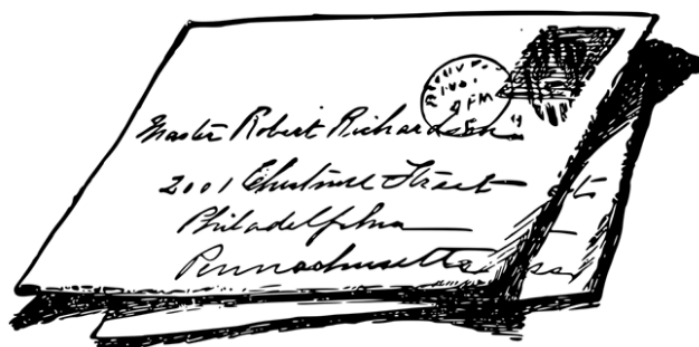


О. Ю. МАКАРОВА, М. И. АНДРЕЕВА, Д. В. ГОРБУНОВА

BUSINESS CORRESPONDENCE (ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК)



Казань

2022

КАЗАНСКИЙ ГОСУДАРСТВЕННЫЙ МЕДИЦИНСКИЙ УНИВЕРСИТЕТ
МИНИСТЕРСТВА ЗДРАВООХРАНЕНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ

Кафедра иностранных языков

О. Ю. Макарова, М. И. Андреева, Д. В. Горбунова

BUSINESS CORRESPONDENCE
(ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК)

Учебное пособие по дисциплине «Деловой иностранный язык»
для обучающихся магистратуры по направлению подготовки
39.04.02 «Социальная работа»

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Рецензенты:

М.И. Солнышкина – доктор филологических наук, профессор, профессор кафедры теории и практики преподавания иностранных языков ФГАОУ ВО «Казанский (Приволжский) федеральный университет»;

Н.Г. Николаева – доктор филологических наук, профессор, заведующий кафедрой латинского языка ФГБОУ ВО «Казанский государственный медицинский университет» Министерства здравоохранения Российской Федерации.

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ПРЕДИСЛОВИЕ (FOREWORD)

Учебное пособие «Business Correspondence» (Деловой иностранный язык) предназначено для обучающихся I и II курса магистратуры по специальности 39.04.02 «Социальная работа». В соответствии с действующей рабочей программой по дисциплине «Деловой иностранный язык» данное учебное пособие направлено на формирование основ иноязычной компетенции, необходимой для реализации профессиональной межкультурной коммуникации; овладение письменными формами общения, навыками перевода, реферирования текстов на английском языке как средствами информационной деятельности.

Основные задачи учебного пособия:

- формирование у обучающихся факультета социальной работы языковых и речевых навыков, позволяющих использовать иностранный язык для получения профессионально значимой информации, используя разные виды чтения;
- формирование языковых и речевых навыков, позволяющих участвовать в письменном и устном профессиональном общении на иностранном языке;
- развитие умений опосредованного письменного (чтение, письмо) и непосредственного устного (говорение) профессионального иноязычного общения.

Данное учебное пособие способствует овладению следующими компетенциями:

• **УК-3.** Способен организовывать и руководить работой команды, вырабатывая командную стратегию для достижения поставленной цели:

- *УК-3 ИУК-3.1.* – вырабатывает стратегию командной работы и на ее основе организует отбор членов команды для достижения поставленной цели.
- *УК-3 ИУК-3.2.* – организует и корректирует работу команды, в т.ч. на основе коллегиальных решений.
- *УК-3 ИУК-3.3.* – разрешает конфликты и противоречия при деловом общении на основе учёта интересов всех сторон; создает рабочую атмосферу, позитивный эмоциональный климат в команде.

- *УК-3 ИУК-3.4.* – организует обучение членов команды и обсуждение результатов работы, в т. ч. в рамках дискуссии с привлечением оппонентов.
- *УК-3 ИУК-3.5.* – делегирует полномочия членам команды и распределяет поручения, даёт обратную связь по результатам, принимает ответственность за общий результат.

