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Институт повышения квалификации
и переподготовки

Кафедра «Профессиональная переподготовка»

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**ПЕРЕВОД ДЕЛОВОЙ ДОКУМЕНТАЦИИ
И КОРРЕСПОНДЕНЦИИ
(АНГЛИЙСКИЙ ЯЗЫК)**

**УЧЕБНО-МЕТОДИЧЕСКОЕ ПОСОБИЕ
для слушателей специальности 1-21 06 74
«Современный иностранный язык (английский)»
вечерней формы обучения**

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Настоящее учебно-методическое пособие предназначено для слушателей специальности 1-21 06 74 «Современный иностранный язык (английский)» вечерней формы обучения.

Цель пособия – формирование у слушателей профессиональных умений и навыков перевода коммерческой документации и корреспонденции с английского языка на русский и с русского на английский, а также развитие навыков осуществления в ситуациях делового общения.

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Introduction to Business Documents and Correspondence Translation

Business Communications can be considered as any form of correspondence between a company and any other person or entity. It can exist on various levels and include communications among a certain company's employees, or communications between a company and its clients, a business and other businesses that it interacts with. These businesses can include governmental agencies, suppliers, distributors, partners, etc. Business communications also entails all forms of communication but the most important one is a written form.

A. Types of letters:

There are basically two types of letters – Formal letter and Informal letter. A formal letter is written when you do not know the reader in person, and the topic of communication is thoroughly professional. Some types of formal letters are

- Application letters
- Sales Letters
- Appeal letters
- Legal letters
- Inquiry letters
- Termination letters
- Tax letters, etc.

An informal letter on the other hand is written to someone you know in person, or have a close relation with. The topic of communication is thoroughly personal. Some types of informal letters are

- Condolence letters
- Christmas letters
- Farewell Letters
- Invitation letters
- Recognition of Achievements letters

There are a lot of such letters. Each letter is written with a specific purpose. To write perfect letters we must know the basic of every letter. For example, if you need to write a terms of payment letter, you must know what the use of such a letter is, and what you aim to communicate via this letter.

Letter writing is thus very important in personal and professional life. We might not know all the types of letters, but some basic knowledge of all letters and the ability to write some common types of letter is essential.

Task 1. Match each of the extract from business letters (a-k) with the type of letter (1-11) from which it is taken.

- | | |
|------------------------------|---------------|
| 1. Letter of invitation | _____ i _____ |
| 2. Response to an enquiry | _____ |
| 3. Letter requesting payment | _____ |
| 4. Letter of rejection | _____ |
| 5. Letter of apology | _____ |
| 6. Letter of enquiry | _____ |
| 7. Letter of application | _____ |
| 8. Letter of complaint | _____ |
| 9. Written warning | _____ |
| 10. Order | _____ |
| 11. Reservation | _____ |

- a) Mr. Wright would like a double room with shower and full board from 12 to 14 September inclusive.
- b) I am extremely sorry about the incident last week during the visit of your representative to our offices. Unfortunately ...
- c) This is not the first time that this has happened and I must inform you that if it happens again we shall be compelled to issue a format reprimand.
- d) I regret to inform you that your application for the post of Deputy Catering Manager has been unsuccessful. Thank you for ...
- e) Please find enclosed my CV and a recent photograph.
- f) I should be grateful if you send me more information about your range of products including details of prices and discounts.
- g) Thank you for your letter of June 9. Please find enclosed a price list and full details of ...
- h) Please would you send to the above address 37 units of products reference number 37/LK/450006 (brown) and send the invoice to our west central office in the usual way.
- i) Phillips Communications would be pleased to welcome Udo Schmidt to the opening of its new ...
- j) With reference to outstanding invoice number 9602132\64, we should be grateful if you would settle ...
- k) I wish to draw your attention to the very poor treatment our representative received when she called on you last week.

Task 2. Name each form using words from the box.

Business forms and documents.

Accident Expenses	Application Holidays	Appraisal Income Tax	Attendance Maternity	Employment Warning
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1. I would like to take a week at Easter and two weeks in July if it is possible. Holiday Request
2. Mr. Lee had just taken off his regulation cap and gloves when his hair got caught in the machine. _____ Report
3. It tells you about your pay, hours, holidays, pension, and discipline procedures. Statement of terms of _____
4. The duties attached to this post are as follows ... _____
Description
5. He has been away sick three times already this month. _____
Record
6. She already has two children and ten years' service so she will get quite a lot of time off this time. _____ Leave Form
7. There is a vacancy in the IT department which I wouldn't mind trying for. _____ Form
8. I tell her about how far I think I have achieved my objectives during the past year and she writes it all down and then we talk about next year.
_____ Form
9. He got it for failing to follow instructions and because he broke the health and safety rules. Employee _____ Notice
10. I am happy to pay for his flight in business class but I don't think we can accept his reasons for staying in a five-star hotel for four nights!
_____ Claim Form
11. You pay more if you are a higher-rate earner and you pay a lot less if you have several dependent children in full-time education. _____
Return

B. Find out if you know these words

- Attachment** – extra document or image that is added to an email
- Block format** – most common business letter format, single spaced, all paragraphs begin at the left margin.
- Body** – the content of the letter; between the salutation and signature

- Certified mail*** – important letters that sender pays extra postage for in order to receive a notice of receipt
- Coherent*** – logical; easy to understand
- Concise*** – gets to the point quickly
- Confidential, personal*** – private
- Direct mail, junk mail*** – marketing letters addressed to a large audience
- Enclosure*** – extra document or image included with a letter
- Formal*** – uses set formatting of business language, opposite of casual
- Format*** – the organization of a document
- Headin*** – a word or phrase that indicates what the text below will be about
- Inside address*** – recipient's mailing information
- Letterhead*** – specialized paper with a (company) logo or name printed at the top
- Logo*** – symbol or image that identifies a specific organization
- Memorandum (memo)*** – document sent within a company (internal), presented in short form
- Proofread*** – read through a finished document to check for mistakes
- Reader-friendly*** – easy to read
- Recipient*** – the person who receives the letter
- Salutation*** – greeting in a letter (e.g. «Dear Mr. Jones»)
- Sincerely*** – term used before a name when formally closing a letter
- Transitions*** – words or phrases used to make a letter flow naturally (e.g. «furthermore», «on the other hand»)

C. Writing an Effective Business Letter

E-mail may be the quick and convenient way to relay daily business messages, but the printed business letter is still the preferred way to convey important information. A carefully crafted letter presented on attractive letterhead can be a powerful communication tool. To make sure you are writing the most professional and effective letter possible, use the business letter format and follow these basic business letter-writing.

1. Select a professional letterhead design for your business

Your business letter is a representation of your company, so you want it to look distinctive and immediately communicate "high quality."

2. Use a standard business letter format.

The most widely used format for business letters is "block style," where the text of the entire letter is justified left. The text is single spaced, except for double spaces between paragraphs. Typically margins are about 1 inch (2.54 mm) on all sides of the document.

3. This business letter format illustrates the specific parts of a business letter:

Date: Use month, day, year format, e.g., March 10, 2016 or 10 March 2016

Sender's Address: It is a good idea to include sender's email and url, if available. Don't include this information if it's already incorporated into the letterhead design. This will allow customers to find your business more quickly.

Inside Address: Use full name. Mr. /Ms. is optional

Salutation: Be sure to use a colon at the end of the name, not a comma as in personal letters

Body Text: State why you are writing. Establish any connection/mutual relationship up front. Outline the solution, providing proof in the way of examples and expert opinions. Group related information into paragraphs.

Closing "Call to Action": State what the reader needs to do and what you will do to follow up

Signature Block: Sign your letter in blue or black ink

Enclosures: Use if you have an enclosure

Carbon Copy: Use if you are sending a copy to additional person(s)

4. Tips how to write a business letter

Use a professional tone.

Save casual, chatty language for email - your printed business letter should be friendly but more professional. The tone must be confident, courteous, and sincere; use emphasis and subordination appropriately; your letter should contain nondiscriminatory language.

Write clearly.

State your point early in your letter. To avoid any miscommunications, use straightforward, concise language. Skip the industry jargon and instead choose lively, active words to hold your reader's attention.

“THERE REALLY ARE NO TRUE SYNONYMS.”

Concise writing strikes a balance between abstract words that imply qualities (like beauty, and inflation), general words (like management, team, and culture), concrete words (such as duck, lamp, lightning, and water, which we know by our five senses), and specific words that limit a general class. Building is a general word while a skyscraper is a specific building.

Task 1. *In the following table, eliminate any unnecessary words in the following phrases.*

Wordy Phrase

Better Phrase

At this point in time

In the near future

In the event that

For the purpose of

With regard to

I am of the opinion that

Please do not hesitate to let me know

I wish to take this occasion to express my thanks

The early part of next week

Your check in the amount of

It is quite probable that

A large number of

At the present time

There is no doubt that

Most of the time

In the same way

During the time that

Remember the fact that

Not in a position
In view of the fact that
Until such time

Task 2. Write the following sentences more concisely.

1. In the event that payment is not made by January, your license will be suspended.
2. The invoice was in the amount of \$50,000.
3. He ordered desks which are of the executive type.
4. There are four rules which should be observed.
5. The department budget can be observed to be decreasing each new year.

Organize your information logically: Group related information into separate paragraphs. In a long, information-packed letter, consider organizing information into sections with subheads.

Be persuasive

Establish a positive relationship with your reader right away. If you have a connection to the reader - you've met before or have a mutual colleague, for example - mention it in your introductory paragraph. Whether you think your reader will agree with the point of your letter or not, it is important to find common ground and build your case from there.

Understand your reader well enough to anticipate how he or she will react when reading your letter. Address his or her needs or wishes, or a specific problem, and then outline your solution. Provide proof in the way of examples and/or expert opinions to back up your point. Make sure to maintain a friendly tone.

Conclude your letter with a "call to action." State clearly what your reader needs to do or believe to achieve the desired solution and then state what you, the writer, intend to do next to follow up.

Proofread your letter!

All your careful crafting and printing can't cover up spelling or punctuation errors, which leave a lasting negative impression.

Now that you've learned the secrets of writing an effective business letter, you're ready to start composing.

Task. Read the article below and proofread it, marking your changes in a different colour pen. Things they are to look for include: Punctuation errors, Spelling errors and Run-on/unclear sentences.

Appraisal systems working, poll finds

By Virginia Galt

WORKPLACE REPORTER

Performance management efforts are paying off, Canadian employers say with only 2 per cent of employees deemed to be unsatisfactory and 7 per cent falling into the "needs improvement" category.

The vast majority 60 per cent are performing standardly, the Conference Board of Canada reports in its 2004 compensation outlook survey, while a further 24 per cent exceed most requirements and 7 per cent are rated as outstanding employees - "water-walkers," as Conference Board economist Prem Benimadhu calls them.

To delegates to a recent human resources conference in Toronto, Mr. Benimadhu said that performance management has been a key priority for human resources managers for many years, and employers are starting to reap the benefits.

"This year, for the second year in a row, there is an increase in the number of organizations reporting their performance management system its effective," the Conference Board says in its compensation outlook report. "Almost 40 per cent reporting that their performance management system is 'very effective' (5 per cent) or 'effective' (34 per cent) compared to two years ago when just one-quarter of organizations assessed their programs this way."

Mr. Benimadhu said 363 organizations took part in this year's compensation planning survey and, of those, 87 per cent currently use a performance appraisal rating system.

There is a growing focus on help good employees becomes even better, the survey found. "This year, one third of responding organization indicated that they segment their work force, based on criteria such as performance or potential, for the purpose of targeting specific employees or groups for retention strategies or initiatives," the report said.

The survey found that base pay remains the key element of compensation, but that employers are becoming more selective about who gets raises and are introducing more "variable pay" plans, such as bonuses, to their compensation packages.

Not everyone will get a pay raise next year; although most employees can expect a wage increase that will keep them a head of inflation. Those non-

unionized employees who get raises will see their base pay go up by 3.4 per cent next year, while unions are expecting to negotiating increases averaging 2.6 per cent.

5. How to start a letter

Нам необходимы фразы вступления:

для использования ссылок на предыдущую корреспонденцию; для указания, как мы узнали о нашем получателе; сказать, почему пишем письмо и т.д.

- *With reference to your letter of 7 September, I*
- *I am writing to enquire about*
- *After having seen your advertisement in ... , I would like*
- *After having received your address from ... , I*
- *I received your address from ... and would like*
- *We/I recently wrote to you about*
- *Thank you for your letter of 3 November.*
- *Thank you for your letter regarding*
- *Thank you for your letter/e-mail about*
- *In reply to your letter of 2 June,*

6. How to close a letter

Нам необходимы фразы окончания:

Для ссылки на последующие события; повторной просьбе прощения; предложения помощи и т.д.

- *If you require any further information, feel free to contact me.*
- *I look forward to your reply.*
- *I look forward to hearing from you.*
- *I look forward to seeing you.*
- *Please advise as necessary.*
- *We look forward to a successful working relationship in the future.*
- *Should you need any further information, please do not hesitate to contact me.*
- *Once again, I apologise for any inconvenience.*
- *We hope that we may continue to rely on your valued custom.*
- *I would appreciate your immediate attention to this matter.*

7. 'Yours faithfully' or 'Yours sincerely'?

Когда Вы не знаете имя получателя:

- *Dear Sir ... Yours faithfully*

- *Dear Madam ... Yours faithfully*
- *Dear Sir or Madam ... Yours faithfully*

Когда Вы знаете имя получателя:

- *Dear Mr. Thomson... Yours sincerely*
- *Dear Mrs. Thomson... Yours sincerely*
- *Dear Miss Thomson... Yours sincerely*
- *Dear Ms. Thomson... Yours sincerely*

Когда Вы пишете хорошему другу или коллеге:

- *Dear John... Best wishes/Best regards*

Когда письмо адресовано целому отделу или многим получателям:

- *Dear Sirs ... Yours faithfully*

Task 1. *Расставьте блоки письма в правильном порядке.*

- Dear Dr. Comely,
- Should you have any further questions, do not hesitate to contact me via this email address.
- On behalf of the Committee of the IV International Symposium and Tom White we are glad that you will be a speaker during our Symposium.
- In order to provide you with high quality simultaneous interpretation of your report during the Symposium we kindly ask you to provide us with the abstract of the article.
- Sincerely,
- Thank you very much in advance.
- Amanda Black,
Symposium producer,
tel. 678 099088

Task 2. *This letter is mixed up. Put the sentences in the right order.*

Dear Mrs. Weinberger:
Please give my regards to Steven Hill.
It was interesting to hear your views on our new products.
I would be very grateful, therefore, if you could send me a list of agents – perhaps from the yellow pages.
As you know our company is planning to open a branch in Los Angeles.
I was wondering if you could help me.
It was a pleasure to meet you at the Trade fair last month.

We are now looking for office space in the town center and we need to know the names and addresses of some property agents.

With best wishes,

Hans Seitz Divisional Director

Task 3. *Choose the right word and insert it in the sentence.*

1. I think it would be a good idea to in your letter that you have worked in that type of business previously: (a) describe; (b) mention; (c) show; (d) demonstrate
2. You need to improve the of this letter because one or two things are in the wrong place: (a) description; (b) indication; (c) layout; (d) picture
3. Before you put the letter in the envelope, make sure you it in the right way: (a) fold; (b) double; (c) treble; (d) hold
4. If you want this letter to reach the bank tomorrow, you have no choice but to send it by mail: (a) speed; (b) express; (c) excess; (d) fast
5. When you are going to write an important letter like that, it is absolutely essential that you all the facts first: (a) connect; (b) join; (c) deliver; (d) assemble
6. When you read something you've written on the computer screen, it often looks all right although you should always read it first: (a) check; (b) prove; (c) proof; (d) proven
7. I advise you to check with a letter or a phone call if you intend to pay them a visit in order to save a wasted journey: (a) previously; (b) prior; (c) ante; (d) beforehand
8. Since that package contains valuable items, you must send it by post: (a) required; (b) resigned; (c) registered; (d) repeated
9. Quite honestly I cannot trust this particular letter to be sent by post and so I am using the services of a to deliver it for me: (a) courier; (b) runner; (c) traveller; (d) carrier
10. I'm sure that computer program you use creates a very good letter design but it's far too for me: (a) comprehensive; (b) complicated; (c) concentrated; (d) composite

Task 4. *Letters to write.*

1. Last week, you met a business friend who you had not seen for years. You talked for a long time about a new bakery that he had started. Your friend invited you to the opening of his bakery next month. Unfortunately, you have just discovered that you have an important meeting on that day. You will telephone him after the opening and arrange a visit. Write and tell him this.

2. Write down a formal letter to make an appointment between Julia Bucket MD to Constructive Toys Company and her new western district manager, John Quinn. You should also arrange for a tour-visit of the new factory and a lunch meeting.

UNIT I. ENQUIRY LETTER

A. Find out if you know these words

To make an enquiry about a product	Сделать запрос о продукте
To enquiry about a product	Запрашивать информацию о продукте
A supplier	Поставщик
A customer	Клиент
A wholesaler	Оптовая торговая фирма
A retailer	Розничная торговая фирма
A bulk buyer	Оптовый покупатель
A principal	Принципал
An associate	Компаньон
A representative	Представитель
A subsidiary	Филиал
A co-operative society	Кооперативное сотрудничество
A Trade Association	Торговая ассоциация
A brochure	Брошюра
A booklet	Буклет
A prospectus	Проспект
A price-list	Прайс-лист
A leaflet	Рекламный букет
A showroom	Демонстрационный зал
A demonstration	Демонстрация
A circular letter	Циркулярное письмо
A trade journal	Отраслевой журнал
Samples	Образцы
Patterns	Модели
To offer concessions	Предлагать скидки
To quote a price	Назначать цену
To suggest/state terms	Предлагать/определять условия
Cash discount	Скидки за расчёт наличными
Trade discount	Торговые скидки
Quantity discount	Скидки за количество
Monthly/quarterly statement	Ежемесячные/квартальные отчёты
Documents against acceptance	Передача документов на право владения собственностью после принятия покупателем чека к оплате

Bill of exchange	Вексель
To place an order	Разместить заказ
Goods on approval	Товары для ознакомления
Goods on sale or return	Товары с возможностью возврата (в случае, если они не будут проданы)
To stock a product	Иметь товар на складе
To hold/carry (a) stock of a product	Держать в наличии запас товара
To invite/seek a tender or estimate	Проводить конкурс или оценку
To provide/supply a tender or estimate	Участвовать в конкурсе по цене
A reference	Отзыв, рекомендация
To ask for trade references	Запрашивать информацию о состоянии дел фирмы
To provide/supply trade references	Предоставлять информацию о состоянии дел

В. Часто используемые фразы при написании письма-запроса

- We would be obliged if you could quote your best prices and terms of delivery and payment. – Мы были бы признательны Вам, если бы Вы назначали ваши лучшие цены и условия поставки и платежа.
- Could you please send me your most recent brochure? – Не могли бы Вы выслать мне ваш последний буклет?
- We should like you to give us a quotation for ... – Мы хотели бы, чтобы Вы дали нам вашу котировку на ...
- Could you fax me the results of the market survey? – Не могли бы Вы мне отправить результаты исследования рынка по факсу?
- We saw your product at the exhibition and would ask you to send us your latest catalogue. – Мы видели Ваш продукт на выставке и хотели бы, чтобы Вы прислали нам ваш последний каталог.
- I would like to order ten copies of this book. – Я хотел бы заказать десять экземпляров этой книги.
- Please send us samples of your product. – Будьте добры прислать образцы вашего продукта.
- We are interested in goods produced by your company. – Мы заинтересованы в товаре Вашей компании.
- Please return the enclosed envelope with your payment. – Просьба вернуть прилагаемый конверт с вашим платежом.

