

Практическое занятие 1. Letters on Business Situations

Цель занятия: ознакомить учащихся с конкретными примерами написания делового письма и самостоятельно написать письмо по заданию.

Приобретение компетенции ОК-4: способность к коммуникации в устной и письменной формах на русском и иностранном языках для решения задач межличностного и межкультурного взаимодействия.

Вопросы для обсуждения:

1. Letters on business situations

Задание: составьте деловое письмо по заданной ситуации.

Topic

You and your family are planning to spend a weekend at a seaside hotel. Write a letter to the hotel making the arrangements. Let them know when you will be arriving and leaving, what type of rooms you would like and ask them how much the weekend will cost. Also enquire about activities and places of interest near the hotel.

SOME "GOLDEN RULES" FOR WRITING LETTERS AND FAXES

- Decide what to say before you start to write. If you don't, the sentences are likely to go on and on until you can think of good way to finish. In other words, make sure that you plan ahead.

- Put each separate idea in a separate paragraph.

- Use short sentences

- Use short words that everyone can understand. You may be writing to people whose English isn't as good as yours.

- Think about your reader. Your letters should be...

- ✗ Clear - make sure the reader knows exactly what you mean



- ✗ Complete - make sure you give the reader all the necessary information.

- ✗ Courteous - write in a sincere, polite tone.

- ✗ Correct - the reader may be confused if there are too many mistakes in grammar, punctuation or spelling.

- ✗ Check your letter through before you print it - and correct any mistakes you find, be sure that you have included all the necessary information: numbers, prices or dates.

Request Letters

Letters requesting information

A letter requesting information usually is called as “*an inquiry*” (also could be spelt “enquiry”) is sent when a person/client wants some information:

- availability of goods/ services
- delivery times and deadlines
- method of transport
- insurance
- prices/ discounts

It will save unnecessary correspondence by giving full details that are relevant.



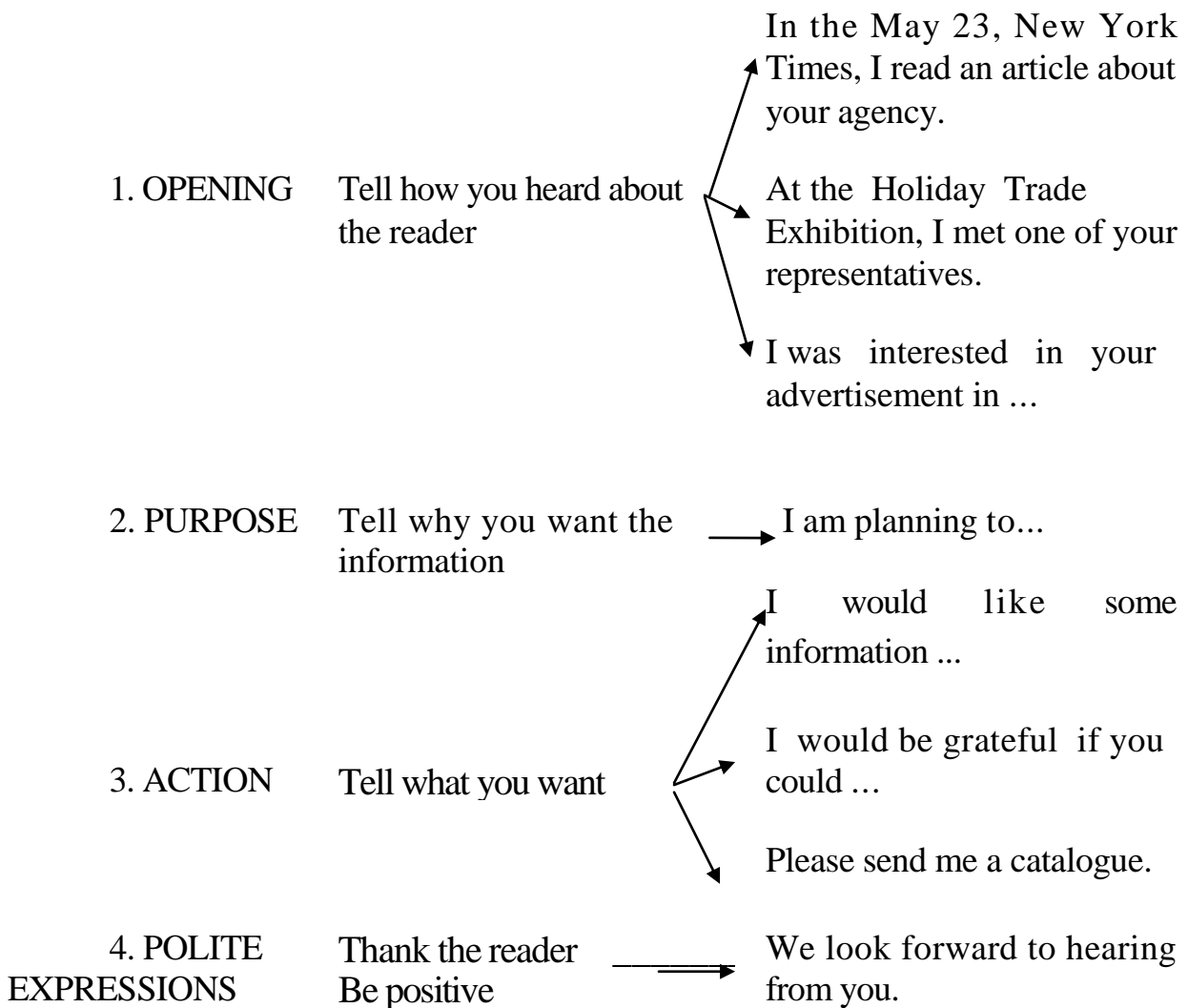
Er-could you please tell us the way to the nearest bus-stop?'

