию. На экзамене за это письмо был поставлен Band 5. Как вы думаете, почему оно было так оценено?

You live in a room at college which you share with another student. However, there are many problems with this arrangement and you find it very difficult to work. Write a letter to the accommodation officer at the college. In the letter describe the situation, explain your problems and why it is difficult to work/ Say what kind of accommodation you would prefer.

Dear Sir or Madam,

I am writing to express my dissatisfaction with my room-mate. As you know, we share our rooms; I cannot study in the room at all any more if I still stay there.

She always has friends visiting and has parties in the room. They often make lots of noise and switch on the radio very loudly, for me this environment is very difficult to study and I need a quite room. Even borrows my things without asking, it is very impolite.

I request you can give me another room next term because I have been asked her has parties in other place many times they still have parties in the room. I really cannot stay in the same room with her.

I would be grateful if you change me a single room.

Yours faithfully, ...

(138 words)

VI. Прочитайте и переведите комментарии тестера по оценке письма, приведенного в упражнении V

Tester's comments: BAND 5. The answer is below the word limit and there is some repetition of the task rubric. Despite these problems, the introduction to the letter is appropriate and the purpose of the letter is clear. The points are not always linked together well and punctuation is sometimes faulty. The sentences are kept quite simple and mistakes occur as soon as complex structures are attempted.

VII. Прочитайте другое письмо, написанное к заданию упражнения V, и комментарии тестера к нему

Dear Sir/Madam,

I am writing you to express my dissatisfaction with my roommate and request for another accommodation next term.

My main problem is that I cannot study in my room because my roommate always has friends visiting. He also has parties which usually end early in the morning, several times a week. Furthermore, he often borrows my things without asking me.

I cannot accept this situation any longer. Especially because I have very important exams next term and I really must study hard. This is why I would be very grateful if I could have another room next term. It would be most convenient for me not having to share my room with someone else.

I am looking forward to hearing from you soon.

Your faithfully,

Ivan Sidorov

(129 words)

Tester's comment: BAND 7. This answer is also short. Although ideas are often provided in the task rubric, candidates are at liberty to include some of their own ideas in their answers. In this case, the candidate has attempted to incorporate some original material. The answer reads quite fluently, is well organized and there is good use of conjunctions to link points. There are some grammatical errors but these do not affect the reader greatly and there is evidence of some more complex sentence structures.

VIII. Прочитайте пример экзаменационного ответа и комментарии тестера. Учась на ошибках других, напишите свое письмо на следующее задание

You are unhappy about a plan to make a local airport bigger and increase the number of flights. You live near the airport. Write a letter to your local newspaper. In your letter explain where you live, describe the problem and give reasons why you do not want this development.

Dear Sir/Madam,

I am writing with regard to the article in your newspaper dated 7th September. My house is situated within 20 minutes walk of the airport. Please allow me to point out the problems which have caused serious damage on the residential area. I am fully sure that the problems must be aggravated if the plan is carried out to expand the airport and increase the number of flights.

First of all, the low-flying airplanes are utterly distracting. They make such a big noise that I cannot concentrate on housework at all. What is worse, I am woken up by the late hour flights at midnight. I was diagnosed as insomnia the other day. I should call this situation noise pollution.

Secondly, I am afraid that the expansion of the airport may reduce the plot of land for the playground which is under construction near the airport at the moment.

To sum up, I strongly disagree with the plan. I would appreciate if you could possibly write the article about the problems and disagreement as I said above.

Yours faithfully, ...

Tester's comments: BAND 7. The response to this task is fluent, although there is room for expansion and clarification of some aspects of the task. The message is well-organised and can be followed throughout, with the writer making good use of 'signpost' words. There are some problems with word choice and with word formation (e.g. 'big noise', 'distractive'), but the range of sentence structures is varied and well-controlled for accuracy.

IX. Составьте письмо-жалобу из приведенных ниже фрагментов. Запишите его в свою тетрадь. Каково могло быть задание к нему?