- Your prompt reply will be appreciated. – Мы будем признательны за Ваш скорый ответ.
- I would be very grateful if you could send me this information. – Я был бы очень признателен, если бы Вы прислали мне эту информацию.

C. Краткие запросы (Samples)

1. Date
Name/Title
Business/Organization
Address
City, Zip Code

Dear Name:

A business associated of ours, Berend Kasius of the Hilbers in Albany, New York, mentioned your name and showed us your company's brochure. We own and operate six medium-sized hotels in the Moscow area and are looking for a reliable fire prevention/sprinkler system for these properties. Could you mail us your latest sales catalogue and price list? Thank you very much.

Sincerely yours,

Signature

Name

2. Date
Name/Title
Business/Organization
Address
City, Zip Code

Dear Name:

One of our business associates – Mr. Ben Nevins of Gorham Brothers in Hong Kong – informed us that your company is a major manufacturer of pure cotton – striped or solid polo shirts and terry jumpsuits in all sizes for young women. We would like you to send us detailed information and

your export price list, as well as several samples of the shirts and jumpsuits.

Thank you very much!

Sincerely yours,

Signature

Name

3. Запрос в ответ на объявление

251 rue des Raimonires
F-6000 Poitiers Cidex
Tel: (33) 99681031 Telcopie: (33) 102163
Ref: PG/AL
The Sales Dept.
R.G. Electronics AG
Havmart 601
D-5000 K?ln 1

Dear Sirs:

We are a large record store in the centre of Poitiers and would like to know more about the tapes and cassettes you advertised in the month's edition of "Hi Fi News".

Could you tell us if the cassettes are leading brand names, or made by small independent companies, and whether they would be suitable for recording classical music or only dictations and messages? It would also be helpful if you could send us some samples and if they are of the standard we require, we will place a substantial order. We would also like to know if you are offering any trade discounts.

Thank you.
Yours faithfully,

P. Gerard

P. Gerard

4. Запрос от менеджеров по закупкам

Sanders & Lowe Ltd.

Import and Export, (London Office), Planter House, Princes Street, London EC1 7DQ

Birmingham Office: 2 Bradshaw Street, Birmingham B5 1TQ

Manchester Office: 343 Oxford Street, Manchester M 27 2 LR

Liverpool Office: 54 Bakers Road, Liverpool U 9HW

Stockport Office: 5 Island Road, Stockport SM3 12K

Telephone: 071 5431615

Fax: 071543 1925

Telex: 928537

Reg. No. England 155134

VAT No. 013 7001 21

Directors: L.W. Lowe, D. R. Sanders

Your ref: _____ Our ref: 10/MB

Date: 7 JULY 2005

The Sales manager
Glaston Potteries Ltd.
Clayfield
Burnley BB10 IRQ

Dear Sir or Madam,

We are writing to you on behalf of our principals in Canada who are interested in importing chinaware from England.

Could you send us your latest catalogue and price-list, quoting your most competitive prices?

Our principals are a large chain store in North America and will probably place substantial orders if the quality and prices of your products are suitable.

We look forward to hearing from you soon.

Yours faithfully,

L.Lowe (Mrs)

D. Tasks

Task 1. Match these words with their definitions.

1 catalogue	a. details of conditions of sale
2 trade discount	b. price reduction to a company in the same business
3 order	c. a small amount of a product offered free to a potential customer
4 quantity discount	d. book giving details of items for sale
5 sample	e. request from a customer to supply goods
6 terms of trade	f. price reduction for a large order

Task 2. Rewrite the following questions in a less direct form, beginning with the words given.

Examples: 1. What are your terms of trade? – Please let us know what your terms of trade are.

2. Are you able to offer us trade and quantity discounts on large orders? – Could you also tell us if you are able to offer trade and quantity discounts on large orders.

1) Could you send me a copy of your latest brochure?

I would be grateful _____

2) How much discount will you give on orders of 5,000 units?

Could you please tell us _____

3) When can we expect to receive the cheque?

I am writing to enquire _____

4) Would you like us to arrange an appointment with one of our representatives?

Please let us know _____

5) Has Mr. Crane returned from the Menswear Exhibition yet?

Do you happen to know _____

6) Does your company export to South Korea?

Could you tell us _____

Task 3. *Make words from the jumbled letters and match them with the definitions in the sentences below.*

a UEAGTOCLA c METIESAT e IDISYUSRAB

g OSSUTCREPP b LAOEEHSLWR d RENTED

f ETSMCOUR

- 1 A company or organization that is part of a larger one.
- 2 A person who buys items from a shop or company.
- 3 A kind of magazine giving details of the items a company sells.
- 4 A prediction of how much an item or service is likely to cost.
- 5 A written quotation for a large job such as building a factory.
- 6 A kind of magazine giving details about a school, college, or university.
- 7 A company or person that buys and sells items only in bulk.

Task 4. *Complete the following letter of enquiry with the correct prepositions.*

Admissions Dept.	Avda. San Antonio 501
The International College	80260 Bellaterra
Falmer	Barcelona
Brighton BN1 9QN	12 October 20 —

Dear Sir/Madam,

I am a Spanish student (1) _____ the University (2) _____ Barcelona doing a Master's Course (3) _____ Business Studies, and I intend to spend six months (4) _____ England, (5) _____ January next year, preparing (6) _____ the Cambridge First Certificate.

Your college was recommended (7) _____ me (8) _____ a fellow student and I would like details (9) _____ the First Certificate course, including fees and dates. Could you also let me know if you can provide accommodation (10) _____ me (11) _____ Brighton (12) _____ an English family.

Thank you for your attention, and I look forward to hearing from you soon.

Yours faithfully,
Maria Ortega

Task 5. *Compose enquiry letters:*

1) to Fujitsu Co. to know about their latest models of computers. Tell them that you have learnt about their products at the Exhibition in Paris on October, 15 2015.

2) to Mr. Link, the Head of Sales at “Mercedes” and ask him to send your company a catalogue and a price-list on spare parts of the trucks.

E. Reply to the enquiry

Task 1. *Translate into Russian*

1. In reply to your letter dated April 22nd I wish to inform you that our Sale Department is willing to discuss your proposal. 2. Further to our letter of October 21st I am happy to inform you that everything has been arranged for meeting your representatives. 3. With this letter I am sending you the list of names and the titles of the reports. 4. Thank you for your letter of the 20th December and for the material which you enclosed with it. 5. In accordance with your letter we have the pleasure of sending you the material you need. 6. On behalf of our company I wish to acknowledge with sincere thanks the receipt of your letter of the 18th May. 7. Thanking you in anticipation, and with all good wishes, I remain, Yours sincerely, David Foulie. 8. With my own keen anticipation of your visit to this country in February 20..., I am, Yours sincerely, Ms. Rosy. 9. It was a great pleasure to make your acquaintance at the Exhibition in Sofia and I look forward to the possibility to meet you again in this country. 10. I trust you will inform me of the date I am to come to London, and hope to be there in time. 11. We shall be looking forward with pleasure to receiving samples of your equipment in September.

Task 2. *Read the samples of letters, translate them into Russian and be ready to write the enquiries to which they are answers.*

1) Date
Name/Title
Business/organization
Address
City, State Zip Code

Dear Name:

Thank you very much for your request of April 16 for the samples of our new ABC fabrics. We have asked our agent in San Diego, Arthur Roth Company, to supply you with a copy of our current sales catalogue and price-list and a full line of samples.

We appreciate your interest and thank you for writing to us.
Sincerely yours,

Signature

Name

2) Date
Name/Title
Business/organization
Address
City, State Zip Code

Dear Name:

Thank you for your interest in our sales management training programme. Per our telephone conversation of yesterday, I am closing detailed information about this programme.

If you have any questions, please do not hesitate to contact me.

Sincerely yours,

Signature

Name

3) Date
Name/Title
Business/organization
Address
City, State Zip Code

Dear Name:

Thank you for expressing an interest in Elyxx/Automated Simulations. In response to your request for further information on our product line of computer games, we enclose our latest catalogue and price-lists.

We are in process of expanding our distribution channels internationally as the demand for high-quality computer games increases. Our games are unique and positioned for your market. Take a few minutes and review the enclosures, and you will see why so many top retailers have added the Elyxx computer games to their product mix.

Please contact us if you have any questions regarding the product line or material enclosed. We look forward to hearing from you in the near future.

Sincerely yours,

Signature

Name

F. The rejection of the proposal

1. The reason for the rejection: too high price

Dear Name:

Thank you for submitting your proposal for name of project. Unfortunately, your proposal makes it clear that the project would be prohibitively expensive. We cannot, therefore, proceed.

Please, be assured that we appreciate your prompt attention to our request for a proposal, and we will keep you in mind for future projects.

Sincerely yours,

2. The reason for the rejection: the discrepancy market conditions

1). Dear Name:

Thank you for your project for name/type of project. We read the proposal with great interest, but have concluded that it is inappropriate for our market needs, customers, etc.

We appreciate your thinking of us.

Sincerely yours,
Name

2). Dear Name:

Your proposal is very impressive, but the merchandise you have available does not meet the specifications outlined in our RFP. We invite you to reexamine the RFP and, if you can supply more appropriate merchandise, please resubmit your proposal before the deadline of date.

Sincerely yours,
Name

3. The reason for the rejection: inappropriate conditions

After a long and careful consideration of proposal from various vendors for name of project/product, we have concluded that your offer is not quite right for us, and we have elected to go with the proposal of another vendor.

We appreciate your taking the time to prepare and submit the proposal.

Sincerely yours,

Name

4. The reason for the rejection: excessive specialization

Dear Name:

I have received and reviewed your proposal to create a name of product. The idea is a very interesting one, but I am convinced that the market for such a product is, at this time, too narrow, specialized, and limited to warrant the investment necessary to put your proposal into production. I'll be happy to go into greater detail, if you like. Give me a call.

Sincerely yours,
Name

5. The reason for the rejection: inadequate warranty terms

Dear Name:

Your product looks great. Unfortunately, the warranty you offer falls well below our minimum guidelines, which specify terms. We will not consider purchasing additional coverage, but if you can extend the standard warranty as specified, we will be delighted to reconsider your proposal.

Sincerely yours,
Name

Task 1. *Write the rejection to the following proposals:*

a) Dear Sir or Madame:

As an experienced tax consultant, I can probably save you a great deal of money! By doing your tax return, I often can find enough missed deductions to pay my fee and more.

Below is a list of questions and answers that should convince you on using my services:

1. Personalized Service. No two people are alike and no two people possess the same tax returns.
2. Reasonable Fee. The basic price is for an itemized state and federal return. Business schedules, stock sales, and other complications are additional.
3. Fast, Confidential Service. There is usually no waiting time for an appointment and your returns are returned within a week.

We would like to include you as one of our satisfied customers. Please place this letter with your tax papers and when you are ready to work on them give us a call.

b) Mr. Fred North
Purchasing manager
Broadway Autos

November 11, 20 ____

Dear Mr. North,

Thank you very much for your enquiry. We are of course very familiar with your range of vehicles and are pleased to inform you that we have a new line of batteries that fit your specifications exactly.

The most suitable of our products for your requirements is the Artemis66A Plus. This product combines economy, high power output and quick charging time and is now in stock.

I enclose a detailed quotation, specifications and delivery terms. As you will see from this, our prices are very competitive.

If you would like further information, please telephone me 01779902, my extension number is 776.

I am looking forward to hearing you.

Sincerely yours,
Fred Stock

UNIT II. ORDER AND PAYMENT/DELIVERY

A. Check if you know these words and expressions

1. Backorder, outstanding order – невыполненный, задержанный заказ
If we unfortunately have an item out of stock and we back order for you, we will not charge for the second delivery. — Если у нас, к несчастью, не окажется какого-либо необходимого вам товара и мы запишем его в качестве задержанного заказа, то доставим его бесплатно.

2. Order book – книга заказов; a record of how many goods or services a company has been asked to provide, which shows how successful it is financially: *Our order books are full at the moment.*

3. Packing charged at cost – упаковка включена в стоимость

4. Payment by installments – paying for goods by a series of small regular payments

In special hardship cases reimbursement can be waived, or delayed payment or payment by installments can be granted as an alternative. – В особенно сложных ситуациях эту сумму разрешается не возвращать, или же получателю предоставляется отсрочка платежа или разрешается в качестве альтернативного варианта вернуть эту сумму по частям.

5. Date of receipt – дата получения

The appeal must be decided by the Directorate within a maximum period of days from the date of receipt. – Заявление об отмене подлежит рассмотрению Главным управлением в течение максимум рабочих дней, начиная с даты его подачи.

6. Sample– образец; a small part or amount of something that is examined in order to find out something about the whole.

Samples of devices shall be selected at random from the production of a uniform batch. – Образцы приспособлений отбираются произвольно из партии готовых однородных изделий.

7. To grant a discount – предоставить скидку

A discount of about ... (%) to ... (%) per cent of the purchase price is also granted to the lessee, depending on the year that the option to purchase was availed. – Арендатору также предоставляется скидка в размере от % до % от покупной стоимости в зависимости от года, когда была предоставлена возможность выкупа.

8. To sell off – распродавать со скидкой

In 19__ the Company began to sell off its land to private local ownership.
– В 19__ году Компания стала распродавать свои земли местным частным владельцам.

9. To submit an invoice – предоставить счёт-фактуру

Under the terms of the force majeure clause, Delft was to submit an invoice within __ days of terminating the contract for unpaid work. – Согласно положению о форс-мажоре, "Дельфт" должна была представить счет-фактуру в течение __ дней после прекращения контракта в отношении неоплаченных работ.

10. Wholesale – the business of selling goods in large quantities at low prices to other businesses, rather than to the general public.

More and more wholesalers and retailers throughout Europe are ordering their products online from Weerman. – Постоянно увеличивается количество европейских оптовых и розничных продавцов, которые пользуются возможностью размещения заказов в компании Weerman в режиме онлайн.

11. Sight draft – тратта (переводной вексель) до востребования

The sight draft allows an exporter to delay the shipment of an order until the importer deposits the payment to the exporter. The importer signs the sight draft and agrees that whenever the exporter demands, the importer will make the deposit of the full payment either before the order is delivered or after the importer receives the delivery.

B. Text “How to Compose a Purchase Order letter”

A Purchase Order Letter is a document that confirms to the seller that the customer in a specified time frame requires a particular quantity of the product. Nowadays one company to the other confirming the order, which is generally a bulk order, writes Purchase Order Letters or it is written by an individual to a company again in the case of placing a bulk order.

A Purchase Order Letter should be written as soon as the decision for the purchase has been made.

The company with whom the order is being placed should be given enough time to execute the order.

The letter should clearly indicate the product code or item number, the size and the quantities being ordered.

The date when the Purchase Order Letter is being generated is very important because that identifies when the order was placed.

If the order is being placed by a company then it usually should be in a Purchase Order format.

The Purchase Order Letter should also indicate the date by when the order is expected to be executed or delivered.

The mode of delivery of the material should also be identified in the letter.

The letter should also carry the mode of payment by which the payment will be made.

If any advance has already been paid against the order, it must be mentioned in the Purchase Order Letter.

The address where the order has to be delivered should be very clearly mentioned in the letter along with any landmarks, if any, to locate the address.

The Purchase Order Letter should give the details of the costing of the price including taxes, etc. so that there is no confusion while making the payment.

The name of the company or dealer with which the order is being placed should be clearly written on the letter to avoid any miscommunication of details.

There is no scope for any grammatical or punctuation errors in the Purchase Order Letter.

The contents of the letter must be carefully read through to ensure that the order details have been correctly mentioned.

The Purchase Order Letter should ideally be typed but the signatory should personally sign it.

SAMPLE PURCHASE ORDER LETTER:

I. Personal Purchase Order Sample

Ms. K. Hutchinson
Beller Company, Inc.
424 Park Avenue
New York, New York 10021

154 Green Avenue
New York, USA
January 5, 2010

Dear Ms. Hutchinson :

Thank you for sending your catalogue so promptly. It arrived within a few days of my request. Please send me the following items by parcel post:

1 copy Emmet and Mullen,
 High School Algebra @ \$7.50 \$ 7.50
 25 copies Pinehurst,
 Plane Geometry @ \$8.75 \$ 218.75
 Total \$ 226.25

I am enclosing a money order for 226.25. If there are additional charges,
 please let me know.
 Please mail the books to the address given above.

Very truly yours,

Brandon Michael

II. Company Purchase Order Sample

TokoEnglet 11 Main Street San Fransisco, USA ZIP CODE 91234	Seven Siblings Limited 17 Sweet Road, West Bandung Tlp. 022-8765432 Post Code 41134 July 9, 2013
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Purchase Order
 Attention : Miss Kim Jackson

Dear Miss Jackson:

Please accept this purchase order for the following:

No.	Product	Quantity	Unit Price	Total
1	Single Brush Polisher Colombia	4	\$ 3,000	\$ 12,000
2	Extractor SX 144	4	\$ 2,000	\$ 8,000
			Total	\$ 20,000

We require shipment by August 17, 2013 to:

PT Pama

No. 1 Jl. Cileungsi,

Bogor, Indonesia

Post Code 40156

Please refer to this order as “purchase order # SS01234”. Should you need more information, please contact me at 62-22-756756 at your earliest convenience or email me at siblings@seven.com.

Sincerely,

Dede Prana

Purchasing Manager

A. Read the letters and translate them into Russian

1) Dear Name:

We acknowledge receipt of our samples and quotation of October 3. Please find enclosed our order No. GW/RK 1193-DdeO for 450 Martrix 100 per cent cotton thermal blankets for twin- and full-size beds.

We would remind you that as stipulated in our letter of August 29, the blankets must be delivered to our warehouse in Salt Lake City before October 15, because our special Winter Sales Week will start on Monday morning, October 27.

2) Dear Name:

Enclosed you will find our order No. X776 for 550 Brass Finish Table Lamps Model 33D. In accordance with your terms of payment we have instructed International United Commerce Bank to open a credit for \$ 18,710.40 in our favour at their branch office in Newark, New Jersey. This branch office will accept your draft on them for the amount of your invoice.

3) Dear Name:

We thank you for your quotation of July 3 for the supply of vacuum bottles and find your terms acceptable. We are pleased to enclose our order, Xo. 993 for 1.500 unbreakable stainless steel vacuum bottles (Cat. No. 330C 1-quart Bottle) at \$19.75 per bottle.

We would appreciate delivery within one month and look forward to your acknowledgement.

C. Useful phrases for orders and prices

We would like to place an order with your company for ...

Please confirm receipt of our order.

I am pleased to confirm receipt of your order ...