BUSINESS STYLE: BUSINESS STYLE:

Body of a Letter Requesting Information

This type of letters generally has four parts.

Examples



Inquiry to a tour agency (private)

44 Cedar Avenue
London N3 1SR

*Skyways Holidays
The Manager
Atlantic House,9
Hazelwick Avenue
West Sussex
HH10 1NP*

30 October 200...

Dear Sir or Madam

As an enthusiastic golfer I am very interested in combining a holiday abroad with the opportunity to receive expert tuition and improve my handicap.

I would be grateful if you could send me a brochure on special interest golfing holidays, together with details of transport, accommodation and any special out-of-season offers.

Thank you in advance. I look forward to hearing from you in the near future.

Yours faithfully



Heather McSweeney (Mrs)

Inquiry to a tour agency (private)

421 Michigan Avenue
Chicago, Ill. 60602
USA

Falcon Ltd.
Publications Manager
1 Ligovsky Avenue
St.Petersburg
Russia
191119

15 February 200...

Dear Sir or Madam

We found information about your company in the *Where* magazine, №1, 2006. The family tours you offer seem to be the most suitable for our family.

Would you kindly send us your programmes for summer and fall tours and recommend the best one in your opinion for our family. Our family consists of 5 persons: two adults and 3 kids – 12, 10 and 8 years old.



Thank you for an early reply.

Faithfully yours,

Ann-Mary Wilson

BUNBURY ESTATE BUILDERS
17 Fen Road
London
EC3 5AP

Falcon Ltd.
Publications Manager
1 Ligovsky Avenue
St.Petersburg
Russia
191119

12 March, 200...

Dear Sirs,

With regard to your advertisement in the *Where* magazine of January, 2006, we would ask you to let us have more information about accommodation in St.Petersburg.

We need 13 single rooms in a 3 star hotel for our engineers for 3 weeks 3rd May – 23rd May. It is very important to accommodate all our engineers in one hotel. The charge should be no more than \$80-90 a day for one room.

We look forward to hearing from you soon.

Yours faithfully,

F.A. Morgan
F.A.Morgan (Mr)

421 Michigan Avenue
Chicago, Ill. 60602
USA

Okhtinskaya Hotel
Manager
4 Bolsheokhtinsky Avenue
St.Petersburg,
Russia
195027

15 February 200...

Dear Sir or Madam,

We found information about your hotel in the *Where* magazine, №1, 200... . We would like to know about your hotel the following:

- How far is the hotel from the city centre?
- Our family consists of 2 adults and 3 kids – 12, 10 and 8 years old. What variants of accommodation can you offer us?
- We want to come 23-29 May 200....

Would you kindly send us your price-list?

Thank you for an early reply.

Faithfully yours,

A.-M. Wilson

Ann-Mary Wilson

BUNBURY ESTATE BUILDERS

17 Fen Road * London * EC3 5AP
tel: (063) 124 38 44 * fax (063) 125 38 44

Okhtinskaya Hotel

12 March, 200...

Manager

4 Bolsheokhtinsky Avenue

St.Petersburg,

Russia

195027

Dear Sirs,

With regard to your advertisement in the *Where* magazine of January, 200..., we would ask you to let us have more information about your hotel and availability of rooms. We need 13 single rooms for our engineers for 3 weeks (3rd – 23rd May). It is very important all rooms to be standard and recently redecorated. The charge should be no more than \$80-90 a day for one room.

We look forward to hearing from you soon,

Yours faithfully,

F.A. Morgan

F.A.Morgan (Mr)

Letters requesting a service (orders)

Orders are usually written on a company's official order form, which has a date and a reference number that should be quoted in any correspondence that refers to the order or they could be private. Even if the order is telephoned, it must be confirmed in writing.