	<i>Unfortunately I had a very unpleasant experience and I want to tell you about it.</i>
	<i>When I asked them to stop, one of them pushed me hard and I nearly fell over.</i>
	<i>Yours faithfully, ...</i>
	<i>Please explain to me what you will do to make sure this will not happen again.</i>
	<i>They were running very fast and bumping into each other. After a while they began to run into other people who were going to the pool</i>
	<i>I could not find anyone who worked at the swimming pool to help me, so I went home.</i>
	<i>When I came into the pool area there was a group of your people playing on the lawn.</i>
	<i>I went for a swim at your pool last week.</i>
	<i>Dear Manager of Hill Swimming Pool,</i>

X. Проанализируйте следующее задание. Из приведенных ниже отрывков составьте письмо. Перепишите его в свою тетрадь, дописав приемлемое начало и завершение письма

You have had a bank account for a few years. Recently you received a letter from the bank stating that your account is \$240 overdrawn and that you will be charged \$70, which will be taken directly from your account. You know that this information is incorrect. Write a letter to the bank. Explain what has happened and say what you would like them to do about it.

<i>...</i>
<i>I am writing in reply to the letter I received from you a few days ago. In your letter of the 3rd of May, you state that I am \$240 overdrawn and that you will be charging me \$70. I would like to point out that the reason I am overdrawn is because of a mistake made by your bank.</i>

For the last twelve months, I have been paying \$300 a month for a car I bought last summer. The monthly payments were taken directly from my bank account. However, two months ago, I sold the car and I wrote to you instructing you to stop paying the monthly instalments. However, another \$300 instalment has been paid this month, and this is the reason why I am overdrawn.

If you look through your records you will see that I wrote several weeks ago explaining the situation. I received a letter from you acknowledging my request, but, for some reason, nothing was done about it.

I would like you to contact the garage where I bought the car and explain your error. I would also like you to ask them to return the money.

...

account	счет (в банке)
acknowledge	подтвердить (получение)
because of	из-за
charge	взимать плату
error	ошибка
installment	очередная плата
monthly payments	ежемесячная оплата
however	однако
overdraw (overdrew, overdrawn)	перерасходовать
point out	указать
look through the records	просмотреть записи

XI. Напишите письма к следующим заданиям. Постарайтесь уложиться в 20-минутный срок

- 1. You and some friends had dinner in a restaurant a few nights ago. The service at the restaurant was terrible and the food was bad. You and two friends had severe stomach-aches the following day. The food was also overpriced. Write a letter to the manager of the restaurant and explain these problems. Give any details that you think are relevant. Ask the manager to do something about the situation.*
- 2. You are a tourist and have settled into the hotel. Although your room was booked in advance through a travel agency, you discover that there is no balcony, the entrance is under the staircase and the window opens on to the road. Write a letter to the travel agency manager asking her/him for a refund of the cost of the accommodation.*
- 3. You have bought a cassette player at a shop. You found no problem with the player when you tried it at the shop. On reaching home, you discovered that the player did not work properly. You went to the shop and claimed for refund. However, the shop authority refused to do so, asking you to forward the claim to the manufacturer directly. Write a letter to the manufacturer explaining the situation, and request that the problem be solved.*
- 4. You recently bought a computer from a reputable computer store. The store agreed to deliver the computer and set it up for you at home but when it was delivered, the delivery man claimed that it was not part of his job. Write a letter to the manager of the store. In your letter say when you bought the computer and what the price included; express dissatisfaction about what has occurred and find out what they intend to do about it.*
- 5. You are not satisfied with the light, seats and the service of the local train. Write a letter to the authority to explain the situation.*

I WANT TO HAVE THIS DONE

Грамматические конструкции, применяемые при письменных заявках или просьбах о выполнении каких-либо работ, отличаются от того, как мы выражаем их в устной речи. Сравните:

Устное (не формальное) высказывание	Письменное (более формальное) указание
<u>Please</u> repair the refrigerator.	I <u>want (to have)</u> the refrigerator <u>repaired</u> .
I <u>want you to</u> repair the refrigerator.	I <u>would like (to have)</u> the refrigerator <u>repaired</u> .
I'd <u>like you to</u> repair the refrigerator as soon as possible.	<u>Please arrange (to have)</u> the refrigerator <u>repaired</u> .

Вот пример письма с выражением просьбы выполнить ремонт системы отопления в доме:

Dear Manager,

I am one of your customers. I rented a house through your agency three years ago. I have always been happy with the service provided by your company and your attention to the customers' needs. Unfortunately, my opinion of your agency is going to change.

The problem is as follows. The heating system stopped working ten days ago. I phoned the agency and requested my system be repaired as soon as possible. One of your clerks promised to send a plumber last Monday. A week has passed, but the specialist never came.

I am writing to request repairs to our heating system to be done urgently as it is freezing cold in our house. You know that weather has been extremely chilly these days, so we have to wear a lot of clothes to survive. As a result, I have got a bad cough, and my dog sneezes.