Please send us your price list.

You will find enclosed our catalogue and price list.

Thank you for your quotation of...

We are pleased to place an order with your company for...

We would like to cancel our order №...

I am pleased to acknowledge receipt of your order #...

Your order will be processed as quickly as possible.

It will take about (three) weeks to process your order.

We can guarantee delivery before...

Unfortunately these articles are no longer available/are out of stock.

You will find enclosed our most recent catalogue and price list.

Please note that our prices are subject to change without notice.

We have pleasure in enclosing a detailed quotation.

We can make you a firm offer of...

Our terms of payment are as follows:

Writing patterns

1. We look forward to your acknowledgement. – Просим подтвердить получение заказа.
2. We would like to state that ... – Просим учесть, что...

3. We hope we can be of service in the future. – Надеемся на продолжение нашего сотрудничества.
4. We hope that you will be satisfied with the arrangement. – Надеемся, что Вы будете удовлетворены нашими действиями.
5. We will submit further orders, if this one is completed to our satisfaction. – Мы продолжим сотрудничество с Вами, если будем удовлетворены исполнением этого заказа.
6. We will advise you of the date of dispatch/shipment. – Мы сообщим Вам дату отправки/отгрузки.
7. The order is placed strictly on this condition/This is a firm condition of the order. – Мы готовы разместить заказ в случае соблюдения данного условия.
8. ...we shall have to cancel the order. – ...мы будем вынуждены аннулировать заказ.
9. If the goods sell as well as we hope we shall send further orders/we will submit further orders. – Если Ваши товары будут пользоваться большим спросом, Вы можете ожидать от нас новых заказов.
10. We regret to inform you that we are unable to accept your order. – К сожалению, мы не можем принять Ваш заказ к исполнению.
11. We regret to inform you that at the present time we cannot make use of your offer. – С сожалением сообщаем, что в настоящее время мы не можем воспользоваться Вашим предложением.
12. I regret that we cannot meet you halfway and have to turn down your order. – К сожалению, мы не можем пойти Вам навстречу, и вынуждены отклонить Ваше предложение.

Task 1. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense forms.*

to cancel, order books, in stock, marking, to quote, assorted, strictly, to reject, popularity, to transfer, firm, to weigh, near, alternative, to make up, dispatch, to accept, airfreight, to review, trial, acceptable, to take place, board, to sail, patterns, to measure, circumstances, to satisfy, arrangements, items, to run out, irrevocable, to bear, sailings, to apply, packing, to execute, ready, understandable, to contact, to prepare, to turn down, substitutes, to give a trial, unable, competitive

1. Please find enclosed our order for swimwear in ... sizes, colours and designs.
2. We hope that this allowance can ... at some time in the near future.
3. If the colours we have chosen are not ..., we will accept an ... provided the designs are those stipulated on the order.
4. Delivery before June is a ... condition of this order, and we reserve the right to ... goods delivered after that time.
5. We are now ... it ...
6. We will advise you of the ... in the ... future.
7. Your order has now been placed on ... the SS Condor ... from New York on 30 April.
8. ... will ... on 28 March.
9. Payment C.W.O. is ... to us.
10. The couplings are packed in two boxes ... 2.05 m. x 1.20 m. x 1.10m., and ... 241 kgs each.
11. We hope that you will ... with these ...
12. We would like to confirm that payment is to be made by ... letter of credit which we ... already ... to the bank for.
13. There are regular ... from London.
14. We give you on the attached list details regarding ... and ...
15. The instructions must be ... observed.
16. Your order ... to our Bournemouth plant and ... there.
17. We apologize for the delay which was due to ... beyond our control.
18. If you wish ... the order it will be quite ...
19. We would appreciate it if you could ... with us till then.
20. We believe that ... of this quality will find a ... market here.
21. We ... to give the goods a ...
22. We are sorry to say that we must ... your order as we have full ... at present.
23. Now we have seen your patterns and are prepared to ... them ...
24. If you do not have the listed ... in stock, please do not send ... in their place.
25. To our regret, we ... of patterns you asked for.
26. We hope you will ... us then.

27. Thank you for your offer which we ... on the terms ...
28. We are ... to accept your order.
29. We hope you will find the prices quite ... if you take into account the ... of the goods.

Task 2. *Fill in the gaps with prepositions/particles where necessary.*

1. Please find enclosed our order ... swimwear ... assorted sizes, colours and designs.
2. We hope that this allowance can be reviewed ... some time ... the near future.
3. If the colours we have chosen are not ... stock, we will accept an alternative provided the designs are those stipulated ... the order.
4. We accept the delivery dates stated ... you viz. delivery ... the next six weeks, but we would like to state that delivery ... June is a firm condition ... this order, and we reserve the right to reject the goods delivered ... that time.
5. We would like to advise you that your order has now been placed ... board the SS Venus sailing ... London ... 1 May and arriving ... Moscow ... 21 May.
6. The shipping documents and sight draft ... €10,000 have already been sent ... Eximbank, Moscow.
7. Thank you ... your order, and we hope we can be ... service ... the future.
8. Payment C.W.O. is acceptable ... us.
9. The goods are being airfreighted tonight ... BA 100 London–Moscow, time ... arrival 22:45.
10. Our invoice ... \$5,000 and the certificate ... origin are inside the box.
11. We hope you will be satisfied ... these arrangements.
12. We would like to confirm that payment is to be made ... irrevocable letter ... credit which we have already applied ... the bank ...
13. There are regular sailings ... London.
14. We give you ... the attached list details ... packing and marking.
15. We will submit further orders, if this one is completed ... our satisfaction.

16. Thank you ... your order which we are now dealing ...
17. The ordered goods will be ready ... dispatch ... next week.
18. We will advise you ... date ... dispatch.
19. This is due to a fire ... our Glasgow plant which destroyed most ... the machinery.
20. We would appreciate it if you could bear ... us ... then.
21. The enclosed order is placed strictly ... this condition.
22. We have full order books ... present and delivery could not possibly be promised ... the time given ... your letter.
23. Please find enclosed our order ... 15,000 metres of «Rainbow» pattern silk cloth which we understand you can supply ... stock.
24. As agreed you will draw ... us ... 90 days, documents ... acceptance, ... the documents being sent ... our bank.
25. If you do not have the listed patterns ... stock, please do not send substitutes ... their place.
26. ... our regret, we have run ... patterns you asked ...
27. Thank you ... your offer ... 5 June which we accept ... the terms quoted.
28. We have received a huge response ... other customers ... our special offer.
29. We hope you will be interested ... our offer and look forward ... your reply.

Task 3. *Translate into English.*

1. Прилагаем заказ № 257/Л на детскую одежду различных цветов и размеров.
2. Благодарим за предоставленную нам 15% скидку с количества.
3. Мы готовы разместить заказ при условии, что поставка будет осуществлена в течение трех недель с даты получения заказа.
4. Просим подтвердить получение заказа.
5. Все заказанные Вами товары имеются в наличии, и мы сможем осуществить поставку в течение ближайшей недели.
6. В ближайшее время мы известим вас об отправке заказанных товаров.

7. Вы можете ожидать от нас новых заказов, если исполните данный заказ в соответствии с нашими требованиями.

8. Сообщаем, что в настоящее время мы занимаемся исполнением Вашего заказа, который будет готов к отправке на следующей неделе.

10. В настоящее время Ваш заказ выполняется на нашем предприятии в Плимуте.

Task 4. *Translate the following letters into Russian.*

1) Dear Sirs,

We were very pleased to receive your order of 19 June for cotton prints, and welcome you as one of our customers.

We confirm supply of the prints at the prices stated in your letter, and rearranging for dispatch by our own delivery vehicles early next week. We feel confident that you will be completely satisfied with these goods and that you will find them of exceptional value for money.

As you may not be aware of the wide range of goods we have available, we are enclosing a copy of our catalogue. We hope that our handling of your first order with us will lead to further business between us and mark the beginning of a happy working relationship.

Yours sincerely,

2) Dear Mr. Crane,

We would like to advise you that your order has been shipped on the SS Marconissa and should reach you within the next ten days. Meanwhile our bank has forwarded the relevant documents and sight draft for Pounds 2,354.00 to the Northmister Bank (City Branch) Birmingham.

We are sure you will be pleased with consignment and look forward to your next order.

Yours sincerely,

D. PAYMENT (terms of payment/confirmation of terms of payment/business loans)

Check if you know these words and expressions

An invoice	Счёт, инвойс
A remittance	Денежный перевод
A pro-forma	Предварительный счёт (про-форма)
A statement of account	Отчёт о состоянии счёта
A credit/debit note	Уведомление о кредите/дебете
A balance	Баланс счёта
A refund	Возмещение убытков
Open account facility	Открытый счёт
Account rendered	Оплаченный счёт
Due date	Дата уплаты
Prompt payment	Своевременная уплата
To clear/settle an account	Оплатить счёт
Overdue account	Просроченный счёт
To extend credit	Предоставлять кредит
A first/second/third request	Первый/второй/третий запрос
A final demand	Окончательное требование
To recover a debt	Взыскивать долг
Carriage forward	Стоимость перевозки, подлежит уплате получателем
Trade discount	Скидка розничным торговцам
Cash discount	Скидка при оплате наличными
Goods on approval/sale or return	Товары для ознакомления/условия продажи или возврата
A postal order	Денежный перевод по почте
A Giro	Гиро-счёт
COD (cash on delivery)	Наложенным платежом
A cheque	Чек
A current account	Текущий счёт
A savings account	Депозитный счёт
A bank transfer	Банковский перевод

A telegraphic transfer (TT)	Телеграфный перевод
A mail transfer (MT)	Почтовый перевод
A bank draft	Банковский счёт, тратта
A sight draft	Вексель на предъявителя
A bill of exchange	Вексель
A letter of credit	Аккредитив
A money order	Денежный почтовый перевод
A promissory note	Простой вексель
Documentary credit	Документарный аккредитив
Value Added Tax (VAT)	Налог на добавленную стоимость (НДС)
Postage and packing (p&p)	Почтовые расходы и упаковка
Errors and omissions are excepted (E&OE)	Ошибки и пропуски допускаются
The Society for Worldwide Interbank Financial Telecommunications (SWIFT)	Международная межбанковская система передачи информации и совершения платежей

Writing patterns

1. We would appreciate it if you could bear with us till then. – Мы будем признательны, если Вы согласитесь предоставить нам эту отсрочку.
2. Thank you for your offer which we accept on the terms quoted. – Благодарим Вас за предложение, которое мы принимаем на указанных Вами условиях.
3. The discount on the price applies to the orders exceeding... – Скидка с цены распространяется на заказы, превышающие...
4. It would not be worthwhile supplying on allowance you have asked for. – Мы не считаем целесообразным поставку товаров со скидкой, которую Вы запрашиваете.
5. Please confirm prices and terms as soon as possible. – Пожалуйста, как можно скорее подтвердите цены и условия.
6. We can now offer you our new range of ... at a reduced price for large orders. – Мы сможем предложить Вам наш новый ассортимент ... по сниженной цене на крупные заказы.

7. We accept your price and the terms stated in your letter subject to our General Conditions enclosed here with. – Мы согласны на Ваши цены и условия, указанные в Вашем письме, при условии соблюдения наших Общих условий, приложенных к данному письму.

8. Much as we should like to do business with you, we find it impossible to sell goods of reasonable quality at the price you ask for. – Как бы мы ни хотели вести с Вами дела, мы считаем невозможным продавать товары хорошего/приемлемого качества по запрашиваемой Вами цене.

9. We are at your disposal for any further information you may require. – Мы готовы предоставить любую информацию, которая может Вам понадобиться.

10. Please note that as the price of ... stipulated in your quotation seemed considerably high to us we have to reduce the quantity of the order accordingly.– Обращаем Ваше внимание на то, что цены на ..., указанные в Вашей котировке, завышены, и мы вынуждены соответственно сократить объем заказа.

Task 1. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense form.*

to meet smb's requirements, to decrease, ample, allowance, respectively, discounts, to be subject to(2), efficiency, working, characteristics, repeat order, to allow, to apply, to secure, to make use, competitive, accordingly

1. All orders received before 30th August ... discount.

2. Immediate delivery is guaranteed as we hold ... stocks.

3. Our prices are extremely ... and it would not be worthwhile supplying on the ... you have asked for.

4. Please note that as the price quoted in your offer seemed much too high to us we have regretfully had ... the overall quantity of our original order
....

5. Should you be able to grant us ... off your unit price for Model A and Model C of 3% and 5% ..., we would be very happy to place larger orders with your firm.
6. The discount on the price does not ... to the cost of packing.
7. The quality of the goods
8. This offer ... immediate acceptance.
9. This, with the cash discount, which we ..., should enable you to offer the goods for sale at competitive prices.
10. We hope you will place a ... soon.
11. We look forward to ... your order.
12. We regret to inform you that at the present time we cannot ... of your offer.
13. You notice that the ... is high and the ... of our equipment are superior to those offered by our competitors.

Task 2. *Fill in the gaps with prepositions/particles where necessary.*

1. We thank you ... the samples sent ... you ... parcel post.
2. The price ... the equipment stipulated ... your quotation seemed too high ... us.
3. Should you be able to grant us a discount ... the price, we would place larger orders ... your firm.
4. Payment will be ... documents ... the Bank ... Trade.
5. ... modernisation ... our plant we can offer new range ... the goods ... a reduced price ... large orders.
6. We are willing to grant a 4% discount ... all orders received ... 30th August... That implies all orders received ... 30th August are ... discount.
7. This offer is subject ... immediate acceptance.
8. It would give us pleasure to supply you ... the machines you wish to order.
9. The working characteristics ... the machine are inferior ... those offered ... your competitors.
10. The goods reflect the latest achievements ... the corresponding branch ... industry.

11. The discount works ... 5% ... the price. This will enable you to offer the goods ... sale ... competitive price.
12. We accept the terms stated ... your offer subject ... General Conditions enclosed herewith.
13. ... the present time we cannot make use ... your offer.
14. We cannot offer trade discounts ... the goods you have asked...
15. We find it impossible to produce goods ... reasonable quality ... the price you ask ...
16. We have to turn ... your order as we cannot supply ... the allowance you have asked...
17. We are ... your disposal ... any further information.
18. The Buyers pointed ... that the price was high. It was inferior ... the quotations ... the competitors.
19. We agree to buy the goods ... the terms stated ... your letter if you reduce the price ... 10 per cent.
20. We confirm the terms and conditions ... the contract enclosed.
21. We will ship the engines ... a first vessel available ... St. Petersburg.
22. We are sure that the quality ... the goods will be suitable ... you.
23. The price, less a discount ... 5%, works ... \$145.00 ... unit.
24. ... the circumstances we regret we cannot accept your offer ... the terms and ... the price quoted ... you.
25. The design ... the machine should conform ... all respects ... the technical conditions.
26. Our experts have come ... the conclusion that an engine ... 2,000 kW capacity will not meet our customers' requirements.
27. We will revert ... this matter next week.
28. We regret to advise you that we cannot make any use ... the defective goods shipped ... you ... Contract 67-654.
29. Neither the price ... the machine nor the cost ... packing nor the cost ... transporting the machine ... our works ... the port ... loading are subject ... discount.

SAMPLES OF LETTERS ON TERMS OF PAYMENT

1. Dear Name:

As we have done business with your company for more than 18 months on the basis of payment on invoice, we would now like to request you to grant us open credit terms with monthly settlement.

You may check our credit rating with Mr. Williams Hamilton, branch Manager of the Bank of Indiana, 000 Orchard Street, Belleville, Indiana 0000.

For information concerning our company's promptness in paying invoices, we refer you to the following credit references:

Wells Export Company, 000 Oxford Street, Phillipsville, PA 00000.

Nathan Kane, Inc., 000 West 42nd Street, Nathan, MA 000000.

If you would require additional information, we will be glad to supply it.

2. Dear Name:

For the past six months, we have been purchasing household appliances from your company on a C.O.D. basis. However, we would now like to open a line of credit. Please, let us know your usual credit terms and also credit references and other business information you require to open such an account.

We hope your company will be willing to comply with our request.

3. Reply to the request of granting a credit

Positive

Dear Name:

Thank you very much for your purchase order #CC-373. So that we may extend our normal credit terms of 30 days, please provide us with the following information:

- 1) Your company's most recent financial statements
- 2) Names of three suppliers with whom your company is recently doing business

3) Name of your bank

Thank you for cooperation.

Negative

Dear Name:

Thank you for the order No. 00530 of January 19 for 600 Bambo Quartz Clocks Model ISA at \$ 19.95 per unit. We have these clocks on stock and will be able to deliver them before the date – March 6 – you requested.

However, we are sorry that we cannot supply your order on the credit terms you requested and for that reason request prepayment. Enclosed you will find our pro-forma invoice. We would be obliged if you would arrange payment for this invoice by either irrevocable letter of credit or banker's draft as soon as possible in order that we can ship the goods F.O.B. Buenos Aires.

4. A letter of reminder

Dear Mr. Wilson:

We have not received your payments. This is to remind you that both your first and second payments of \$100 are now overdue. This \$ 200 plus the balance of \$ 119.04 is due on August 15.

In the credit agreement you signed, you agreed to pay off your bill in three payments. The first payment of \$ 100 was due June 15, 20XX, the second payment of \$ 100 was due July 15, 20XX, and the final payment of \$ 119.04 is due August 15, 20XX. Please send the full amount in 10 days.

Failure to pay on time will affect your ability to charge merchandise at our store. If you want to discuss your account, call me at 800-555-9875. Perhaps we can arrange a more comfortable payment plan.

Thank you for your immediate attention.

Sincerely,

5. Insistence

Dear Mr. Wilson:

Your bill of \$ 319.04 is now overdue 60 days. Send \$ 319.04 within 10 days. If you cannot send the total, please call me at 800-555-9875.

Failure to respond may mean that your bill is turned over to a collection agency. Thank you for your prompt attention.

Sincerely,

Task 1. *Translate into English.*

1. Просим Вас снизить цены на сорта А и Б на 4% и 5% соответственно.
2. Мы готовы разместить заказ на оборудование у Вашей фирмы, если Вы предоставите скидку в размере 3%.
3. Если Вы согласны пересмотреть цену и условия платежа, мы готовы рассмотреть Ваше новое предложение при условии, что оно поступит к нам не позднее 15 октября.
4. В связи с модернизацией производства и повышением производительности оборудования мы готовы предложить Вам новый ассортимент товаров по сниженным ценам.
5. Продавец готов предоставить скидку на заказы, полученные до 30 апреля с.г.
6. Цены указаны СИФ Калининград. Совершенно очевидно, что они значительно ниже цен конкурентов на аналогичные товары.
7. Мы предлагаем скидки не только на повторные, но и на первоначальные заказы.
8. Несмотря на наше желание развивать с Вами деловые отношения, мы не можем предложить запрошенные Вами цены и условия и поставлять товар со скидкой в 5% со стоимости заказа.
9. В соответствии с условиями платежа мы открыли во Внешторгбанке аккредитив на Ваше имя и в Вашу пользу на полную сумму контракта со сроком действия до 31 марта с.г.
Настоящим акцептуем Вашу тратту, выставленную на нас, на срок 60 дней на сумму Вашего счета.