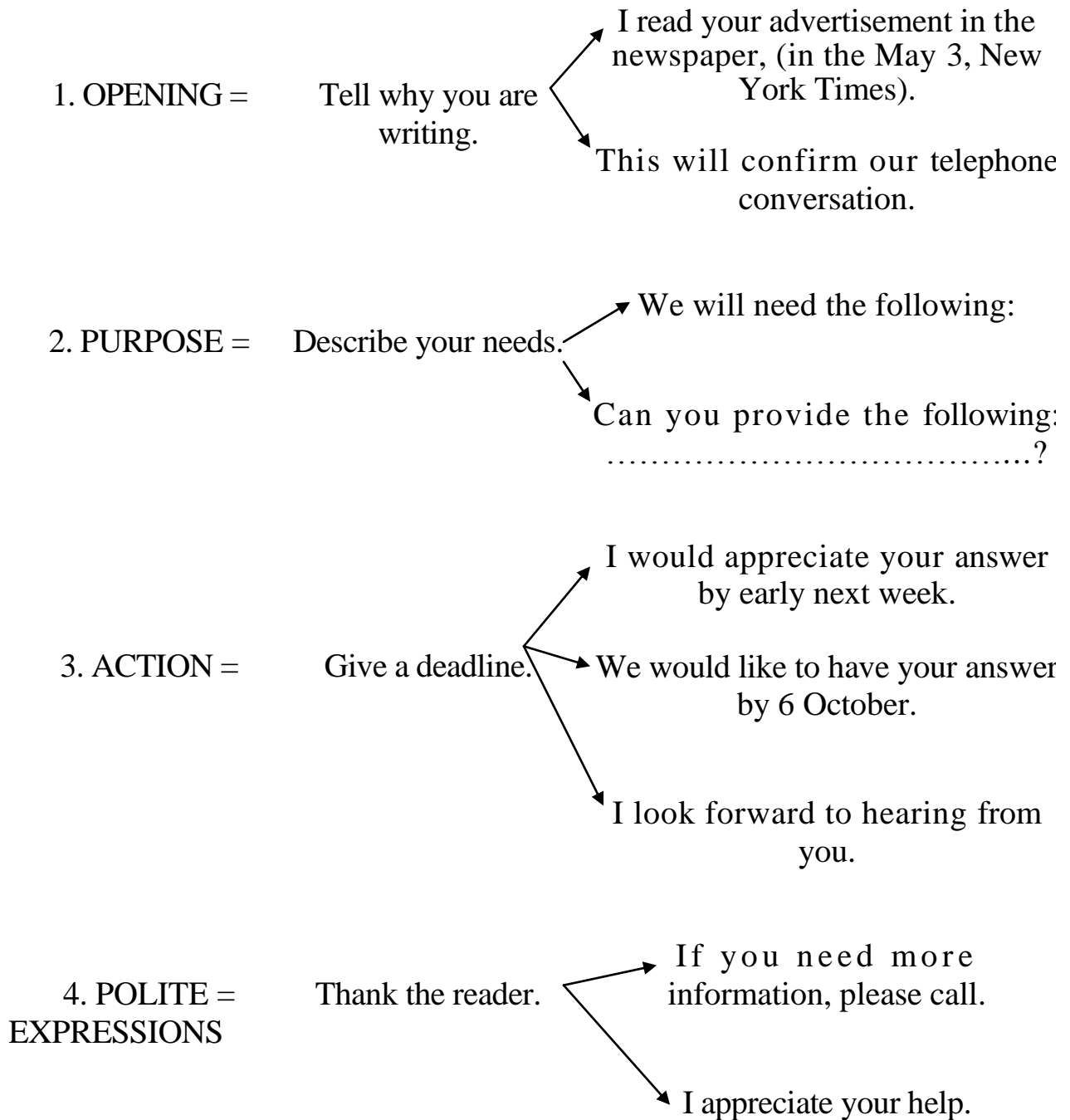


BUSINESS STYLE: BUSINESS STYLE:

Body of a Letter Requesting a Service

A letter requesting a service generally has four parts.

Examples



Reservation of a tour

421 Michigan Avenue
Chicago, Ill. 60602
USA

Falcon Ltd.
1 Ligovsky Avenue
St.Petersburg
Russia
191119

15 March 200...

Dear Ms Minina,

Thank you for your letter of 28 February and the enclosed brochure. Our family have decided to follow your advice and choose the *Imperial Petersburg* tour.

We would like to come to St.-Petersburg for 25-29 May 200... .
We need one double and one triple room for 2 adults and 3 children – 12, 10 and 8 years old with accommodation, if possible, in Okhtinskaya Hotel and with visa support from your company.

Please confirm this booking.

Thank you in advance. I look forward to hearing from you in the near future.

Sincerely yours,

A.-M. Wilson
Ann-Mary Wilson

17 Lime Avenue,
York, YO2 1PB
England

29th January 200...

The Manager
Hotel International
Amager Boulevard 162
DK-2300 Copenhagen 5
Denmark

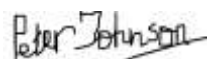
Dear Sir,

My family and I stayed at your hotel when we visited Copenhagen last year. We are now planning a second visit during May this year and hope it will be possible to stay at the International again.

We require two twin-bedded rooms with baths for six nights from 7th May. We would like rooms with a view over the park again, if possible.

Please let me know if a deposit is required.

Yours faithfully,



Peter Johnson

Литература:

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