Please consider my request for the repairs without delay. I hope you will take urgent measures to fix the heating system as soon as possible.

Sincerely, ...

attention to customers' needs
as soon as possible
bad cough
extremely chilly
fix
freezing cold
... never came
plumber
sneeze
survive
take measures
urgently

внимание к нуждам клиентов
как можно быстрее
сильный кашель
чрезвычайно прохладный
ремонтировать
замерзать от холода
так и не пришел
сантехник
чихать
выживать
принять меры
незамедлительно, срочно

УПРАЖНЕНИЯ

I. Придумайте предложения, используя следующее:

Please
I want you **to**
I'd like you **to**

fix the radiator
replace the flat tire
check the water boiler
deliver the machine to the shop

I want **to have**
I would like **to have**
Please arrange **to have**

the stove
the microwave
the heater
the washing machine
the answering machine
desktop
laptop

fixed
repaired
replaced
delivered
returned to the shop

II. Напишите письма к следующим заданиям

1. *You bought an iron at a local shop yesterday. When you got it home you found out it does not heat properly, so you cannot use it. Furthermore, the water container leaks. Write a letter to the shop, and ask for another iron. You would prefer another brand. Explain the reasons.*
2. *A few days ago you bought a walkman in a duty-free shop which now has got something wrong. Write a letter to the manager to complain about it and ask him how to solve the problem.*
3. *Two weeks ago, you bought a radio from a local branch of well-known chain of shops. It did not work properly. The shop took it back and said they would repair it. You have waited a week and still it is not ready. Write a letter to the shop complaining. Tell them what has happened and how you feel. Ask them to repair the radio very soon or supply you with a new radio.*

FOLLOW-UP LETTERS

В культуре многих стран мира принято после проведенной встречи или совместного проекта писать письма – “follow-up”, чтобы поблагодарить за сотрудничество. Вот пример такого письма.

Dear Ms. Kathleen Cremona:

I am writing to thank you personally and the personnel of Inlingua School of Languages (Malta) for the services provided to my group of students in July-August 2001.

The feedback collected from the students is very positive and includes such characteristics as “wonderful, useful, entertaining....” All this encourages our Agency to develop the co-operation between Inlingua and DIKA-ties for further summer and off-season programs of language training and cross-cultural education.

All our staff, who worked to make this group travel happen, appreciates your personal understanding of our needs and the time you spent with me. Thank you for the post-card signed by Inlingua team and the souvenir you sent to my colleagues.

Please forward our warmest words to Gretta (it was very generous of her to spend so much time considering our problems), to Lidia, Daniela, and all others who did their job very well in order to make our students happy.

In sending Inlingua School of Languages these words of thanks, I wish for you all continued health and lots of energy for success in your projects and nice clients (bringing no headaches, but only good profits).

Sincerely yours, ...

(195 words)

encourage	вдохновить, побудить
feedback	отзывы, обратная связь
forward	передать
headache	головная боль
personally	лично
personnel	персонал
profit	прибыль
off-season	сезон низкого спроса, межсезонье

УПРАЖНЕНИЯ

I. Поставьте фрагменты письма по порядку

You celebrated your birthday with some friends last week in a restaurant. It was a great success and you and your friends enjoyed the evening very much. Write a letter to the restaurant to thank them. Mention the food, service and the atmosphere. Also, suggest any improvements to make things better.

	<i>Once again, I would like to thank you for my highly enjoyable birthday dinner.</i>
	<i>I am writing to thank you for the great evening that we had.</i>
	<i>Yours faithfully</i>
	<i>One of my friends is a vegetarian and he felt that the choice for vegetarians was little small.</i>
	<i>Our waiter, whose name was James, was fast and friendly and put up well with our bad jokes!</i>
	<i>The restaurant itself was warm and friendly and the atmosphere showed that ail the diners there were enjoying their evening.</i>
	<i>I would like though to suggest one improvement.</i>

	<i>All my friends remarked afterwards on the standard of the food and service that we received. All the food was very tasty and well presented.</i>
	<i>Last week on Saturday night, some friends and I had dinner in your restaurant to celebrate my birthday.</i>
	<i>Dear Sir,</i>
	<i>If you could develop that, it would be a great advantage to your restaurant.</i>

II. Заполните пропуски соответствующими предложениями

You recently visited a tourist attraction and you were very pleased by the help to you by the staff. Write a letter to the head of the staff at the tourist attraction. In your letter give details of the circumstances of your visit, describe the help given to you by the staff and say what you want the head of the staff to do.