10. Уважаемые господа!

Подтверждаем получение Вашего письма от 15 марта.

Мы согласны снизить цену на 10%, если объем заказа превысит 15 000 долларов США. Хотелось бы обратить Ваше внимание на тот факт, что наши товары отражают последние достижения в машиностроении, а соотношения цена-качество является оптимальным. Наше оборудование надежно, поэтому мы готовы продлить срок гарантии еще на 2 месяца.

Данное предложение действительно при условии Вашего немедленного акцепта.

С уважением,

Task 2. *Letters to make up.*

1. Make up a letter from the Buyers to the Sellers asking for reducing the price in accordance with the following plan:

- thank the Sellers for the offer received;
- ask for a discount (give reasons);
- encourage further co-operation with you;
- don't forget about a complimentary close.

2. Write a letter from the Sellers to the Buyers raising the questions of discounts in accordance with the following plan:

- thank the Buyers for the enquiry received;
- inform the Buyers of the terms of granting a discount;
- don't forget about a complimentary close.

E. BUSINESS LOANS

Business loans are generally classified as either short-term or long-term loans. For short-term loans, the principal (the amount borrowed) must be repaid within one year. Long-term loans mature (come due) in more than a year. Creditors, people which make loans, expect to receive interest, payments for the use of their money, and the return of the principal (the amount loaned) at the end of a specific period of time. Interest is expressed as a percentage of the principal. Short-term loans are used to finance the

everyday costs of doing business, such as payrolls, raw materials and merchandise. Long-term loans are more likely to be used to purchase equipment, buildings and other high-cost items. The most common types of short-term financing are trade credit, loans from financial institutions, and loans from investors. Long term financing is money that will be used for a year or more. Building a factory, purchasing equipment, launching a major research effort are the kinds of projects that require long-term financing. The most common sources of long-term financing are retained earnings, long term loans and the sale of stocks.

Long-term loans are repaid over more than 1 year. The most common form of long-term loan is the mortgage, a loan secured by real estate (land or buildings). If the borrower fails to make payment on the mortgage, the lender may take the property.

Lexical Items

funds - фонды	internal funds – внутренние фонды
external funds – внешние фонды	depreciation – амортизационные отчисления, износ
assets – активы	to wear out – изнашиваться
earnings – прибыль	to pay bills – оплатить счета
operating costs – операционные издержки	to cover operating costs - покрывать операционные издержки
stock - акция	to reduce spending – сократить расходы
loan - заём	short-term - краткосрочный
long-term - долгосрочный	to make a loan- давать займы
to secure a loan by- обеспечить заем	principal – сумма займа
mature – срок платежа	interest- процент
payroll – платежная ведомость	raw materials - сырье
merchandise - торговать, товар	trade credit - кредит
to repay- выплачивать	mortgage -закладная
real estate – недвижимость	to borrow- брать в займы
to lend – давать займы	to make payments –осуществить выплаты
property- собственность	

Answer the questions

1. What are the two types of funds?
2. What funds come from the sale of product and services?
3. What is depreciation?

4. What can the firm do if it doesn't have enough money to cover operating costs?
5. How are business loans classified?
6. When does each type of loan mature?
7. What do we call a principal?
8. How is interest expressed?
9. What are short-term loans used for?
10. What is the most common type of long-term loan?

HOW TO APPLY FOR THE LOAN IN A BANK

Tips in Writing a Business Loan Application Letter

Remember the technicalities:

1. Put the correct full name of the person you are writing to
2. Single spaced
3. Edit, edit, edit
4. Left align not justify
5. BOLD the name of the person you are writing too
6. Keep it in one page
7. Say what you want to say in the first sentence. You are not the only person requesting for a business loan. If they have to flip a page just to know what you want, it will reflect the kind of person you are and it's the kind they don't like.
8. Make sure you explain what your business is all about in one short paragraph. You should be able to explain what you do in one or two sentences. If it requires more than that, you either don't know your business or you really don't have a business.
9. Make sure you explain what the loan is for in a short paragraph. The details of which should be in the business plan.

The structure should be:

- 1: How much you are asking for and what it is for.
- 2: Describe your business
- 3: Loan purpose
- 4: Target Market (if not mentioned in Para 2)
- 5: Your own investment
- 6: Closing

Business Loan Application Letter Sample

Mr. JOHN DOE
Branch Manager
Biggest Bank in America
1234 Pasadea St.
California 90210

Re: Loan Request for \$40,000.00

Dear Mr. Doe,

I write to request for a small business loan of \$40,000.00 to start my paper collection and recycling business. My business is already a duly registered company with the Secretary of State under the name Eco Twist Paper Company.

I have a contract with more than 50 offices/companies in California. I collect all their used papers, newspapers, magazines, posters, and other printed materials they wish to dispose of. I pay \$1 per 10 kilograms of papers. I then resell this to different companies who use papers to make papers, furniture, and materials.

The \$40,000.00 will be used to set up a facility that will allow me to do the recycling myself. I entered into a contract with 5 schools to supply them with exam books, papers, and papers for their books. Each school has signed a \$3,000.00 contract.

I am pursuing 15 other schools and 10 companies for a similar deal.

My major competitors are ABC Recycling and Eco-Loving Recycling. Both of these companies are also collecting used papers from different companies and are reselling it to different businesses. However, neither of these companies is making a move to do their own recycling. We are also indirectly competing with manufacturers of recycled products.

I have already invested \$30,000.00 of my own money.
My collateral consists of business assets having a fair market value of \$20,000.00 and personal assets valued at \$10,000.00.

Please review the attached business plan which details how the money will be used. If you have any questions, please contact me at [insert phone number].

Yours truly,
[Your name under your signature]

Task. *Write a loan application letter for developing your own business using the sample above.*

F. TERMS OF DELIVERY

Forwarding agents	транспортно-экспедиционные агентства
Clearing agents	агенты по клирингу, обеспечивающие прохождение товара через таможни и отправку импортёру
To make/effect delivery	производить поставку
Ahead of time	досрочно
Behind schedule	с опозданием
Prompt immediate delivery	срочная немедленная поставка
Late delivery	запоздавшая поставка
Scheduled delivery	поставки по графику
To give priority to the	придавать первостепенное значение
Delivery of the goods under the contract	поставке товаров по контракту
To arrange early shipment	организовать досрочную поставку
To speed up/ expedite delivery	ускорять поставку
To deliver from stock	поставлять со склада
Incorporate modifications	включать изменения
Meet the delivery deadline	уложиться в срок

Writing patterns

1. If we are to respect the delivery dates and meet the deadline mentioned in your letter... – Если Вы хотите, чтобы мы выдержали даты поставки и доставили товар до крайнего срока, указанного в Вашем письме...
2. Most of the goods required are available for sale. – Большая часть необходимых Вам товаров имеется в наличии.

3. We are extremely sorry for this state of affairs and regret that we cannot comply with all your requirements. – Мы сожалеем, что в сложившихся обстоятельствах мы не можем выполнить Ваши требования.

4. We have given careful attention to/looked into (the matter, etc.)... – Мы очень тщательно изучили (этот вопрос и т.д.)...

5. We will advise you of the date of dispatch/shipment. – Мы сообщим Вам дату отправки/отгрузки.

6. Мы сообщим Вам дату отправки/отгрузки. – Нас устраивают предложенные Вами сроки поставки.

Task 1. *Translate the following sentences and phrases into Russian.*

1. We are pleased to confirm that your order is completed and awaits collection at our works.

2. We have every reason to believe that we will be able to meet the delivery date.

3. The goods are ready for dispatch. We would be glad to have your instructions.

4. We have already advised you that outstanding balance is being delivered now and the contract will be completed by the middle of this month.

5. We would like to have your confirmation that you agree to the delivery date being extended to 15th February without the penalty clause applied.

6. We wish to explain why there was a delay in shipment of ...

7. We trust that the delayed delivery of one part of the contract will not interrupt the harmonious business relationship which we have built up between our companies.

Task 2. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense form.*

to quote, merchandise, to deliver, to embody, deadline, mutually beneficial, to comply, to be identical, ex-works, to meet, to be available, state of affairs, to itemize, cancellations, to respect, to confirm, replacement, to cancel, substantial order

1. However, we would be able to give you a ... to make up for these ... subject to your discount of 5% from the price.

2. If we are ... the delivery dates and ... the deadline mentioned in your letter you should let us know your decision as quickly as possible.

3. Most of the goods required ... for sale.

4. Since we must have this ... for the annual fair, please confirm that you will ... by 30th September at the latest.
5. The goods should be delivered by the ...
6. The order will be delivered ... by 15th February at the latest.
7. This letter of credit will be ... by the Bank of Moscow.
8. We ... delivery of 5 fixtures out of 15 initially ordered.
9. We thank you for your offer ... us prices and indicating the delivery time.
10. We ... the price of the fixtures.
11. We accept ... of Model A by Model A1 as we require them urgently.
12. We also suggest that the contract for this equipment should ... our General Conditions, which ... with those submitted to you at our last meeting.
13. We are extremely sorry for this ... and regret that we cannot ... with all your requirements.
14. We are willing to establish ... cooperation with your company.

Task 3. *Fill in the gaps with prepositions/particles where necessary.*

1. We would be pleased to place our order ... accordance ... the specification ... 10th August subject ... your shortening the delivery time ... least ... three months.
2. As we should obtain the goods ... the annual fair please deliver them ... 30th September ... the latest.
3. As ... the terms ... payment proposed ... you we consider them to be more favourable than those ... other manufacturers.
4. These conditions are identical ... those submitted ... you ... our last meeting.
5. The delivery should be ... the deadline otherwise we will not be able to furnish you ... the order.
6. We have looked ... the time required ... delivery.
7. We agree to shorten delivery ... 12 weeks and reduce it ... 2 weeks.
8. We cannot accelerate delivery due ... the pressure ... orders.
9. Taking ... account the size ... your order payment should be effected ... LC.
10. Machine-tools Model 2000 designed ... semi-finishing operation are ... stock now.
11. We are extremely sorry ... this state ... affairs and regret that we cannot meet your requirements.

12. We suggest you replace the goods ... those ... the catalogue enclosed ... this letter.
13. ... comparison ... previous models this one is practically ... a new design.
14. The improved working characteristics resulted ... some increase ... the price.
15. We cancel delivery ... 5 lots ... 15 initially ordered.
16. We would be able to place a substantial order ... you to make ... the previous cancellation subject ... your discount ... 3% ... the net price.
17. ... accordance ... the terms ... payment we have instructed the bank to open ... your name and ... your favour an irrevocable LC ... the amount ... the contract valid ... 31st March.
18. Our terms ... payment are identical ... those stated ... our last contract ... your company.
19. We should like to have your confirmation that the price will not be increased ... case ... an advance ... the price ... raw materials.
20. If the price is acceptable ... you we shall speed ... the delivery ... the goods.
21. We are writing to inform you that we have to replace the m.v. Victoria ... another motor vessel ... the same tonnage.
22. Unfortunately Model KX-45 you are interested ... is ... stock ... the moment but we could substitute Model KX-46 ... it.

A Sample of a business letter on delivery

Delta Computers Ltd.
Bradfield Estate, Bradfield Northamptonshire NN8 4MB Road,
Wellingborough,
Telephone: 0933 16431/2/3/Reg. England 18317134

Your ref: ax: 0933 20016

Dear Mr. Simpson,

Could you please pick up a consignment of 20 C2000 computers and make the necessary arrangements for them to be shipped to Mr. M. Tanner, N.Z. Business Machines Pty., 100 South Street, Wellington, New Zealand? Would you please handle all the shipping formalities and insurance, and send us seven copies of the bill of lading, five copies of the commercial

invoice, and the insurance certificate? We will advise our customers of shipment ourselves, and would appreciate it if you could treat the matter as urgent. Your charges may be sent to us in the usual way.

Yours sincerely,

N. Smith
Senior Shipping Clerk

Task 4. *Translate into English.*

1. Крайним сроком поставки, приемлемым для нас, является конец сентября.
2. Мы считаем совершенно необходимым соблюдение особых условий упаковки и транспортировки товара.
3. Мы готовы сократить время поставки на 4 недели до 10 недель соответственно.
4. В связи с наплывом заказов мы не имеем возможности ускорить отгрузку.
5. Товар будет поставляться со склада авиатранспортом.
6. Цены не подлежат изменению вне зависимости от способа транспортировки товара.
7. Просим Вас придерживаться сроков поставки и поставить товар точно в срок.
8. Мы вынуждены сообщить о задержке в поставке заказанных товаров. Причиной задержки в поставке является пожар на нашем заводе в Брайтоне.
9. Мы сможем поставить товар через 2 недели, и были бы признательны, если бы Вы согласились предоставить нам отсрочку.
10. Уважаемые господа!

Настоящим сообщаем, что мы отправили Ваше предложение нашим клиентам на рассмотрение и получили от них контрпредложение следующего содержания. Наши клиенты готовы разместить заказ у Вашей фирмы при условии:

- 1) ускорения поставки на 2 недели;
- 2) замены авиатранспортировки на автодорожную с соответственным пересчетом цены с разбивкой по позициям;

- 3) аннулирования 6 единиц позиции 156 и замены ее на 8 единиц позиции 155;
- 4) изменения базиса поставки «с завода» на ДДП.

Мы хотели бы обратить Ваше внимание на то, что соблюдение вышеперечисленных требований является обязательным условием.

С уважением,

Task 5. *Letters to make up.*

1. Make up a letter from the Sellers to the Buyers offering a substitute. Follow the plan:
 - refer to the number of the order;
 - inform the Buyers that it is impossible to deliver the goods ordered;
 - offer a substitute (give reasons);
2. Write a counter offer from the Buyers to the Sellers offering to change the terms of delivery and payment. Follow the plan:
 - refer to the number of the offer;
 - inform the Sellers of your readiness to place an order with them on your own terms (more preferable to you; the Sellers offered payment in advance);
 - ask if it is possible to speed up the delivery and suggest that the terms of delivery should be changed (the Sellers offered ex-works);
 - don't forget about a complimentary close.
 - don't forget about a complimentary close.

UNIT III. TRANSPORTATION OF THE GOODS

A. Check if you know these words and expressions

Transshipment	Отгрузка товаров водного судна на другое в одном и том же порту
Haulage(tracking)	Перевозка грузовыми машинами
A freight company	Компания, занимающаяся грузоперевозками
An airline	Авиалиния
A forwarding agent	Транспортно-экспедиционный агент
A clearing agent	Агент по клирингу
A private carrier	Частная транспортная организация
A consignor	Грузоотправитель
A consignee	Грузополучатель
A checker	Контролёр
A packer	Упаковщик
In transit	В пути (о грузах)
A lorry	Грузовик
A van	Фургон, товарный вагон
A container	Контейнер
A passenger liner	Пассажирский лайнер
A passenger/cargo vessel (SS)	Пассажирское/грузовое судно
A tramp	Грузовое судно
A tanker	Танкер
A bulk carrier	Сухогруз
A container vessel	Контейнеровоз
Roll-in roll-off facilities	Мощности для трейлерной погрузки и разгрузки судна
A ferry	Паром
A barge	Баржа
A lighter	Лихтер
A goods depot	Товарный склад
A terminal	Терминал
A consignment	Партия товара, груз
A shipment	Поставка
Cargo	Груз
A bulk commodity	Бестарный (насыпной, навалочный) груз
Perishable goods	Скоропортящиеся товары

Size	Размер
Volume (cubic m)	Объём (кубические метры)
Weight (cubic kg)	Вес (кубические килограммы)

B. Transport Documents: CMR, Bill Of Lading, Air Waybill

Transport documents lies at the heart of international trade transactions. These documents are issued by the shipping line, airline, international trucking company, railroad, freight-forwarder or logistics company.

To the shipping company and freight forwarder transport documents provide an accounting record of the transaction, instructions on where and how to ship the goods and a statement giving instructions for handling the shipment. There is a Type of Transport Document for each mode of transport (CMR for road transport, Bill of Lading for shipping, etc.). Those goods carried in multimodal transport units (mainly containers) use a document called FIATA multimodal Bill of Lading (FBL). The responsibility for the management and processing of shipping documents will depend on the sale conditions (Incoterms) agreed between the parties.

We describe below the main transport documents explaining for each one: what are used for?, who prepares them? and to whom they are addressed?

CMR DOCUMENT: The CMR transport document is an international consignment note used by drivers, operators and forwarders alike that governs the responsibilities and liabilities of the parties to a contract for the carriage of goods by road internationally.

The carrier usually completes the form, but the sender – in other words the exporter – is responsible for the accuracy of the information and must sign the form when the goods are collected. The consignee will also sign the form on delivery, which is essential for the carrier to be able to confirm the delivery of the goods and to justify the payment for its services.

The CMR transport document is not a document of title and is therefore non-negotiable.

This document is prepared by the exporter and the freight forwarder and is addressed to the importer and the carrier.

BILL OF LADING B/L: A Bill of Lading (B/L) is a document issued by the agent of a carrier to a shipper, signed by the captain, agent, or owner of a vessel, furnishing written evidence regarding receipt of the goods (cargo), the conditions on which transportation is made (contract of carriage), and the engagement to deliver goods at the prescribed port of destination to the lawful holder of the bill of lading.

A Bill of Lading is, therefore, both a receipt for merchandise and a contract to deliver it as freight. There are a number of different types of bills of lading and a number of regulations that relate to them as a group of transport documents.

Since this is a negotiable instrument, the Bill of Lading may be endorsed and transferred to a third party while the goods are in transit.

This document is prepared by the shipping and addressed to the exporter, the shipping company through the agent, and the importer.

AIR WAYBILL AWB: An Air Waybill AWB is a non-negotiable transport document covering transport of cargo from airport to airport.

The Air Waybill must name a consignee (who can be the buyer), and it should not be required to be issued “to order” and/or “to be endorsed” as it is not a title of property of the merchandise. Since it is not negotiable, and it does not evidence title to the goods, in order to maintain some control of goods not paid for by cash in advance, sellers often consign air shipments to their sales agents, or freight forwarders’ agents in the buyer’s country.

The Air Waybill is not a negotiable document. It indicates only acceptance of goods for carriage.

This document is prepared by the IATA Transport Agent or the airline itself and is addressed to the exporter, the airline and the importer.

CARGO INSURANCE CERTIFICATE: The Cargo Insurance Certificate is a document indicating the type and amount of insurance coverage in force on a particular shipment. It includes the name of the insurance company and conditions of coverage.

The original copy of the Cargo Insurance Certificate is required in the filing of a claim. Copies of documents necessary to support an insurance claim include the insurance policy or certificate, bill of lading, invoice, packing list, and a survey report (usually prepared by a claims agent).

In addition to these transport documents prepared and managed transportation companies, it should also mention three other documents prepared by the exporter which accompany the goods during transportation: international commercial invoice, packing list and delivery note.

INTERNATIONAL COMMERCIAL INVOICE: The International Commercial Invoice is an administrative document which contains all the information about the international sale. The item, quantity, price for the products/services sold, delivery and payment conditions, as well as the taxes and other expenses that might be included in the sale, are detailed in an International Commercial Invoice.

The importer, with the original of the International Commercial Invoice, declares to the tax authority of his country the amount that it must pay, to who it is going to pay and the agreed means of payment. For the exporter, this document means a documentary evidence of the sales that it has made in foreign markets.

In operations with third countries, the International Commercial Invoice is part of the customs declaration, upon which, the taxes and tariff rights applied, must be paid at the moment at which the products enter the country. In operations with EC countries, this document is used as a declaration of the transaction and tax exemption to comply with the basic tax settlement conditions.

This document is prepared by the exporter and addressed to the importer and the import customs clearance.

PACKING LIST: The Packing List is a more detailed version of the commercial invoice but without price information. It must include, inter alia, the following: invoice number, quantity and description of the goods, weight of the goods, number of packages, and shipping marks and numbers.

A copy of the Packing List is often attached to the shipment itself and another copy is sent directly to the consignee to assist in checking the shipment when received.

Although not required in all transactions, it is required by some countries and some buyers.

This document is prepared by the exporter and addressed to the importer, the carrier and the import customs clearance.

DELIVERY NOTE: A Delivery Note is one of the transport documents accompanying the shipment of goods that list de description and quantity of goods delivered. A copy of the Delivery Note, signed by the buyer or consignee is returned to the seller or consignor as a proof of delivery.

Delivery Notes have a dual function for the exporter: justify the removal of the products from its store and proof credit delivery to the importer and therefore it is important that de importer sign the copy provided by the carrier. For the importer, Delivery Notes serve to verify that the goods received match those listed on the purchase order or contract. For the carrier is the document used as a proof of delivery of the goods.

ТЕРМИНЫ ДЛЯ ОБОЗНАЧЕНИЯ УСЛОВИЙ ДОСТАВКИ ТОВАРОВ

1. GROUP C – за перевозку уплачено
2. CFR – (Cost and Freight) ... употребляется с указанием порта прибытия груза – конечного порта следования товара
3. CIF – (Cost, Insurance and Freight) + употребляется с названием порта
4. CFR и CIF – используется для морских и речных перевозок
5. CPT – (Carriage Paid To) + место назначения
6. CIP – (Carriage and Insurance Paid) + место назначения
7. GROUP D – по прибытии
8. DAF – (Delivered at Frontier), название места
9. DES – (Delivered Ex Ship), название порта
10. DEQ – (Delivered Ex Quay – Duty Paid), название порта
11. DES и DEQ – используется для морских и речных перевозок
12. DDU – (Delivered Duty Unpaid), место назначения
13. DDP – (Delivered Duty Paid), место назначения
14. GROUP E – отправка груза
15. Ex-Works (EXW) – например, с фабрики или склада
16. GROUP F – неоплаченная перевозка
17. FCA – (Free Carrier), место передачи груза перевозчику
18. FAS – (Free Alongside Ship), название порта поставки, например, порта отправки груза
19. FOB – (Free on Board), название порта отбытия
20. IATA – (International Air Transport Association) – Международная организация воздушного транспорта
21. AWB – (Air Way bill) – авиагрузовая накладная
22. Bill of lading (b/l) – накладная, даёт право владения товарами лицу, указанному в ней
23. Bill of lading “to order” – (на заказ), данный документ подлежит купле-продаже
24. Shipped bill of lading – отправленная накладная означает, что товар погружен
25. Freight account – счёт-фактура, отправляемая компанией-перевозчиком экспортёру, в нём указаны тарифы
26. Shipping note – ордер на отгрузку
27. Dock receipt/wharfinger’s receipt – квитанция, вручаемая перевозчику после погрузки товара

28. Mate's receipt – квитанция помощника капитана, подтверждающая погрузку товара
29. Freight prepared – фрахт оплачен заранее
30. Clean – товар погружен в хорошем состоянии
31. Dirty/claused – (грязные/ с оговорками) – при проверки были обнаружены неполадки

C. Samples of letters

1. Road transportation

Dear Sir,

Would you please quote for collecting, from the above address, and delivering the following consignment to R. Hughes & Son Ltd, 21 Mead Road, Swansea?

6 divans and mattresses 700cm x 480 cm

7 bookcase assembly kits packed in strong cardboard boxes, measuring 14 cubic metres each

3 coffee table assembly kits, packed in cardboard boxes, measuring 10 cubic metres each

4 armchairs, 320 x 190 x 260 cm

The divans and armchairs are fully protected against knocks and scratches by polythene and corrugated paper wrapping, and the invoiced value of the consignment is \$ 1,660.50.

I would appreciate a prompt reply, as delivery must be made before the end of next week.

Yours faithfully, ...

2. Marine transportation

Dear Sirs,

We would like to charter a vessel for one voyage from Newcastle.

New South Wales, Australia, to St Malo, Brittany, France, to take a consignment of 4,000 tons of bauxite.

Our contract states that we have to take delivery between 1st and 5th August, so we will need a ship that will be able to load during those dates. Please advise us if you can get a vessel and let us know the terms.

Yours faithfully,

D. Raven

D. Raven

3. The seller notifies the buyer of the shipment of the goods

Our ref. 56/GN

Your ref.

February 22, 20__

SuperOil Inc.

1740 WestEnd Avenue

Chicago, Illinois 60624

USA

Dear Sirs,

Contract No. 67-654/78 dt 12.09.20__

With reference to the above contract we are glad to inform you that we have nominated the tanker ROSNEFT to lift Oil Products at Novorossiysk on March 15-22, 20__.

After loading this cargo the balance of Oil Products to be shipped by us against Contract No. 67-654/78 will be about 68,000.00 tons. We will advise you in a few days of our proposals for shipping this quantity to complete the contract.

Yours faithfully,

V.Klinov

V.Klinov

Logistics Department

4. The buyer asks to amend the shipping program

Dear MrKlinov,

We have received your letter 56/GH of February 22, 20__, for which we thank you.

However, we are to inform you that we cannot accept the cargo to be loaded in the tanker ROSNEFT with position for March owing to storage congestion at our refinery.

We would be obliged to you if you could suspend deliveries and nominate another tanker with position for April, amending the shipping program accordingly. We express our agreement to your not maintaining the original delivery estimates.

We are ready to extend the LC upon your confirmation of the amendments.

Looking forward to your early reply, we remain.

Yours sincerely,

Ellen Morgan

Ellen M.Morgan (Miss)
Purchasing Manager

5. Advice of shipment

Dear Sirs,

We have received your indent No. 3211, and we are pleased to inform you that we have dispatched today the following goods to Helsinki by our own lorry: 6 stapled cases of Gzhel china, numbered consecutively 101-106.

The consignment will be loaded on the MV Sunrise which is due to leave Dock No. 9 on June 29 for Hamburg.

We have drawn on you for the invoice value, 56,098.00 euros, at 60 days after date through Handels Bank, to whom we have given the consular and commercial invoices, the Bill of Lading, and the insurance policy taken out with the Fidelity Insurance Company.

These documents will be delivered to you by the Hamburg Branch of Handels Bank on the date you honour our Bill of Exchange.

As soon as these cases are delivered to Hamburg, we would appreciate your notifying us.

We trust that your satisfaction with this initial order will afford us further opportunities of doing business with your firm.

Yours faithfully,

A.Gusev

A.Gusev
Manager

6. Advice note of the readiness of the goods for dispatch

Dear Sir,

We are pleased to confirm that your order is scheduled for delivery on:

(1) MS Ocean Star, ETD Odessa 16 August, 20__, ETA Piraeus 03 September, 20__ (item 1 – 70 pcs in 5 crates, 1.50 m x 2.00 m x 1.00 m, 678 kg).

(2) MS Pioneer Seregin, ETD Odessa 26 August, 20__, ETA Piraeus 15 September, 20__ (item 2 – 27 pcs in 4 crates, 2.50 m x 1.00 m x 1.00 m, 245 kg).

As agreed, we have packed the goods most carefully in six wooden crushproof crates which should stand up to the roughest handling. Each crate is marked with the name of your company and the order number. They are numbered consecutively 001-006.

The shipping documents – B/L in 3 originals + two copies, commercial invoice, Certificate of Origin, Tally List and Release Note – are currently being legalized at the Greek Trade Representation in Moscow. We will forward them to you in due course for presentation to the Customs authorities. It will be appreciated if you can advise us of the arrival of each consignment.

We hope you will be pleased by these arrangements and look forward to doing further business with you.

Yours faithfully,

Victor Suchov

V.Suchov
Commercial manager

D. Writing patterns

1. We have chartered the space in the tanker... – Мы зафрахтовали место на танкере...
2. Please note that the first consignment was shipped in due course. As to the second consignment we are hopeful that we will have it available during the first half of November. – Просим отметить, что первая партия товара была отгружена вовремя. Что касается второй партии, то мы надеемся, что получим её в течение первой половины ноября.
3. We have secured tonnage... – Мы обеспечили фрахтование тоннажа...
4. the balance of ... to be shipped against Contract No. ... – остаток..., который должен быть отгружен по контракту №...
5. As you know the world wide shortage of the metal during the 9 months has resulted in delayed shipments from many producers. – Как Вам известно, нехватка металла во всём мире в течение девяти месяцев привела к просроченным поставкам многих производителей.
6. The vessel is scheduled to leave on... – По графику судно должно покинуть порт... (дата).
7. The goods will be collected by our Consignee at... – Товар будет получен грузополучателем в...
8. We are pleased to inform that we have dispatched ... to ... by... – Мы рады сообщить, что ... (товар) отправлен в ... (место назначения) на ... (транспортное средство).
9. We trust that the delayed delivery of one part of the contract will not interrupt the harmonious business relationship which we have built up between our companies.

Task 1. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense form.*

to nominate, in transit, to complete, position, crates, storage, congestion, possession, in due course, lorry, to suspend, to extend, to cover, fragile, cargo, crates, to collect, to quote, indent, consecutively, roughest handling, to notify, crushproof, to legalize

1. As agreed, we have packed the goods most carefully in six wooden ... crates, which should stand up to the

2. As soon as these cases are delivered to Hamburg, we would appreciate your ... us.
3. The ... are numbered ... 001-009.
4. The accessories will, of course, be packed in accordance with the usual ... requirements and dispatched in 3 ..., each weighing approximately 500 kg.
5. The goods ... by our Consignee at the Blau Warehouse.
6. The shipping documents are currently being ... at the Greek Trade Representation in Moscow. We will forward them to you ... for presentation to the Customs authorities.
7. We are glad to inform you that we ... the tanker ROSNEFT to lift Oil Products at Novorossiysk.
8. We are ready ... the LC upon your confirmation of the amendments.
9. We are to inform you that we cannot accept the cargo to be loaded in the tanker ROSNEFT with ... for March owing to ... at our refinery.
10. We have received your ... No. 3211, and we are pleased to inform you that we have dispatched today the goods to Helsinki by our own
11. We should like to know if you could ... us to the extent of \$32,000 with the policy coming into effect immediately after the goods leave our
12. We will advise you in a few days of our proposals for shipping this quantity ... the contract.
13. We would be grateful if you could ... urgently for the insurance of this shipment against all risks, warehoused and
14. We would be obliged to you if you could ... deliveries and nominate another tanker with position for April, amending the shipping program accordingly.

Task 2. *Fill in the gaps with prepositions/particles where necessary.*

- 1.... loading this cargo the balance ... the goods to be shipped ... the contract will be ... 78,000.00 tons.
2. We are to inform you that we cannot accept the cargo loaded ... the tanker Rosneft ... position ... March owing ... storage congestion ... the refinery.
3. We would be obliged if you could nominate another tanker ... position ... April.
4. We should like to know if you could cover us ... the extent ... USD 45,098.00, the value ... the consignment, the policy is to come ... effect immediately ... the goods leave our possession.

5. The accessories will be packed ... accordance ... the usual requirements ... fragile cargo and dispatched ... 3 crates.
6. We would be grateful if you could quote urgently ... the insurance ... all risks, warehoused and ... transit, ... this shipment.
7. We have drawn ... you ... the invoice value ... 60 days ... date ... Lloyds bank, ... whom we have given the consular and commercial invoices, the BL, and the Insurance Policy taken ... the Fidelity Insurance Company.
8. We are pleased to confirm that your order is scheduled ... delivery ... MS Pioneer Eremeev.
9. The goods are packed ... six wooden crushproof crates which should stand ... the roughest handling.
10. Each case is marked ... the name ... your company.
11. The shipping documents are currently being legalized ... the Trade Representation.
12. The shipping documents will be forwarded ... you ... due course ... presentation ... the Customs authorities.
13. We hope that you will be pleased ... these arrangements and look forward ... doing further business ... you.
14. The Sellers claimed ... the Buyers ... damages.
15. Claims ... quality of the goods shall not be considered ... expiration ... 2 months ... the date ... the BL.
16. As the last cargo ... Fuel Oil shipped ... you ... Contract No. 480 arrived only a few days ago, we cannot accept another cargo ... the 15th ... January.
17. ... view ... your agreement to cancel the Lipetsk cargo which was to be shipped ... the end ... January, we agree to accept 20,000 tons ... Fuel Oil instead ... 10,000 tons.
18. We will inform you ... a few days ... our proposals ... lifting Fuel Oil ... May and June.
19. We are ... negotiations ... chartering space ... the tanker Konakovo ... loading Machine Oil ... the beginning ... November.
20. We shall be obliged if you will send us your program ... loading ... the second quarter ... 20__ ... 15,000 tons ... Gas Oil sold ... you ... Contract 410.
21. We must insist ... your including ... least 3,000 tons ... Crude Oil ... the Ocean Star cargo.
22. We are surprised that no mention is made ... you ... any shipments ... October.

Task 3. *Translate the following into Russian.*

1. Your order for shipment per S.S. Dover Castle on March 3 was collected yesterday by your forwarding agent.
2. Your goods were dispatched this morning, carriage forward as requested.
3. In view of the urgency of the order, we have dispatched it today by train, so that the goods should reach you tomorrow.
4. Your order has been dispatched by road transport to avoid risks of frequent handling.
5. We enclose our pro-forma invoice, on settlement of which your order will be dispatched without delay.
6. We will advise you of the date of dispatch/shipment.
7. We accept the delivery dates stated by you.
8. If we are to respect the deliveries dates and meet the deadline mentioned in your letter...

Task 4. *Translate the following into English.*

1. Мы готовы разместить заказ при условии, что поставка будет осуществлена в течение трех недель с даты получения заказа.
2. Все заказанные Вами товары имеются в наличии, и мы сможем осуществить поставку в течение ближайшей недели.
3. Сообщаем, что заказ № 251 погружен на борт парохода «Колумб», отплывающего из Лондона 1 мая.
4. В ближайшее время мы известим вас об отправке заказанных товаров.
5. Поскольку мы заинтересованы в незамедлительном получении заказа, просим отправить товары самолетом. Мы согласны на платеж при выдаче заказа, но надеемся, что в дальнейшем Вы сможете предложить нам более выгодные условия платежа.
6. До настоящего времени Вы не известили нас о фрахтовании места для перевозки грузов по контракту.
7. Мы надеемся, что Вы сможете осуществить поставку в указанные сроки благодаря наличию регулярных рейсов из Нью-Йорка.
8. Товар будет поставляться со склада авиатранспортом.
9. Товар поставляется с завода автотранспортом.
10. Товар должен быть погружен на борт судна Балтийского пароходства «Капитан Борисов», которое должно отплыть из Калининграда в Гамбург 15 января 20__ года.

11. В настоящее время транспортные документы: коносамент, коммерческая фактура, сертификат происхождения, список мест груза – отправлены в Ваше Торговое Представительство в Москве для удостоверения их подлинности. После этого Вы можете представить эти документы в таможенные органы.

12. Уважаемые господа!

Настоящим сообщаем, что мы отправили Ваше предложение нашим клиентам на рассмотрение и получили от них контрпредложение следующего содержания. Наши клиенты готовы разместить заказ у Вашей фирмы при условии:

- 1) ускорения поставки на 2 недели;
- 2) замены авиатранспортировки на автодорожную с соответственным пересчетом цены с разбивкой по позициям;
- 3) аннулирования 6 единиц позиции 156 и замены ее на 8 единиц позиции 155;
- 4) изменения базиса поставки «с завода» на ДДП.

Мы хотели бы обратить Ваше внимание на то, что соблюдение вышеперечисленных требований является обязательным условием.

С уважением,

Task 5. *Letters to make up.*

1. You are a Russian exporter of chemical products. You have received an order from an English importer. Write a letter of acknowledgement and promise delivery by a certain date.

2. Write a counter offer from the Buyers to the Sellers offering to change the terms of delivery and payment. Follow the plan:

- refer to the number of the offer;
- inform the Sellers of your readiness to place an order with them on your own terms (more preferable to you; the Sellers offered payment in advance);
- ask if it is possible to speed up the delivery and suggest that the terms of delivery should be changed (the Sellers offered ex-works);
- don't forget about a complimentary close.

3. Make up a letter informing about the readiness of the goods for shipment. Follow the plan:

- quote the contract number and indent number;

- inform that the goods are ready for shipment, give the shipment data: means of transportation, etc.;
- give details about packing and marking;
- advise that the goods have been covered with the insurance company for the full invoice value;
- ask the Buyer to acknowledge receipt of the consignment;
- don't forget about a complimentary close.

UNIT IV. INSURANCE OF THE GOODS

A. Check if you know these words and expressions

An insurance company	Страховая компания
A broker	Маклер
A proposal form	Заявление
A quotation	Расценки
A policy	Полис
Cover	Покрытие
All risk	Все риски
Underwriter	Страховая компания; страховщик
A syndicate	Синдикат, консорциум
A cover note	Уведомление о покрытии
Indemnification	Возмещение, компенсация
Original position	Исходное положение
Subrogation	Суброгация, замена одного кредитора другим
To cover against	Гарантия
To take effect from	Вступить в силу с
To bond some one	Подписывать долговое обязательство
To renew a policy	Возобновлять полис
A claimant	Предъявляющий права
To make/reject a claim	Подавать/отклонять требование
Compensation	Компенсация
To inspect damage	Проверять ущерб
Negligent	Небрежный
To overvalue	Переоценивать
An independent assessor	Независимый оценщик
An assessment	Оценка
Valuation	Оценка
Arbitration	Арбитраж
Life assurance	Страхование жизни
Average	Авария/убытки
Benefit payment	Выплата страховой суммы
Endowment	Вклад
Fire insurance	Страхование от пожара
'Special perils' policy	Страхование от особых рисков
Consequential loss insurance	Страхование от косвенного ущерба

Accident insurance	Страхование от несчастных случаев
Insurance liability	Обязательства по страхованию, страховая ответственность
Property insurance	Страхование собственности
Personal accident insurance	Индивидуальное/личное страхование от несчастного случая
Insurance of interest	Страхование процентов
Fidelity bonds	Гарантия, выдаваемая одним лицом другому против злоупотребления третьим лицом
Marine insurance	Морское страхование
All risk policy	Полис от всех рисков
Valued policy	Таксированный полис
Time policy	Полис на срок
Voyage policy	Полис на рейс
Mixed policy	Комбинированный полис
Floating policy	Генеральный (постоянный) полис
Open cover policy	Генеральный полис
In arrears	Иметь задолженность
A clause	Статья
Free from particular average	Без ответственности за частную аварию
With particular average	С ответственностью за частую аварию
Declaration form	Таможенная декларация
An insurance certificate	Страховое свидетельство
To ship clean	Чистая поставка
A clean bill of lading	Чистый коносамент
The American Insurance Association	Американская ассоциация страховщиков
Lloyd's of London	Ллойд (международный страховой рынок)
Lloyd's List	Регистр Ллойда
Lloyd's Shipping Index	Индекс поставки Ллойда
Lloyd's Register of Shipping	Регистр Ллойда на поставку

B. Read and translate the following texts

Types of Business Insurance

Today, Insurance coverage is available for almost every conceivable risk that your business might face and costs and level of coverages of policies vary widely among insurers & underwriters. Depending on the nature of your business, some types of risks may be more significant than the others and would consequently require more protection than the others. This could cause wide fluctuations in your insurance rates. So, the cheapest insurance issued by a fly-by-night insurer may not offer adequate protection to businesses. Property insurance insures against loss or damage to the location of the business and its contents. It can also insure the property of others in your control when the loss occurs. Property insurance can be for a specific risk. For example, a fire insurance policy insures only against a fire loss to the location. A tornado is not a fire and, therefore, that loss would not be covered. The insured location can be owned, leased or rented.