Dear Sir or Madam,

I visited your museum last Saturday a couple friends mine, who do not speak English. They had a small child them a pushchair. I would like to tell you how enjoyable our visit was because the help given us your staff.

When we arrived, there was a long queue the entrance, but a member staff saw that we had a small child us and took us immediately the front the queue and the museum. As we went the museum, we asked the members staff various questions the exhibits, and they explained everything very patiently and a way that my friends could easily understand. They are clearly experienced this sort situation and are very well trained.

Our visit was a great success, and this is mainly because your staff. I would be grateful if you could thank them our behalf treating us so well and helping to give us a memorable day.

Yours faithfully,...

III. Напишите письма к следующим заданиям. Проведите строгий учет времени, постарайтесь уложиться в 20 минут. Посчитайте количество слов (включая все предлоги и артикли): их должно быть не менее 150

- As a group leader you arranged an educational tour to a foreign country for high-school students. They all enjoyed the language training and the cross-cultural education, and provided very positive feed-back. Write a thank-you letter to the managing director of the school.*
- You have had an accident and are in hospital with a broken leg. Your friends visited you bringing books, flowers and fruit. Write a letter to one of your friends thanking him/her for his/her attention. Give details about all that happened to you and comment on the medical treatment which you received.*

ПОДВОДИМ ИТОГИ

A. Выполните тест для проверки, насколько хорошо вы усвоили материал пособия

I. How long should an IELTS letter be?

1. No less than one paragraph.
2. As many pages as you need
3. One page and a half.
4. At least 150 words.

II. Which is a formal salutation?

1. Dear John,
2. Dear Sir/Madam:
3. Dear Sirs,
4. Hi Mary,

III. What is the main text of a letter called?

1. Corpse
2. Heart
3. Body
4. Trunk

IV. You are writing a letter to the head teacher of a school or college, but you don't know their name. How do you begin your letter?

1. Dear Head Teacher
2. Dear Sir/Madam
3. Dear Sir
4. To Whom It May Concern

V. You have received a letter from the manager of a company, which buys computer components from your company, and you are now replying. What do you say?

1. Thank you for your letter,
2. Thanks a lot for your letter,
3. It was great to hear from you.
4. I appreciate your letter

VI. You recently stayed in a hotel and were very unhappy with the service you received. You are now writing to the manager. What do you say?

1. I had a horrible time at your hotel recently.
2. I would like to say that I am unhappy about your hotel.
3. I would like to complain about the service I received at your hotel recently.
4. Your hotel is horrible and I am writing to say this.

VII. You have sent a letter of application to a college, together with your curriculum vitae, which the college requested. What do you say in the letter to explain that your curriculum vitae is attached?

1. You asked for my curriculum vitae, so here it is.
2. As you can see, I've enclosed my curriculum vitae.
3. As you requested, I enclose my curriculum vitae.
4. In the envelope you will find my curriculum vitae.

VIII. You have applied for a job, but you would like the company to send you more information. What do you say?

1. I would be grateful if you would send me more information.
2. I want you to send me more information.
3. Send me some more information, if you don't mind.
4. Kindly send me more information about your company.

IX. In a letter you have written to a company, you tell them that you expect them to reply. What do you say?

1. Write back to me soon, please.
2. Please drop me a line as soon as possible.
3. I look forward to hearing from you soon.
4. You look forward to writing me soon.

X. In a letter you have written, you want the recipient to do something and are thanking them in advance of their action. What do you say?

1. Thank you for your attention in this matter.
2. Thanks for doing something about it
3. I am gratified that you will take appropriate action.
4. I will thank you if you take some serious measures.

XI. In a letter, you explain that the recipient can contact you if they want more information. What do you say?

1. Give me a call if you want some more information.
2. If you would like any more information, please do not hesitate to contact me.
3. If you would like any more information, why not get in touch?
4. Please get in touch for more information.

XII. You began a letter with the recipient's name (e.g., Dear Mr. Perrin). How do you end the letter?

1. Yours faithfully
2. Yours sincerely
3. Best wishes
4. Respectfully yours

XIII. You did not begin the letter with the recipient's name. How do you end the letter?

1. Yours faithfully
2. Yours sincerely
3. Best wishes
4. Respectfully yours Начало формы

XIV. Paragraphs of your business letter. Choose one description below which is NOT correct or good practice when writing a business letter.