Casualty Insurance: Some insurers will lump property and casualty insurance together and refer to the coverage as “property and casualty” insurance. In fact, “packaged” policies of property and casualty are often the best purchase a business owner can make. However, to have an understanding of the difference between the coverage, we will discuss this as a separate type of insurance. Casualty insurance insures against loss or damage to the business.

Liability insurance insures against liability legally imposed upon your business because of the negligence of the business or its employees. That is, it protects your business when the business is sued for negligence.

Commercial Auto: Your personal automobile policy does NOT cover vehicles used by your business. If your business uses vehicles or anything that is required to be titled by your state, then you need a commercial auto policy. Commercial auto coverage insures against property damage to vehicles and damage caused to others by those vehicles.

Workers Compensation: You will need to insure your employees against on-the-job injuries. Every state is different. But, most states have put into place some form of workers’ compensation system. Workers’ compensation is a system where the employee is not allowed by statute to sue their employer for on-the-job injuries; but, in return, the employer must participate in a system that provides nearly automatic payment to the

employee in case of injury for medical bills and damages. There are many options for workers' compensation coverage. Some states allow an employer to opt-out of the system if the employer is self-insured, some run the system through private insurers while others use state agencies. Finally, some states, by virtue of case law or statute, require additional insurance above workers' compensation such as "stop-gap" coverage or "scaffolding liability" as just two examples.

Life and disability insurance protects the business against the death or disability of key employees. For example, one partner carries a life insurance policy naming the partnership as a beneficiary. If that partner dies, and the business has planned properly, the proceeds of the policy can be used by the business to buy out the share of the decedent's partnership interest from the estate.

Other Insurance: Business interruption insurance insures against loss or damage to the cash flow and profit of a business caused by the business being unable to operate because of interruption. The easiest example is to think about a critical piece of machinery being struck by lightning. The repairs to the machine may be covered by other coverage such as property or casualty insurance. But, if you can't make widgets for three months, then there is no replacement of that income without this coverage.

Marine Insurance Policies

Most of the world's business in marine insurance is centred in London though there are other important markets.

At the heart of these activities is Lloyd's, a London corporation of insurers who issue most kinds of policy but are especially active in marine insurance.

Lloyd's membership comprises insurers (or underwriters as they are called) and brokers. The underwriters work in syndicates specializing in different types of risk.

All insurance business with an underwriter member must be placed through Lloyd's brokers, but anyone who chooses to place business with insurance companies rather than with Lloyd's may employ any broker, or may deal with matter directly.

Under the Marine Insurance Act of 1906 all marine insurance contracts must be in the form of a policy.

Marine policies may be either valued or unvalued. A valued policy is the one based on values agreed in advance, that is on the stated value of the 30%, etc. profit margin for the consignment.

An unvalued policy is the one, when the value of the goods has not been agreed in advance and is assessed at the time of loss (within the limit of the sum insured). This means the consigner will, if his goods are damaged or destroyed, get the market price as compensation. The owner of the bill of lading has the right to claims of compensation.

All consignments can be covered against all risks in the form of a valued or unvalued policy. These policies are subdivided into voyage policies, time policies, mixed policies and floating or open policies.

1 Voyage policy, like a voyage charter, covers a particular ship for a stated voyage (e.g. London to Melbourne).

2 Time policy insures goods on the vessel for twelve months, e.g. 1 September 2004 to 31 August 2005.

3 Mixed policy combines the features of both time and voyage policies. It covers a voyage from A to B and then for a further period of time. This may be used when a ship is going from, say, Southampton to Bermuda, then doing a series of trips from Bermuda to ports along the North American coast.

4 Floating policies are sometimes used by merchants engaged in regular overseas trade. A policy of this kind covers a number of shipments by any ship to any port or ports that may be agreed. The merchants take out a policy for a round sum, say \$ 100,000. As each consignment is shipped it is declared on a special form provided by the underwriter who records the value on a duplicate copy of the policy and issues a certificate of insurance stating that the consignment is covered. When the sum insured has been fully declared (or, used up), a new policy is taken out. Floating policies are sometimes referred to as "Open" or "Declaration" policies; but they are not greatly used today, being largely replaced by long-term policies issued on open cover.

5 Open cover policies extend the floating policy principle and cover all shipments for certain voyages or trades for an extended period, usually a year, irrespective of their aggregate value, which may not be known, but with a specific limit for each shipment. The arrangement avoids any risk that a shipment will be left uninsured through oversight.

C. Samples of letters

1. Enquiry for comprehensive insurance

Dear Sirs,

We would like to know if you could offer a comprehensive insurance policy covering us against fire, flood, accident, industrial injury, and theft.

We are a large warehouse selling furnishing to the retail trade, and employing a staff of thirty. The building we occupy belongs to us and is valued, along with textures and fittings, at \$ 250,000 and at any one time there might be stock worth \$ 70,000 on the premises.

When calculating the premium, would you please take the following into consideration:

There are no open fires on the premises as central heating is used, and we have a fully operational sprinkler system which is served regularly. There are also numerous fire extinguishers strategically placed throughout, and fire exits on every floor. The only danger from flood would be from burst pipes, as we are some distance from the river.

Since we began trading six years ago we have never had to claim for industrial injury, and damage to stock has been minimal. Finally, pilferage, which is common in warehouse, has only cost us \$ 400 per annum on average.

Our present policy runs out at the end of this month, so we would require cover as from 1 May, and we would point out that we are changing insurance companies because of the increased rates that our former insurers are charging. So a competitive quotation would be appreciated.

Yours faithfully, ...

2. Dear Sirs,

We will be sending on behalf of our clients, Delta Computers Ltd., a consignment of 20 computers to N.Z. Business machines Pty., Wellington, New Zealand. The consignment is to be loaded on to the SS Northern Cross which sails from Tilbury on 18 May and is due in Wellington on 25 June.

Details with regard to packing and values are attached, and we would be grateful if you could quote a rate covering all risks from port to port. As the matter is urgent, we would appreciate a prompt reply. Thank you.

Yours faithfully,

3. An enquiry about insurance

Dear Sirs,

Thank you for your cooperation in insuring the goods under Contract 56-87.

In two weeks we shall be forwarding a new consignment of accessories to refrigerators to APG, Hamburg, with whom we have a CIF contract.

We should like to know if you could cover us to the extent of \$32,000, the value of the consignment, with the policy coming into effect immediately after the goods leave our possession.

The accessories will, of course, be packed in accordance with the usual fragile cargo requirements and dispatched in 3 crates, each weighing approximately 500 kg. They will be loaded on board the MV Kapitan Borisov of the Blue Sea Line, which is scheduled to leave Kaliningrad docks on 15th October 20XX for Hamburg. There the goods will be collected by our Consignee at the Blau Warehouse.

We would be grateful if you could quote urgently for the insurance of this shipment against all risks, warehoused and in transit.

Yours faithfully,

4. Insurance Quote Request Letter Sample

Dear Sir/Madame,

I am writing this letter to request a quote from your company for comprehensive insurance against theft, fire, accident and flood for my business.

My business is a pottery shop that sells handmade pottery and home décor. There are five employees along with myself, the owner. I have three rooms in the building including an office, display shop and large area for making

and storing the clay pots and decorations. There is a kiln in the pot making area. My shop is in a shopping centre that has full-time security guards.

Please consider the following when calculating the quote:

- The kiln has been certified safe by the local fire department
- The shop is on high ground, so flood damage, if any, would be minimal
- The shop centre has had no break-in for the past seven years

I would like a quote from your company because my present insurance company raised my premium, and I believe it is unjustified. I would welcome someone from your company to come to my shop and consider my situation. Either I or my employees will be here Monday – Saturday, from 9 a.m. – 6 p.m., and we would appreciate it if you would call before coming. I can be reached at 555-123-4567 or a Name@email.com

Sincerely yours,

5. Dear Mr. Adams,

We would like to inform you that a number of pieces of tableware were damaged on our shipment to Lopez and Co. of Barcelona. The consignment was shipped clean on the SS “Mediterranean” which left for Barcelona on 16 September, and you have our declaration form No.11/35.

We have already sent our customers replacements but would like a claims form to complete.

Yours sincerely,
E.Goodman

6. Dear Mr. Goodman,

I am sending you the claims form you requested in your letter dated 30 September and we will consider the matter once we have full details.

I think I ought to point out this is the third time you have claimed on a shipment, and though I appreciate that in each case the goods, have been shipped clean, it would be in your interests to consider new methods of packing. I agree that the claims have been comparatively small, but in future you will have to ask your customers to hold consignments for our inspection to assess the cause of damage. I should also mention that future claims may affect your premium when the policy is renewed.

Yours sincerely,
D.Adams

7. Dear Sir,

We are a large export company dealing with merchandise which we ship to Europe and North America. We would like to know if you can supply us with a quotation for a comprehensive policy covering our warehouse at Dock Road, Southampton.

The policy will include fire, flood, theft, burglary, and the usual contingencies affecting this kind of enterprise. At any one time, there may be about \$ 250,000 in stock on the premises.

If you offer us competitive rates, we will consider further policies with you on our other interests.

We look forward to hearing from you soon.
Yours faithfully,

D. Writing patterns

1. Thank you for your cooperation in insuring the goods. – Благодарим Вас за помощь в страховании товара.
2. We should like to know if you could cover us to the extent of ... with the policy going into effect... – Мы хотели бы знать, сможете ли Вы обеспечить страховое покрытие в размере... Страховой полис должен вступить в силу ... (дата).
3. We would be happy if you could quote urgently for the insurance of this shipment against ... risks. – Мы будем признательны, если Вы срочно укажете сумму страховой премии для страхования этого груза от ... рисков.

4. To take out Insurance Policy with... – получать страховой полис в..., застраховать товар в...

Task 1. *Translate into Russian*

1. Sellers are to insure the goods for their account against usual marine risks including risks of leakage exceeding 1% with Ingosstrakh of Russia in accordance with the Transport Insurance Rules of Ingosstrakh for the amount of the invoice value of the goods plus 10 per cent. The goods may be insured against war and other risks upon special request of Buyers and for Buyers' account. The Insurance Policy is to be made out in the name of Buyers or another person according to their instructions and is to be sent together with other shipping documents.

2. The Seller shall insure the goods delivered under the present contract against usual marine risks with Ingosstrakh of Russia in accordance with the Rules of transport insurance of Ingosstrakh, Russia, for the invoice value of the goods.

The goods may be insured against other risks only on instruction of the Buyer and at their own expense.

3. Insurance is designed to cover a business or individual against risks such as loss, damage, or injury. Numerous types of policy are available to offer cover against various eventualities. The client has to decide which hazards apply.

Task 2. *Fill in the blanks with one of the following words, use the correct verb-form*

- | | |
|---------------------------|--|
| 1. particular average | 9. underwriters |
| 2. to be covered against | 10. to cover a number of shipments |
| 3. insurance cover | 11. the claimant |
| 4. valued | 12. the right to claims of compensation |
| 5. a proposal form | 13. the premium |
| 7. through (an) oversight | 14. loss outside the terms of the policy |
| 8. unvalued | |

1. ... is completed by the firm or person who wants

2. ... who will pay compensation in the case of a claim, and then work out ..., i.e. the price of insurance.

3. The insurance company will not pay compensation if ... was negligent, or suffered the injury or

4. Marine policies may be either ... or
5. The owner of the bill of lading has
6. A policy of this kind ... by any ship to any port or ports that may be agreed upon.
7. The arrangement avoids any risk that a shipment will be left uninsured
8. The compensation which is paid for loss or damage depends on types of risk the insured
9. ... means partial loss or damage caused by accident to the ship or to some particular cargo.
10. As in the case of large claims in non-marine insurance ..., i.e. assessors, are called in to examine damage and estimate compensation,

Task 3. *Complete the following sentences*

1. The premium for (страховой полис, покрывающий все риски) is naturally higher than that for a policy with (освобождение от ответственности).
2. (Заявка на страхование) is completed by the firm or person who wants (страховое покрытие).
3. If the (страховщики) are satisfied with the information on the proposal form, they will issue (временное свидетельство о страховании).
4. The insurance company will not pay compensation if (материальный ущерб не попадает под условия страховки).
5. (Полис необъявленной стоимостью) is the one, when the value of the goods has not been agreed in advance and (оценивается) at the time of loss.
6. As each consignment is shipped it (заявляется) on a special form provided by the underwriter who (регулирует стоимость) on a duplicate copy of the policy.
7. (Генеральные страховые полисы) cover all shipments for certain voyages or trades for an extended period, irrespective of (общей стоимости).
8. Companies and individuals (предъявляют иски за убытки) by filling in (форму о выплате страхового возмещения).
9. As in the case of large claims in non-marine insurance (оценщики убытков), i.e. assessors, are called in to examine damage and (определить размер компенсации).
10. If the policy has “a with particular average” clause, then (частичный убыток) will be compensated for.

Task 4. *Fill the gaps with the prepositions*

1. Companies and individuals protect themselves ... loss, damage, or injury ... taking ... insurance policies, which are contracts ... possible future risks.
2. If the insurers are satisfied ... the information given ... the proposal form, they will issue a cover note.
3. Underwriters, who will pay compensation ... the case ... acclaim, then work ... the premium, i.e. the price ... insurance.
4. ... the heart ... these activities is Lloyd's, a London corporation ... insurers who issue most kinds ... policy but are especially active ... marine insurance.
5. A valued policy is the one based ... values agreed ... advance, that is ... the stated value ... the invoice, plus insurance and freight.
6. All consignments can be covered ... all risks ... the form ... a valued or unvalued policy.
7. A policy ... this kind covers a number ... shipments ... any ship ... any port or ports that may be agreed upon.
8. Claims ... loss or damage should always be made promptly ... letter and supported ... whatever information or evidence can be offered ... the time.
9. Companies and individuals make claims ... loss, damage or accident ... filling ... a claims form, which tells the insurance company what has happened.
10. If a policy is free ... particular average, ... the case ... deliberate damage, i.e. damage caused to save the rest ... the cargo, as say, ... the case ... a fire ... a ship, only total loss will be paid ... the insurance company.

Task 5. *Translate into English*

1. Просим сообщить о сумме страховой премии при страховании груза в Вашей компании и на полную фактурную стоимость согласно прилагаемым документам.
2. Страховой полис вступает в действие немедленно переход товара в распоряжение покупателей.
3. Просим сообщить Ваши расценки по страхованию грузов на складах и в пути против всех рисков.
4. Следующая партия будет отгружена через 2 недели, причем страховой полис должен вступить в силу с 1 ноября 20XX года.

5. Товар может быть застрахован от военных и других рисков по специальному запросу Покупателя и за его счет.
6. Продавец должен застраховать товар за свой счет от обычных морских рисков, включая риск утечки, в компании Ингосстрах в соответствии с Правилами транспортного страхования на полную фактурную стоимость товаров.
7. Страховой полис должен быть выписан на имя Покупателя.
8. При поставке на условиях СИФ товар страхуется Продавцом на полную контрактную стоимость от обычных морских рисков в любой страховой компании по его выбору.
9. Мы можем застраховать товар от военных рисков на его полную фактурную стоимость, но за Ваш счет.

Task 6. *Letters to write*

1. Compose a letter to an insurance company to request a quote for your business.
2. Write a letter to the insurance company asking for insurance cover for the goods you intend to export. Specify the nature of your goods, type of the insurance cover you would like to have and how long.

UNIT V. CLAIMS AND COMPLAINTS

A. Check if you know these words and expressions

to infringe terms	нарушать условия
commitment	зд. обязательство по контракту
dissatisfied party	неудовлетворенная сторона
claimant	истец
<i>syn.</i> plaintiff	
party concerned	заинтересованная сторона
to claim smth	требовать чего-либо, предъявлять претензию на что-либо
to make a claim <i>on/against</i> smb <i>for</i> smth	предъявлять претензию кому-либо на что-либо
to claim damages	требовать возмещения убытков
claim for damages	требование о возмещении убытков
due adjustment	своевременное урегулирование
to refer a dispute for settlement by arbitration	передавать дело, спорна рассмотрение в арбитражном порядке
panel of arbitrators	список, группа арбитров
to admit a claim	признавать претензию
to waive a claim	отклонять претензию
unjustified complaint	необоснованная претензия
to withdraw a claim	отзывать претензию
<i>syn.</i> to abandon a claim	
amicable settlement	дружественное урегулирование

B. Read the following

It often happens that one of the parties to the contract considers that the other party has infringed the terms of the contract. In such cases the dissatisfied party, (which is called a claimant), may think it necessary to send the other party a letter of complaint which often contains a claim, i.e. a demand for something to which the sender of the letter, in his opinion, has a right as, for instance, a claim for damages or for a reduction in the price etc. Complaints and claims may arise in connection with inferior quality of the goods, late delivery or non-delivery of the goods, transportation, insurance and storage of the goods and in many other cases.

If you complain make sure you get your facts right. And if you have to answer an unjustified complaint, be polite and restrained. Remember that complaints are not accusations; they are requests to correct mistakes. Therefore, write calmly; use an impersonal tone, clearly presenting all the relevant information.

Very often the parties (claimant and respondent) agree upon an amicable settlement of the claim in question. That means that the claim is considered, admitted and satisfied. Then, the other party withdraws or abandons the claim. If, however, an amicable settlement is not arrived at, i.e. the claim is declined, the dispute is settled by a court of law or, which is more often the case, by arbitration.

When the parties refer their dispute to the Arbitration Court at the Chamber of Commerce and Industry of the country, each party chooses its arbitrator from among the panel of the Court.

Samples of claims and regulations

1. Dear Sirs,

Order No. VC 58391

We are writing to you with reference to the above order and our letter of July 28th in which we asked you to expedite delivery of the 60 engines (Model 55) you were to have supplied on July 15th.

We have been greatly inconvenienced by this delay because the lorries have been completed except for the engines that need to be fitted.