1. State the main business, purpose, or subject matter right away. Let the reader know from the very first sentence what your letter is about.
2. Keep the paragraphs short; some may only be a sentence long.
3. Do not place each topic of the letter in its own paragraph.
4. Provide topic indicators at the beginning of each paragraph.

XV. Where does a closing go?

1. At the start of you letter.
2. Halfway through your letter.
3. After the salutation.
4. Before your signature and typed name.

XVI. Which would be the best "action ending" for your letter making it what you expect the reader to do?

1. I hope to hear from you soon.
2. Let me know if I can be of any further assistance.
3. May I expect to hear from you within the week?
4. I look forward to your reply.

B. Look at these sentences and decide if they are true or false

1. Formal letters are always longer than informal letters.
2. In a formal letter it is acceptable to use colloquial English, slang and idioms.
3. in a formai letter it is acceptable to use contractions (e.g., I've instead of! have)

4. In a formal letter you should include your name and address at the top of the page.
5. In a formal letter, you should always write the date in full (e.g., 1 April 2000 and not 1/4/00).
6. In a formal letter, you should always put your full name (e.g., James Harcourt and not J. Harcourt) after your signature at the bottom of the letter.
7. Formal letters do not need to be broken into paragraphs. It is acceptable to write them as one continuous paragraph.

I. Прочитайте задание и письмо, написанное к нему. Заполните пропуски соответствующими грамматическими формами

You are a film student in Italy, and you would like to make a documentary based on the memoir of Clelia Marchi as a final year project for one of your courses. Write a letter to the manager of the National Diary Archive, asking for permission to access Marchi's memoir and to use it for a documentary.

Dear Sir or Madam:

I am ,, ,, my final year of Film Studies ,, ,, the National Academy of Media Arts. ,, ,, part of my coursework this year, I am required to make ,, ,, short biographical documentary. I read an article ,, ,, the National Diary Archives in Pieve Santo Stefano, and was fascinated by the story of Clelia Marchi. I am very interested ,, ,, making a documentary about the memoir ,, ,, she wrote ,, ,, her marriage bed sheets.

,, ,, it be possible ,, ,, me to visit your archives and to film parts of Clelia Marchi's memoir, and the building ,, ,, is stored ,, ,, ? The video footage would ,, ,, used only for educational purposes, as part of my coursework for my Diploma in Film Studies. It would not be viewed ,, ,, anyone except my lecturer and classmates, and we would not gain ,, ,, commercial advantage from the footage or the resulting documentary.

To meet ,, ,, requirements of my course, I would need ,, ,, have written permission from the National Diary Archives to film on your premises under the conditions outlined ,, ,, , before the 22 April 2004. I would greatly appreciate any help you can give me ,, ,, this project.

I am happy to answer any questions ,, ,, provide further information about my project. My email address is j.roda@nama.ac.uk and my contact number is +03 29 435 679. ...

II. Напишите письмо к любому из приведенных ниже заданий. Постарайтесь уложиться в 20 минут и написать не менее 150 слов

- a. *You recently visited a place that had a strong impact on you. Write a letter to a friend about the place. In your letter: explain where the place was, describe what you saw and offer to take your friend there.*
- b. *Last week you went to a musical concert. You were very impressed with the performance. Write a letter to a friend about the concert. In your letter, say what the concert was and why you went, describe the performance, and suggest why he/she should go to the concert.*
- c. *You have a friend who lives in a city abroad. You have decided that you would like to apply to do a course at one of the colleges in this city. Write to your friend explaining what*

you would like to do. Tell him/her what type of work or studies you have been doing for the past few years and ask for assistance in contacting appropriate institution.

- d. *You are going to study in a college in the UK next year. You would like to stay in the College Hall of Residence. Write a letter to the college giving your accommodation requirements. You should like to outline what your room and food needs are, and also ask what alternatives are available if they cannot provide what you want.*
- e. *You recently took a part-time job working for a local company. After a few weeks, you realized there were some problems with the job. Write a letter to the manager of the company. In your letter explain why you took the job, describe the problems that you experienced, and suggest what could be done about them.*
- f. *You are going to visit Manchester in the UK for a short training course but you have not arranged accommodation yet. Write a letter to the accommodation office of your future college. In your letter: introduce yourself, explain what type of accommodation you are looking for, request information on that type of accommodation.*
- g. *You have had an accident and are in hospital. Write a letter to your college administration explaining why you will be absent from class for the next month. Ask for advice about how to continue your studies during this period.*
- h. *You recently went shopping at the local supermarket. When you got home and studied your bill, you found out that you had been charged for items you did not purchase. Write a letter to the supermarket manager explaining what has happened. Tell the manager how you feel about the error and ask him to do something about it.*
- i. *Write a report for your college teacher describing an English-language course, which you have taken. Explain why it is not necessary for you to take further English-language courses.*
- j. *You wrote to the Harvey School of English last month asking for a brochure and for details of how to arrange accommodation. You have received nothing. You have telephoned but only spoken to the caretaker. Write a letter to the school owners. Explain the situation and tell them what you want to happen.*
- k. *You are helping to organize a class reunion (встреча выпускников) for all the students from your last year of secondary school. Write to your ex-class mates giving them the details of the reunion and inviting them to come.*
- l. *Write a letter to your local radio or TV station commenting on one recent program you heard or saw. Say which program you are writing about and comment on the quality and content of the material presented. You may make suggestions about future presentations of similar programs.*
- m. *A large tree grows just near your house, producing troubles for you. Write a letter to local authority explaining this problem. Discuss some possible resolutions and make enquiries about the financial aspect.*
- n. *You have a neighbor who regularly cooks food on a very smoky outdoor barbecue. The smoke blows directly into your home. You have complained to your neighbor, but he refuses to clean the barbecue. Write to the local police and explain your problem.*
- o. *You have bought a packet of breakfast cereal at Gibbon's Supermarket. When you opened it at home, it had clearly gone bad. Write a letter of complaint to the manager of the supermarket and explain what you want to happen.*
- p. *You received a message from the newspaper that there is a plan of airport enlarging which will provide more place and more flights for the local air traffic. You live near the air-*

port and you think it will cause many problems to you. Write to the newspaper to express what you think of the project.

- q. A company has announced that it wishes to build a large factory near your community. As there are many disadvantages of this new influence on your community, write to the local council and explain why you oppose the factory.*
- r. It has recently been announced that a shopping mall may be built in your neighborhood. You support this plan. Write to the local newspaper to share your ideas how to make it more convenient for the residents.*
- s. You have been told that dormitory rooms at your university must be shared by two students. Would you rather have the university assign a student to share a room with you, or would you rather choose your own roommate? Write the dormitory manager to share your views.*
- t. Your school has received a gift of money. Write to the Principal and describe what think is the best way for your school to spend this money.*
- u. You are planning to open a restaurant, and the management of a mall has offered you a shop in the mall. Write a letter to the management of the mall and ask the details of the shop they have offered.*

КЛЮЧИ С ВАРИАНТАМИ ОТВЕТОВ

Вариант письма к экзаменационному заданию на стр.

Dear Shane,

I'm really looking forward to your visit here next month, and I hope you'll have a great time meeting my friend and family. There are a lot of interesting places I can show you in the area, and there are plenty of places we can go in the evening to have fun.

I've just realized that it'll be your birthday while you're over here, won't it? I've been thinking about what we could do that day. I think it would be a great idea if we went to the Adventure World theme park, which isn't far from where I live. I haven't been there myself, but friends tell me it's a fantastic place for a day out.. It's got some really exciting rides, apparently including one called 'The Shake-up', which everyone talks about when they've been there.

Let me know what you think. I remember, you like a bit of excitement, and it would be easy for us to get there. Do you fancy it? If so, I can start organizing the trip. If it's not the sort of thing that appeals to you, I'll think of something else. If you have a better suggestion, let me know and I'll try to arrange that.

Love

Helena

Ex. II, page

Dear Sir or Madam,

I am currently studying English in my own country, but I feel that I am likely to make better progress by living in Britain this summer and studying at the same time. Therefore, I am writing to request information about your summer language courses.

I would be grateful if you could tell me the dates, facilities available and how much the courses will cost. Thank you for your assistance.

I look forward to hearing from you.

Yours faithfully,

A. Brakar

Ex. 4, page

Dear Aunty Lucy,

I'm writing to thank you very much for the lovely present you gave me for my birthday. A new tennis racket is just what I wanted and I know I'm going to enjoy playing with it. Maybe it will help me to improve my game!

In addition to your present, I also got a computerized chess game. When you make a mistake, the computer speaks to you and actually says: "That was a bad move!" We were all very impressed by it because it's very funny. I haven't managed to beat the computer yet, but I will keep trying.