Unless we receive the components within the next five days the order will be cancelled and placed elsewhere.

Yours faithfully,

2. Damage of the goods and answer to the complaint

1) Dear Sirs,

Order No. 14478

We are writing to you to complain about the shipment of cardigans we received yesterday against the above order. The boxes in which the cardigans were packed were damaged and looked as if they had been broken open in transit. From your Invoice No. 2985 we estimate that thirty cardigans have been stolen to the value of GBP 150.00. And because of the rummaging in the boxes, quite a few other garments were crushed or stained and cannot be sold as new articles in our shops.

As the sale on a c.i.f. basis we suggest you contact your forwarding agents or the Insurance Company with regards to compensation.

You will find a list of the damaged and missing articles attached. We are looking forward to your early reply.

Yours faithfully,
2) Dear Sirs,

Thank you for informing us about the damage to our consignment (Inv. No. 2985).

From our previous transactions you will realize that this sort of problem is quite unusual, nevertheless we are sorry the inconvenience it has caused you.

Please would you return the whole consignment to us, postage and packing forward, and we will ask the shipping company to come and inspect so that they can arrange compensation.

If you want us to send you another shipment as per your Order No. 14478, please let us know. We have garments in stock and would be no trouble to send them within the next fortnight.

Yours faithfully,

3. Delivered goods aren't equal to the samples

Dear Name:

We are sorry to have to inform you that the bulk of the acrylic loungewear (button-front robe with V-neck; our order no. SSLW-V2) that was delivered is not up to the samples which we received on March 15.

Our comparing the loungewear received with samples, we were unpleasantly surprised to discover that the models are not the same high quality. We can only assume that a mistake was made and that the loungewear we ordered was wrongly delivered.

We cannot accept this delivery because we pride ourselves on the fact that our stores carry only the very best quality in ladies' fashions. For that reason, we must ask for replacement of this entire collection. Please let us know what you wish to do with this order.

Sincerely,

4. Missing articles

Dear name:

On checking the waterproof parkas with taffeta lining (Model 555L and 999XL; our Order No. 7778) we received this morning, we find that 32 parkas listed on your packing lists as well as on your invoices have not been included in this shipment. For that reason, we enclose a list of the missing articles. Please check with your packers before we make a formal claim.

Sincerely,

5. Complaint of short-delivery

Dear Mr. Al Saudi,

Orders No. YH 678-98, 99, 67

We regret to draw your attention to the fact that a shortage in the weight of 4 bales was found after the goods had been discharged, viz. the landed weight is of 2,640 lbs against the shipped weight of 2,960 lbs., thus showing a loss of 320 lbs. The consignment contains only 33 bales whereas 37 bales are stated on the Bill of Lading.

We would like to hear from you as soon as possible when we could expect the delivery of the balance of Mohair against the above orders.

This is not the first time the goods have been under-delivered and we are far from being satisfied with the service you offer. Unless you can fulfill our orders efficiently and in complete we will have to consider other sources of supply.

It is essential that we could deliver the full consignment to our Slovenian customers on time as this was an initial order from them and would give us an access to the Slovenian market.

Our deadline is November 5, and the consignment is ready for shipment except for the bales of Mohair.

Unless the Consignees receive the lot within the next week, the balance against the order will be cancelled and placed elsewhere. We should warn you that we are holding you to your delivery contract and if any loss results from this short delivery we will be taking legal action.

Yours sincerely,

6. Claim for inferior quality of beans

Dear Sir,

We are sorry to inform you that we are not satisfied with the quality of the consignment shipped by s/s "MATUSJA".

We have examined the consignment of Beans shipped by s/s "MATUSJA" and, in accordance with the terms and conditions of the contract we hereby make a claim against you for inferior quality of the goods. While discharging the cargo of Beans we found the quality not up to the sample and in the circumstances we are compelled to give you formal notice of claim for inferior quality.

We find that 45,000.00 bags of beans ex vessel "MATUSJA" sold to us contain an excessive quantity of unripe, broken and defective beans. The bulk of the goods discharged from the vessel do not correspond to the sample submitted (and on the basis of which the contract was concluded). Therefore we claim an allowance of 35.90 cents per pound on the ground of inferior quality.

Failing your acceptance of our claim, it will be submitted for arbitration.

C. Writing patterns

1. We regret to inform you ... – К сожалению, мы сообщаем Вам ...
2. It is with great regret that we have to inform you that ... – С великим сожалением нам приходится сообщить Вам, что ...
3. We are writing to complain about ... – Мы пишем, чтобы пожаловаться на ...
4. We wish to lace on record the company's extreme displeasure at ... – Мы хотим выразить чрезвычайное неудовольствие компании по поводу ...
5. We wish to emphasize that we are holding you fully responsible for non-delivery of the cargo in question. – Мы хотим подчеркнуть, что возлагаем на Вас всю ответственность за непоставку этого груза.
6. We have inspected the damaged machine and we submit you below a description of the damage. – Мы осмотрели повреждённую машину и ниже представляем Вам описание повреждений.
7. As you are probably aware we have been experiencing a considerable inconvenience due to wrong material being delivered to our customers. – Как Вам, вероятно, известно, мы испытываем значительное неудобство из-за того, что нашим клиентам поставляется не тот материал.
8. The material is not up to your usual standard. – Материал не соответствует Вашему обычному стандарту.
9. We have been greatly inconvenienced by this delay and unless we receive this item within the next week we shall have to cancel our order. – Эта задержка уже принесла нам большие неудобства и, если мы не получим этот товар в течение следующей недели, то нам придётся аннулировать наш заказ.
10. Please ensure that this sort of problem does not a rise again. – Пожалуйста, позаботьтесь, чтобы такого рода проблемы не возникали вновь.
11. Here by we make a claim on you for damages. – Настоящим мы предъявляем Вам претензию о возмещении убытков.
12. The claimant and the respondent have come to an amicable settlement of the claim in question. – Истец и ответчик пришли к дружественному урегулированию вышеупомянутого спора.
13. We intend to refer the dispute for consideration to the Arbitration Court at the Chamber of Commerce and Industry of Belarus. – Мы намерены передать спор на рассмотрение в Арбитражный Суд при ТПП Беларуси.

14. The party to the contract has infringed the terms of the contract. – Эта сторона контракта нарушила условия контракта.

15. Complaints and claims may arise in connection with inferior quality, late delivery or non-delivery and in many other cases. – Жалобы и претензии могут возникнуть в связи с низким качеством товара, недоставкой или не поставкой товара, а также во многих других случаях.

16. The Seller holds the Buyer responsible for... – Продавец считает Покупателя ответственным за...

17. The dispute was settled by arbitration.– Спор был урегулирован в арбитражном порядке.

18. We in no way want to jeopardize our current and future business relations. – Мы никоим образом не хотим поставить под угрозу наше текущее и будущее деловое сотрудничество.

Task 1. *Translate into Russian*

1. We apologize for failing to give you the due notice of chartering the vessel.

2. It would seem that the difference/the balance \$... has been mistakenly deducted as agreed and liquidated damages for delay in delivery of ... weeks.

3. We would/should appreciate it if you would pay discrepant \$... into our account as soon as possible.

4. We insist that the problems we experienced were due to your negligence, not ours.

5. There is only one point we would like to raise. It is the penalty clause regarding time of delivery.

6. Due to bad stowage 10% of the cartons were damaged and in very bad shape.

7. We refer to several tons of ... which appear to have been included in the shipment in error.

8. This is the third time this mistake has occurred and we are far from satisfied with the service you offer.

9. We regret that unless we hear from you by return we will be obliged to cancel the order.

10. Although the quality of the material is not up to standard we are prepared to retain the goods if you reduce the price, say, by ...

11. Unless special instructions are given, the Sellers will insure goods to destination and insurance premium will be invoiced. Please notice when postal shipments are required (airmail, parcel post etc.) no insurance will be covered by the Sellers.

Task 2. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense form.*

agreed and liquidated damages, chartering, discrepant, positions, to charge, to charter, delivery book, to order, Release Note, due, notice, prompt, settlement, to maintain, contractual, commitment, account, in full

1. It would seem that the balance has been mistakenly deducted as ... for delay in delivery of 4 weeks.
2. May we respectfully remind you that our prices were quoted on the basis of C&F Singapore and with the ... having been signed on 14th September 20XX, we have clearly met our
3. We fail to understand why you have not paid this invoice
4. We must apologize for failing to give you the ... of chartering the tanker "SIBIR".
5. We must insist that in future you should inform us of the names of the vessels ... by you as well as of their approximate ... at least two weeks before the expected arrival of each vessel at the port of loading.
6. We must stress the point that ... of our invoices on your part is essential if we are ... mutually beneficial relations.
7. We should therefore appreciate it if you would pay the ... \$13,098.00 into our ... as soon as possible.
8. We would be obliged if you could check your
9. We would like to state that up to the present moment we have not had from you any advice of ... this vessel.
10. You ... our account for a delivery of Pumps RG-560, which were neither ..., nor received.

Task 3. *Fill in the gaps with prepositions/particles where necessary.*

1. Thank you ... your fax informing us ... the arrival ... the vessel "Volga" ... lifting the cargo ... the contract.

2. ... the moment we are not ... possession ... your advice ... chartering the vessel. This puts us ... a difficult position.
3. This amount was omitted ... the invoice ... an oversight.
4. As we have pointed ... you, prompt settlement ... accounts ... your part is essential.
5. All expenses ... connection ... arbitration proceedings will be charged ... your account.
6. Your Invoice No. L987.98 is undercharged. The balance will be credited ... your account.
7. We would appreciate your paying \$678.99 ... our account.
8. We fail to understand why the invoice was not paid ... full.
9. No credit has been listed ... the wallpaper which was returned ... July.
10. You have charged me ... a delivery ... paint brushes but I have never ordered or received them.
11. I have deducted a total ... \$5,678.98 ... your statement ... account as ... 31 August 20__.

Task 4. *Translate into English*

1. Мы хотим заявить официальную претензию в отношении...
2. Мы направили Вам копии писем заказчиков, которые говорят сами за себя.
3. Для того, чтобы отремонтировать описанное повреждение, были подсчитаны следующие расходы...
4. Мы настроены очень решительно в отношении этой претензии и считаем, что имеем полное право требовать полную сумму.
5. Данный заказ был размещен у Вашей фирмы в силу Вашего обязательства осуществлять поставку комплектно и точно в срок.
6. В случае если просрочка в поставке продлится более 10 дней, Продавец обязан уплатить согласованные и заранее оговоренные убытки в соответствии с пунктом контракта «Штрафные санкции».
7. Мы не можем нести ответственность за просрочку в поставке, поскольку она произошла не по нашей вине.
8. Мы обращаем Ваше внимание на необходимость придерживаться условий контракта. (We hold you to...)
9. Забастовка рабочих привела к закрытию завода на 3 недели, и в настоящее время мы предпринимаем все меры, чтобы восстановить нарушенный график производства.
10. Уважаемые господа!

Подтверждаем наш вчерашний разговор по телефону, во время которого мы сообщили Вам условия, на которых мы согласны урегулировать дружественным путем нашу претензию к фирме «Frantz&Co.» в связи с низким качеством товара по контракту № 78-098.

Как Вам известно, поставщики были вынуждены признать нашу претензию, но они считают требуемую нами сумму завышенной, заявляя, что качество сданного товара лишь незначительно отличается от качества образца, на основании которого был заключен контракт. Мы готовы снизить сумму претензии на 5000,00 долларов США при условии немедленной отгрузки остатка товара по контракту.

В случае отклонения и неудовлетворения нашей претензии мы будем вынуждены передать наш спор на разрешение в арбитражном порядке.

С уважением,

UNIT VI. MINUTES of MEETING and MEMORANDUM of UNDERSTANDING

Negotiating a contract is a complicated business as there are a lot of terms and conditions to be agreed upon. Each party pursues its own goals and wants to protect its interests. That is why the process of negotiation is a way of finding a compromise to reconcile differences. This goal is achieved through a series of negotiations. At all stages various issues are discussed, and parties may come to an agreement on some specific terms and conditions. To summarize the results of each stage of negotiations parties must draw up and sign minutes of meeting (MOM) in which the reached agreements are stated. This document is aimed at facilitating the signing of the contract.

A. Check if you know these words and expressions

minutes of meeting (MOM)	протокол переговоров
<i>syn.</i> protocol of negotiations	
pursuant to	по итогам, вытекающий из, соответствующий
to reach an agreement	приходить к соглашению
<i>syn.</i> to come to an agreement	
<i>syn.</i> to arrive at an agreement	
pre-design phase documentation	документация, предваряющая проектные разработки
exhaustive answer	исчерпывающий ответ
draft contract	проект контракта
to complete technical review	завершать пересмотр технической документации
performance and operational requirements	требования к работе и эксплуатации (оборудования)
to define position	формулировать позицию
to the extent of	в размере, в пределах
divergence in smth	расхождение, несоответствие
to agree about an acceptable price	договариваться о приемлемой цене

to prolong the validity of an offer	продлевать срок действия предложения
to finalize contract negotiations	завершать переговоры по контракту
to adjourn	приостанавливать,
<i>syn.</i> to suspend	делать перерыв
unanimously	единогласно
for and on behalf	от имени и по поручению
memorandum of understanding (MOU)	меморандум о взаимопонимании
whereas	принимая во внимание, поскольку
to perform a contract	выполнять обязательства по договору
<i>syn.</i> to execute a contract	
<i>syn.</i> to fulfill a contract	
hereinafter referred to as...	именуемый в дальнейшем...
<i>syn.</i> hereinafter called...	
contract provisions	положения контракта
to undertake to do smth	брать на себя обязательство делать что-либо
to that effect	с этой целью, в этом смысле
<i>syn.</i> to this effect	
to refrain from an action	воздерживаться от действия
to hinder the performance of a contract	препятствовать выполнению контракта
to remove obstacles	устранять препятствия

B. Read and translate the following

MINUTES OF MEETING

These Minutes of Meeting (MOM) are drawn up pursuant to the visit of representatives of TELECOM CO. to Moscow and meetings held with V/O ROSEXPORT.

MOSCOW

January 16, 20__

During negotiations which took place within the period from 10 to 16 January 20__ the Parties summarized the results of activity on «STAR» project and reached the following agreements:

1. On technical issues of «STAR» project:

1.1. The basis for technical aspects reports was pre-design phase documentation delivered under Contract No. 68 handed over to ROSEXPONENT.

1.2. The Parties have discussed in detail all technical issues raised by the experts of TELECOM CO. While studying pre-design documentation and other issues relating to the project ROSEXPONENT have given exhaustive answers and additional information that are described in APPENDIX 1 to the present MOM.

1.3. As a result of technical negotiations the Parties have agreed, that after signing the present MOM, they have completed basic technical reviews as well as determined requirements for the project as per the draft of Contract No. 68.

1.4. ROSEXPONENT within two months of the date of present MOM signing will prepare all the necessary corrections of «Performance and Operational Requirements» and submit to TELECOM CO. the documents in question.

2. Financial issues of «STAR» project:

2.1. As a result of the price negotiations: TELECOM CO. has defined its position concerning the total price of «STAR» project to the extent of 85 million (eighty five million) US dollars.

2.2. ROSEXPONENT has defined its position concerning the total price of «STAR» project to the amount of 105 (one hundred oh five million) US dollars. This price can be arrived at by granting the 11 (eleven) per cent discount off the total project price to the amount of 121 (one hundred twenty one thousand) US dollars as specified in Financial annex No. 1.

2.3. Any other financial schemes of the project different to those defined in Clause 2.1, 2.2 will be a subject for additional negotiations.

2.4. Notwithstanding the divergence in the Parties' positions in respect to the price, they have agreed to take positive efforts in making their positions closer in order to come to an agreement on a mutually acceptable price.

With this purpose it is decided:

a. ROSEXPORT prolongs the validity of its financial offer subject to Clause 2.3 till February 25, 20__.

b. It is agreed by all present that the Parties will hold a meeting in Moscow after February 5, 20__ to finalize the contract negotiations.

c. Without coming to any agreement on Point 8 on the agenda (Delivery time) the negotiations are adjourned till further meetings between the Parties.

d. Everyone agreed unanimously on the idea that all the members of the negotiations express their satisfaction with the format of the reports presented.

e. A new system of conducting negotiations is proposed whereby each Party will take it in turn to chair the meeting.

The minutes circulated after the meeting are duly signed.

For and on behalf of ROSEXPORT

For and on behalf of TELECOM CO.

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made on this day of May 31, 20__ by and between: Ministry of Telecommunications of India and ROSTELECOM Agency:

Whereas, TELECOM CO. of India, incorporated in India and ROSEXPORT incorporated in the Russian Federation have decided to conclude Contract No. 69 for designing, developing, manufacturing, testing, launching, and delivering a satellite communication system, hereinafter referred to as «Contract»;

Whereas, the parties recognize that the proper fulfilment of the Contract and the satisfactory operation of the satellite system during its lifetime, also depends on the proper training of personnel for in-orbit service of Satellite in accordance with Contract provisions;

Whereas, the complete fulfilment of the Contract is of importance for strengthening friendly relations and economic cooperation between the two countries.

The Parties have agreed on the following:

1. The Contract shall be fulfilled in complete and in accordance with the conditions agreed upon therein and the parties undertake to do their utmost to that effect.
2. The Parties shall respectively encourage TELECOM CO. and ROSEXPORT to perform all their obligations under the Contract in strict accordance with the delivery and payment schedules agreed therein.
3. The Parties shall provide TELECOM CO. and ROSEXPORT with all such assistance that may be required for the proper fulfillment of their obligations under the Contract in strict compliance with the delivery and payment schedules agreed upon therein.
4. The Parties shall grant TELECOM CO. and ROSEXPORT all licences, or other authorizations that may be required for meeting their obligations under the Contract.
5. The Parties shall refrain from any action that may hinder the proper fulfillment of the Contract in accordance with conditions agreed upon therein and undertake to remove such obstacles.

For and on behalf of
Ministry of Telecommunications of India

For and on behalf of
ROSTELECOM Agency

Task 1. *Answer the questions to the text above*
Comprehension questions.

1. Why is it necessary to draw up minutes of meeting?
2. What is this document aimed at?
3. What main issues do MOM cover?
4. What is the subject of the negotiations?
5. What have the Parties agreed upon in the course of technical negotiations?
6. What are the results of the price negotiations?
7. What possible steps is ROSEXPORT going to take to make the price positions closer?
8. What issues are stated in the appendix to the MOM?
9. What is the aim of this MOU?
10. What does the proper fulfillment of the contract depend on?
11. Why is the complete fulfillment of the Contract so important?
12. What do the Parties undertake to do to facilitate the execution of the Contract?

C. Writing patterns

1. These Minutes of Meeting are drawn up pursuant to... – Данный Протокол переговоров составлен по итогам...
2. The Parties have summarized the results of activity on... – Стороны подвели итог по результатам деятельности...
3. The basis for technical aspects reports was pre-design phase documentation. – Основой для докладов по техническим аспектам проекта стала документация, предваряющая проектные разработки.
4. The Supplier has given exhaustive answers and additional information relating to the project. – Представители Продавца представили исчерпывающие ответы на вопросы и дополнительную информацию по данному проекту.