I hope you and Uncle Fred are both well and enjoying yourselves in your new house. We are all looking forward to seeing you in the holidays. Thanks again for the lovely present.

Best wishes,

Bernard

Ex. V page

1. Dear Sue,

This is to thank you very much for the present you sent me for my birthday. What a lovely surprise to come home on Monday evening and find your box! And how did you know that I wanted that CD? I keep playing it all the time.

2. Dear Aunty Valerie,

I was really delighted to get your letter with the invitation to Simon and Sarah's wedding next month. You must be very excited about it. We would love to come and we are looking forward to seeing you all.

3. Dear Mr. Smith,

I saw your advertisement on the notice board in the student common lounge for a room in your house. I am very interested in the room as I need accommodation for the next three months, and your street is quite close to my college. I have tried to telephone you but only got your answer machine. Could you please call me on my mobile phone when you get this letter? My number is...

4. Dear Sir or Madam,

I am writing in reply to your advertisement published in The Daily News of 12 April.

6. a recruitment agency (агентство по трудоустройству) in reply to their ad

7. a local newspaper about a problem in your area.

Ex. VI page 8

6	5	2	4	7	3	1
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Ex. V, page 14

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|----------------|-----------------|-----------|----------------------|----------------|
| 1 – that | 2 – if | 3 – who | 4 – so/so that/where | 5 – and/before |
| 6 – which/that | 7 – where | 8 – which | 9 – as/because/since | 10 – so |
| 11 – when | 12 – so/so that | | | |

Ex. VI page 13

3	2	1	5	4	6	7
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Ex. IV page 16

1. It is extremely valuable **for** us to know your terms.
2. I look **forward to** hearing **from** you.
3. I'm writing to thank you very much **for** the nice post card
4. My best regards **to** your wife and family.
5. We hope to arrive **at** our new home **in** January__ next year, and we are looking for a house in your area.
6. We will be happy to provide you **with** more information **about** Andrew, and we are looking **forward to** receiving information **about** your school.
7. I am writing to seek accommodation **in** Vladivostok **for** a group of Japanese War veterans.
8. Please tell me **about** recreational services available **in** the area.
9. I am looking **forward to** receiving information **about**...
10. I am writing to ask you **for** some information as I am planning to come and study **in** Australia next year.

11. I have applied **to** the TAFE college **in** Adelaide to take the course **in** Tourism and Hospitality Management.

12. I'm sure that studying **in** a college overseas has not been without at least some problems **for** you. Adjusting **to** a new culture was probably also difficult.

13. Have you had any particular problems that I should watch **out for**?

14. I am writing **on** behalf **of** our TESL Association group who has been using the Small Meeting Hall **in** your Center **for** three years already.

15. The location **of** your Center is very convenient as it is close **to** the Language Institute, where most of us belong **to**.

16. ___ Last Monday when we called to reserve the Hall **for** our workshop, the receptionists informed us **of** the new doubled rate.

17. Thank you very much **for** your invitation to attend the party **for** new students **on** the 29th of January.

18. I will appreciate your understanding **of** my circumstances and any help **in** this matter. I am looking **forward to** your reply **by** mail, e-mail or telephone.

Ex. II page 20

4	9	12	1	5	2	10	8	6	3	7	11
---	---	----	---	---	---	----	---	---	---	---	----

Ex. II page 25

2	1	3	8	6	4	7	5	10	13	9	12	11	17	15	14	16
---	---	---	---	---	---	---	---	----	----	---	----	----	----	----	----	----

Ex. III page 25

- | | | |
|-------------------------------------|---------------------|------------------------|
| 1. would like | 6. have (got) | 11. require |
| 2. have taught / have been teaching | 7. to use | 12. am looking forward |
| 3. have got | 8. am enclosing | 13. hearing |
| 4. was | 9. requested | |
| 5. am | 10. do not hesitate | |

Ex. IV page 26

1. I hope I am quite suitable **for** this job as I have had many years **of** experience **in** this field.

2. The certificates available **on** request, so please do not hesitate contact me.

3. If you would like to meet me, please let me know **by** phone or e-mail.

4. I would like to inquire **about** some details concerning my future duties and responsibilities.

5. I am writing **in** reply **to** your advertising **in** 'Daily Telegraph' **of** 12 April concerning the ... position **of** your company.

6. With reference **to** your advertisement **in** the 'Guardian' **of** January 5th, I would like to apply **for** the position **of** ...