5. The Buyers have defined their position concerning the total price of the project. – Представители Покупателя сформулировали свою позицию по финансовой стороне проекта.
6. This price can be arrived at by granting a ... per cent discount off the total project price to the amount of USD – Данная цена может быть получена путем предоставления ... скидки с общей цены проекта в размере ... долларов США.
7. Notwithstanding the divergence in the Parties positions in respect of ..., they agreed to take positive efforts in making their positions closer. – Несмотря на расхождения в позициях по ..., стороны согласились предпринять все необходимые меры для нахождения консенсуса.
8. The minutes circulated after the meeting are duly signed. – Протокол, переданный сторонам после встречи, был должным образом подписан.
9. The Parties shall refrain from any action that may hinder the proper fulfillment of the Contract. – Стороны обязуются воздерживаться от любых действий, препятствующих должному выполнению контракта.

Task1. *Fill in the gaps with one of the following words or word combinations. Use the appropriate tense form.*

Pursuant, additional negotiations, to summarize, draft, to reach, to define, pre-design phase, documentation, financial offer, mutually, acceptable price, divergence, in detail, to conduct negotiations, unanimously, satisfactory operation, to grant, proper fulfillment, delivery and payment schedules, authorizations, agenda, to adjourn, to incorporate(2), to undertake, satisfaction, to finalize, to fulfill, to refrain, assistance, to conclude, obligations, obstacles

1. A new system of ... is proposed whereby each Party will take it in turn to chair the meeting.
2. Any other financial schemes of the project different to those defined in Clause 2.1, 2.2 will be a subject for
3. As a result of technical negotiations the Parties have completed basic technical reviews as well as determined requirements for the project as per the ... of Contract No. 68.
4. As a result of the price negotiations ZAO Romashka ... its position concerning the total price of the project.

5. During negotiations the Parties ... the results of activity on the project and ... the following agreements.
6. Everyone agreed ... on the idea that all the members of the negotiations express their ... with the format of the reports presented.
7. It is agreed that the Parties will hold a meeting in Moscow ... the contract negotiations.
8. Notwithstanding the ... in the Parties positions in respect to the price, they have agreed to take positive efforts in making their positions closer in order to achieve a
9. ROSEXPORT prolongs the validity of its ... till February 25, 20__.
- TELECOM CO. of India, ... in India and ROSEXPORT ... in the Russian Federation have decided ... Contract No. 69.
10. The basis for technical aspects reports was ... delivered under Contract No. 68.
11. The Contract shall ... completely and in accordance with the conditions agreed upon therein and the parties ... to do their utmost to that effect.
12. The Parties ... from any action that may hinder the proper fulfillment of the contract.
13. The Parties have discussed ... all technical issues raised by the experts of ZAO Romashka.
14. The parties recognize that the ... of the Contract and the ... of the equipment during its lifetime, also depends on the proper training of personnel.
15. The Parties shall grant the companies all licences, or other ... that may be required for meeting their obligations under the Contract.
16. The Parties shall provide ... to the companies that may be required for the proper fulfillment of their ... under the Contract in strict compliance with the
17. The Parties undertake to remove any ... to the proper fulfillment of the contract.
18. These Minutes of Meeting are drawn up ... to the visit of representatives of Business Ltd. to Moscow and meetings held with ZAO Romashka.
19. This price can be achieved by ... a discount off the total project price.
20. Without coming to any agreement on Point 8 on the ... the negotiations
21. ... till further meetings between the Parties.

Task 2. *Fill in the gaps with prepositions/particles where necessary.*

1. Without coming ... any agreement ... Point 8 ... the agenda, the meeting was adjourned.
2. Additional information ... «STAR» project is given ... Appendix 1 ... the present MOM.
3. The mutually acceptable price can be achieved ... granting 15% discount ... the total price ... the extent ... \$150,600.
4. First meeting ... representatives ... TELOCOM CO. will take place ... the period ... the 6th ... the 10th ... September 20XX.
5. ... discussing amendments ... the document ... the Buyer the Seller has prolonged the validity ... his offer ... January 10.
6. ... negotiations the Parties agreed ... the following.
7. ... signing the present MOM the Parties have determined ... the requirements ... the project ... question.
8. A new system was proposed whereby each member ... the group took it ... turn to chair the meeting.
9. The Agreement ... the future ... the Unost project was reached ... a heated debate lasting ... an hour.
10. It is agreed ... all the present that Ben Johnson take the chair ... the absence ... the CEO.
11. It was reported that some members ... the group were dissatisfied ... the format ... the reports.
12. The authorities will provide the Parties ... the Contract ... necessary assistance required ... the proper fulfillment ... their obligations.
13. The basis ... price negotiations is financial documents handed VO NOVOEXPORT.
14. The Buyer undertakes to refrain ... any action that may hinder ... the proper fulfillment ... the Contract.
15. The Contract ... development, manufacturing and delivery... a satellite system was signed ... the 26th ... June, 20XX.
16. The Contract will be fulfilled ... accordance ... the conditions agreed ... the MOU.
17. The draft contract discussed ... detail was drawn pursuant ... the talks ... ROSEXPOT and TELECOM CO.
18. The minutes, circulated ... the meeting, were duly signed.
19. The Parties having summarized the results ... the negotiations reached essential agreement both ... technical and financial issues.

20. The fulfillment ... the Contract ... question is ... importance ... strengthening ... friendly relations ... the two countries.
21. The satisfactory operation ... the equipment ... its lifetime depends ... the proper training ... the personnel.
22. To fulfill the obligations ... the Contract the Parties may require ... additional authorization.
23. Who is to sign the Memorandum ... Understanding ... and ... behalf ... the Ministry ... Foreign Trade?

Task 3. *Translate into English.*

1. Стороны подытожили результаты, достигнутые в ходе работы над проектом STAR, и внесли соответствующие изменения в Требования к работе и эксплуатации объекта.
2. Продавец и Покупатель сформулировали свои позиции по финансовой стороне проекта.
3. Протокол переговоров был составлен в соответствии с форматом процедуры и передан участникам для подписания.
4. Участники переговоров единогласно пришли к соглашению о том, что представители каждой стороны будут председательствовать во время переговоров поочередно.
5. Не достигнув соглашения по пункту 10 повестки дня, стороны прервали заседание.
6. Другие вопросы, не затрагивающие финансовую сторону проекта, станут предметом дополнительных переговоров.
7. Принимая во внимание то, что полное исполнение контракта явится важным вкладом в дело укрепления дружественных связей между странами, стороны достигли договоренности по следующим вопросам...
8. Для исполнения контракта в строгом соответствии с графиком поставки стороны должны обеспечить получение необходимых дополнительных разрешений в должные сроки.
9. Стороны должны выдавать необходимые лицензии, которые могут потребоваться для исполнения контрактных обязательств.
10. Меморандум о взаимопонимании был подписан 1 июня 20__ года между Министерством коммуникаций Кореи и Министерством торговли РБ.
11. Стороны обязуются устранять преграды, препятствующие надлежащему исполнению контракта.

Task 4. *Letters to make up.*

1. Make up a protocol of negotiations (minutes of meeting) between the Belarusian company AO Promtech and the German company CEBIT GmbH.

- The negotiations were held in Moscow within the period from 15 to 20 May, 20XX.
- The parties discussed the possibility of delivering an assembly line to Belarus.
- The technical provisions of the future contract, delivery time and schedules were agreed upon.
- The parties have not yet come to a final agreement either on the terms and schedule of payment or on the total amount of the contract.
- A further meeting will be held between the parties in Frankfurt from 15 to 20 June, 20XX.

2. Draw up a MOU between a Belarusian shipper and a Pakistani buyer on cooperation in heavy trucks supply. Give relevant details.

UNIT VII. MISCELLANEOUS LETTERS

1) apologies for bad service

Dear Ms. Winston:

The purpose of this is to convey to you my sincere any inconvenience you may have experienced last month with respect to the installation of your Internet high speed service.

I just returned from vacation this week and found your file in my in-basket. As soon as I reviewed your case it was clear that somehow your May 20th request for a change in service had somehow slipped through the cracks. The only possible explanation I can give is that we have recently had a number of key staff changes which might have resulted in your letter being overlooked.

Consequently, I have directed our Installation Group to contact you by the end of this week to set up a time convenient to you when they could go to your house and install your new router and make the necessary adjustments to your software.

Because of this serious oversight, and as a testament to our appreciation of you as our customer, we are going to provide you with your first three months of high speed service free of charge. Therefore, your account will not be billed until October of this year.

Ms. Quinlan, let me assure you that what happened in your case is not typical of CableNet's level of customer service. We continue to be committed to providing you and all of our customers with the highest standards of service in the industry.

If you have any questions please don't hesitate to call me at 205-754-9785.

Yours in service,

2) repeated request for payment

Dear Mr. Macdonald:

Final Notice: Invoice 279-04 - May 10, 20xx - \$1,755.68

You have repeatedly ignored our written requests for payment of the above-noted invoice and you have not contacted us with any explanation.

Consequently, unless we receive payment in full by the end of the business day, August 30, 20xx we will have to take the unpleasant step of turning your account over to a professional collection agency. We would rather not be forced do this since it will result in damage to your personal credit rating.

To prevent us from taking the final step of turning this matter over to a collection agency, could you please make payment in full by the end of the business day, Friday August 30, 20xx.

We urge you to please give this matter your full attention now, before it's too late, and send your payment to us immediately.
Sincerely,

3) a "thank you" letter

Dear Ms. Todd:

This is just a quick follow-up note to thank you for dropping in at Downtown Toyota and entering our "Miles of Smiles" contest. Your entry has been processed and is entered in the draw which will take place on April 10, 20xx.

I enjoyed our brief chat about the various models of Toyota cars that might be of interest to you. Your observation about the low interest rates we are offering on our lease financing was absolutely correct. As you said, it is the period of economic prosperity the economy is now experiencing that allows us to offer such low rates.

As I mentioned, when the time comes for you to trade in your current vehicle, I would be very pleased to brief you on the entire line of Toyota passenger vehicles so that you will be able to make an informed decision about which vehicle best suits your needs. Any time you would like to discuss your personal transportation needs, please give me a call at 234-7865.

In the meantime, I would ask you to please accept the enclosed key chain as a small token of your visit to Downtown Toyota and your entry into the "Miles for Smiles" draw.

At your service,

4) reply on the request of mortgage loan

Dear Mr. Treadway:

Re: Mortgage Application - 457 Cornelia Lane, Perth, Ontario

This is to advise you that we have completed our review of your recent application for a homeowner's mortgage on the above-noted property and have approved it for a total loan amount up to \$175,000.

The initial term of the mortgage is 5 years, at an annual fixed interest rate of 5.75%. You will have the option of taking out low-cost mortgage life insurance when you sign the papers.

You will soon be contacted by Susan Laurent of my office who will set up an appointment with you so that you can sign the final papers and formalize the agreement.

We thank you for your interest in working with our mortgage department and we look forward to a long and mutually beneficial relationship.

For any additional information regarding the terms of your mortgage, please do not hesitate to contact me at (613) 865-2595.

Sincerely,

5) rejection to the loan application

Dear Ms. Bragg:

Further to your recent loan application, this is to advise you that we will not be able to extend credit to you at this time.

After a thorough review of your application and the supporting documents you supplied, we have concluded that your current financial situation precludes this institution from extending further credit to you at this time. When your financial picture changes and your current level of risk-exposure becomes lower, we would be happy to reconsider your application.

On behalf of Meridian National Bank I thank you for your ongoing business and trust that we will continue to serve you in the future.

If you have any questions about the details of your loan application review please feel free to contact me at (219) 882-1753.

Yours truly,

6) a letter of advertisement of the company

Dear Mr. and Mrs. Baker:

Welcome to Village Green Estates!

I was just advised by Sandy, one of our front desk customer service agents that you and your family have recently moved into our neighborhood. Please accept this as my personal welcome to your entire family!

You've made an excellent choice on where to put down roots, if only for a while. I'm sure that you and your three children will love this closely knit little neighborhood we have here. Great people, good schools, lots of parkland, and a very active community association are what make this one of the most desirable communities to live in anywhere in the province.

In addition to welcoming you as a neighbor; as President of the local merchants association I would also like to welcome you on behalf of my fellow merchants. You'll find that Village Green Estates has an exceptional group of small merchants and service companies ready to serve you with competitive prices and a focus on customer service.

As President and Owner of Clean Rite Dry Cleaning Systems Inc., I would like to offer you a welcome wagon special for new members in our community, as follows. For three (3) months from the date of this letter your entire family is eligible for a 15% discount off of our regular prices for all dry cleaning work that is done by Clean Rite. In fact, I have taken the liberty of having the staff enter your family name and address into the computer so that the moment someone in your family drops something off for cleaning, the discount will be applied automatically.

We look forward to serving you and getting to know you.

At your service,

7) a letter of advertisement of the goods

To All Editors and Publishers,

Come and See A Snapshot of Our Latest Products!

Genoptik Laser Photo and its network of dealers in the United States, cordially invite you to drop by our booth at PhotoPlus East for a close-up look at our latest technological breakthroughs in digital camera technology. Eyelike twilight™ - Just released in September, this is the first digital camera product that enables presentation of multiple exposures with a reliable preview image. Before this innovation it was impossible to overlay a second exposure over another digital image. With twilight™ it is now possible to overlay several images and display the resulting montage in preview mode before the final exposure is made eyelike winder - Also just released, this digital camera software is specially designed for the capture and processing of either moving objects or still portraits. It allows the shooting and capture of multiple images in sequence, at a speed of approximately one image per second for later review. Using winder™ the photographer can later view all of the memory-stored images one shot at a time, in "digital contact sheet" format, on a color computer monitor.

These leading-edge software modules are just the latest additions to Genoptik's line-up of products that make its eyelike™ Digital Camera System. a world leader They are available to all users of the eyelike™ system whether they work in a PC or a Macintosh based environment.

20xx good reasons to check us out!

Genoptik Laser Photo manufactured its 20xxth digital camera in 20xx. These cameras are used by professionals worldwide in the fields of: photography, prepress, archiving and, microscopy. The basis of this technology is the ProgRes 3000 family of cameras that have evolved over the past decade. In 2004, the ProgRes 3012 camera won the internationally recognized Seybold Award as best digital camera for professional use.

The longevity of Genoptik Digital Camera Systems is legendary throughout the industry. All new hardware and software developments made over the years have been designed compatible with the original base products so that users of the very first modules are able to work with the latest technological advances without changing their equipment.

Come and scan our products at Booth 929 and we will also give you an insider's look at our latest innovation, a revolutionary new Electronically Controlled Lens System.

I hope to see you at PhotoPlus East!

Sincerely,

8) a letter of invitation

Dear Mrs. Huffman:

Re: Private Preview Showing - Spring Collection 20xx - Ticket No. 12-0127

As one of our longtime valued customers we would like to invite you to our special Private Preview Showing of our Spring Fashion Collection for 20xx. The showing will take place at our downtown store at 4550 Sherbrooke St. West, Monday evening, February 19, 20xx from 7:00 pm to 11:00 pm. Limited free parking will be available in our parking garage on the Mountain Street side of the store.

In addition to the continuous fashion show that will be running all evening long, there will be a number of spring merchandise draws, as well as a door prize for a \$2,000 unlimited shopping spree. So, don't miss out on the fun! For entry into the show and to be eligible for any of the draws you will be required to produce this original invitation with your ticket number printed on it.

In order that we may plan for snacks and refreshments appropriately, if you plan to attend, we ask you to please call Danielle Laporte at (514) 982-7593 and advise her by February 12th.

Please note: If Danielle doesn't hear from you by Friday, February 10th we will assume that you are not attending the show and we will issue your ticket number to someone else.

Everyone here at The Fashion House looks forward to meeting you and sharing our Spring Collection with you at our Preview Private Showing.

Yours sincerely,

9) introducing a new employee

Dear Carl:

I am happy to introduce our new sales representative, Terry King, to you. Terry will be in charge of servicing your account.

Terry is a graduate of the University of Maine and holds a degree in Sales and Marketing. For the last five years he has worked as a salesman for Boston Fisheries and Equipment. We are proud to have him on our staff and are sure he will be able to give you the kind of service you have come to expect from Sea Lanes.

Please call us if there is anything we can do for you. Terry will be contacting you within the next two weeks to personally introduce himself, discuss his monthly schedule and answer any questions you might have. Ask Terry about his family's secret recipe for lobster!

Sincerely yours,

10) a letter of condolence

Dear Jim:

Please accept my sincere condolences for the sudden loss of your dear brother Ray last week. I can only imagine what a shock it must be to you and the PMI extended family. Indeed, it was only two weeks ago that Ray and I shared a table at the Mayor's annual fundraiser.

I know what a difficult loss this will be for you in particular. Not only will you miss your cherished brother but also a trusted business partner and advisor. I can only imagine the depth of the void that it will leave in your personal, family, and business lives.

As you know, Ray and I go back more than 20 years both as friends and business associates. Not only was he a great person to do business with, he was also an excellent golfing partner with whom I spent many memorable days on the links over the years. He had an amazing sense of humor and was a gifted storyteller. In business dealings Ray was always straightforward and as honest as the day is long. In short, your brother Ray was an exceptional friend, colleague and customer who will be deeply missed by all who knew him.

Would you please pass on my sincere condolences to all of the employees at Penn Manufacturing and let them know that we here at Allied Building Systems collectively mourn Ray's loss.

Sincere condolences,

Brad Fender

11) booking of the conference facilities

Dear Sir,

We are holding our annual conference this year in Nantes and are looking for a hotel which can offer us accommodation and conference facilities from 15 to 18 November inclusive.

There will be 60 delegates, 15 of whom will be bringing their wives. Therefore, we will need 45 single rooms and 15 double with full board for the three days. Provision should also be made for serving morning coffee and afternoon tea in the conference room.

For the meetings we will need a room that can accommodate 60 to 70 people, with sound equipment, and if possible a stage from where lectures and demonstrations can be given.

We will be bringing our own visual aids with us, so it will not be necessary to provide projectors, boards, or screens.

Please would you send us a list of your tariffs and let us know if you are prepared to allow discounts for a block booking. If you can offer a competitive quotation, and satisfactory accommodation and facilities, you can reply on regular bookings from us in the future.

Yours faithfully,

СОДЕРЖАНИЕ

INTRODUCTION TO BUSINESS DOCUMENTS AND CORRESPONDENCE TRANSLATION.....		3
UNIT I.	ENQUIRY LETTER.....	15
UNIT II.	ORDER AND PAYMENT/DELIVERY.....	28
UNIT III.	TRANSPORTATION OF THE GOODS.....	57
UNIT IV.	INSURANCE OF THE GOODS.....	72
UNIT V.	CLAIMS AND COMPLAINTS.....	85
UNIT VI.	MINUTES OF MEETING AND MEMORANDUM OF UNDERSTANDING.....	95
UNIT VII.	MISCELLANEOUS LETTERS.....	106

Ромичева Галина Васильевна

**ПЕРЕВОД ДЕЛОВОЙ ДОКУМЕНТАЦИИ
И КОРРЕСПОНДЕНЦИИ
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