7. I offer more than ten years **of** practical experience **in** marketing and sales **of** sea foods

8. **At** my present job, I have been responsible **for** the planning and organization **of** the production.

9. I am used **to** working under pressure, but as part **of** a team.

10. I always work **to** a deadline, because I can manage my time effectively.

11. I am familiar **with** the recent developments **in** the food-processing industry.

12. I am interested **in** an accounting manager position within your company where ... **for** our mutual benefits.

13. I look forward **to** scheduling an interview **at** your earliest convenience to learn more **about** your corporation and how I could contribute **to** its continued success.

Ex. V page 26

5	3	7	6	2	4	9	1	8
---	---	---	---	---	---	---	---	---

Ex. I page 30

2	7	1	3	6	5	8	4	9
---	---	---	---	---	---	---	---	---

Ex. III page

Dear Sir,

I **am writing** in connection with a bag that I **left** on one of your planes. Last week on Tuesday 4th May I **came** to London on flight ABC from New York. My seat number **was** R5. The plane **arrived** late at night and I **was** tired. As a result, when I **got** home, I **remembered** that I **had left** the bag on the plane under the seat in front of me.

My bag **is** small and **made** of black leather with a zip opening the top. Inside the bag, there **is** a pen, a paperback I **was** reading, some car keys and my diary.

Therefore would your lost property department please check and see if they **have** my bag and contact me as soon as possible to let me know whether they **have found** it or not?

You can contact me on my mobile telephone number, which is 01753 853 736. Thanking you in advance for your help. I look forward to **hearing** from you soon.

Yours sincerely,

John Smith

Ex. I page 33

5	7	9	2	4	1	3	8	6	10
---	---	---	---	---	---	---	---	---	----

Ex. II page 34

- | | | |
|---------------|------------------------|--------------------------------|
| 1. am writing | 7. recorded | 13. collected |
| 2. bought | 8. was working | 14. was working |
| 3. started | 9. stopped | 15. have received |
| 4. opened | 10. returned | 16. am writing |
| 5. closed | 11. said | 17. am returning / will return |
| 6. trapped | 12. were not delivered | 18. expect |

Ex. VII page 36

3	6	9	8	5	7	4	2	1
---	---	---	---	---	---	---	---	---

Ex. VIII page 37

2	1	8	4	7	5	3	6	9
---	---	---	---	---	---	---	---	---

Ex. 1 page

Dear Sir or Madam,

I visited your museum last Saturday **with** a couple **of** friends **of** mine, who do not speak English. They had a small child **with** them **in** a pushchair. I would like to tell you how enjoyable our visit was because **of** the help given **to** us **by** your staff.

When we arrived, there was a long queue **at** the entrance, but a member **of** staff saw that we had a small child **with** us and took us immediately **to** the front **of** the queue and **into** the museum. As we went round the museum, we asked members of staff various questions **about** the exhibits, and they explained everything very patiently and **in** a way that my friends could easily understand. They are clearly experienced **in** this sort **of** situation and are very well trained.

Our visit was a great success, and this is mainly because **of** your staff. I would be grateful if you could thank them **on** our behalf **for** treating us so well and helping to give us a memorable day.

Yours faithfully,...

Ex. I page 40

- 1 – 4
- 2 – 1
- 3 – 4
- 4 – 2
- 5 – 3
- 6 – 1
- 7 – 4
- 8 – 2
- 9 – 3

Ex. II page 40

I am **in** my final year of Film Studies **at** the National Academy of Media Arts. **As** part of my coursework this year, I am required to make **a** short biographical documentary. I read an article **from** the National Diary Archives in Pieve Santo Stefano, and was fascinated by the story of Clelia Marchi. I am very interested **in** making a documentary about the memoir **that** she wrote **on** her marriage bed sheets.

Is it be possible **for** me to visit your archives and to film parts of Clelia Marchi's memoir, and the building **it** is stored **in**? The video footage would **be** used only for educational purposes, as part of my coursework for my Diploma in Film Studies. It would not be viewed **by** anyone except my lecturer and classmates, and we would not gain **any** commercial advantage from the footage or the resulting documentary.

To meet **the** requirements of my course, I would need **to** have written permission from the National Diary Archives to film on your premises under the conditions outlined, before the 22 April 2004. I would greatly appreciate any help you can give me **for** this project.

I am happy to answer any questions **to** provide further information about my project. My email address is j.roda@nama.ac.uk and my contact number is +03 29 435 679. ...

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