• **УК-4.** Способен применять современные коммуникативные технологии, в том числе на иностранном языке, для академического и профессионального взаимодействия:

- *УК-4 ИУК-4.1.* – устанавливает контакты и организует общение в соответствии с потребностями совместной деятельности, используя современные коммуникационные технологии.
- *УК-4 ИУК-4.2.* – организует обсуждение результатов исследовательской и проектной деятельности на различных публичных мероприятиях на русском языке, выбирая наиболее подходящий формат.
- *УК-4 ИУК-4.3.* – представляет результаты исследовательской и проектной деятельности на различных публичных мероприятиях, участвует в академических и профессиональных дискуссиях на иностранном языке.
- *УК-4 ИУК-4.4.* – составляет в соответствии с нормами русского языка деловую документацию разных жанров.
- *УК-4 ИУК-4.5.* – составляет типовую деловую документацию для академических и профессиональных целей на иностранном языке.
- *УК-4 ИУК-4.6.* – создаёт различные академические или профессиональные тексты на иностранном языке.

• **УК-5.** Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия:

- *УК-5 ИУК-5.1.* – анализирует важнейшие идеологические и ценностные системы, сформировавшиеся в ходе исторического развития.
- *УК-5 ИУК-5.2.* – выстраивает социальное и профессиональное взаимодействие с учётом особенностей деловой и общей культуры представителей других этносов и конфессий, различных социальных групп.

- *УК-5 ИУК-5.3.* – обеспечивает создание недискриминационной среды для участников межкультурного взаимодействия при личном общении и при выполнении профессиональных задач.

Основу данного учебного пособия составляют тексты деловых писем, заимствованные из специальной литературы.

Использованные в данном учебном пособии тексты отобраны по тематическому принципу. Все разделы пособия содержат следующую структуру:

- 1) вводный комментарий по типу письма;
- 2) специфику типа письма;
- 3) тематический словарь;
- 4) текст(ы) писем делового общения;
- 5) послетекстовые упражнения на проверку понимания извлечённой информации;
- 6) упражнения на закрепление и активизацию лексико-грамматических конструкций;

В конце учебного пособия представлены ключи к заданиям разделов, структурированные в соответствии с содержанием.

Данное учебное пособие может быть использовано в качестве дополнительной литературы по дисциплине «Деловой иностранный язык», преподаваемой обучающимся магистратуры по специальности 39.04.02 «Социальная работа». Работа с данным учебным пособием предполагает следующие формы занятий:

- аудиторные занятия под руководством преподавателя;
- обязательную самостоятельную внеаудиторную работу обучающегося;
- индивидуальную самостоятельную работу обучающегося под руководством преподавателя.

THANK-YOU LETTERS

In our fast-paced society, the polite act of writing thank-you letters has become increasingly rare. Many people prefer to thank others with a quick phone call or e-mail, rather than take the time to write and send a personal letter.

A note of advice: Take the time. The extra effort will be appreciated and make you stand out from the crowd.

Thank-you letters are critical to maintaining good relationships. Conversely, not sending a thank-you letter when one is called for can harm a relationship. You may think that other people don't care if you send a thank-you letter but they do. A wide variety of occasions are appropriate for sending thank-you letters. The most obvious is when you have received a gift. You should also thank people for favors, friendship, and effort expended on your behalf [1].





Tips for Writing Thank-You Letters

- ☞ Don't view writing a thank-you letter as a chore, as so many children do every year at Christmas and their birthday.
- ☞ Be enthusiastic and genuine. Even if you don't like something, there is always at least one nice thing you can find to say about it. So find it – and say it.
- ☞ Be warm. Write in a friendly, personal style [1, 3].

Style/Tone: Informal or formal

Personal tone: Warm and cordial. Active voice.

Structure:

- (1) begin with the words 'thank you',
- (2) tell the readers what you are thanking them for,
- (3) express how much their gift or help has meant to you,
- (4) close by thanking them a second time.

Handy Phrases: *Thank you; Thanks so much; I appreciate;
I am grateful.*



Thank-you letter. Dictionary

English	Russian translation
I (sincerely / truly) appreciate your consideration / help / time.	Я (искренне) ценю ваше внимание / помощь / время.
I am grateful for	Я благодарен за...
I appreciate ...	Я ценю ...
I appreciate your taking the time.	Я ценю, что вы нашли для меня время.
I appreciate your assistance and look forward to your continuing to work on	Я ценю вашу помощь и с нетерпением жду, когда вы продолжите работать над ...
It was very (thoughtful) of you.	Это было очень (заботливо) с вашей стороны.
Many thanks for	Большое спасибо за...
Please accept my deepest thanks.	Пожалуйста, примите мою глубочайшую благодарность.
Thank you so much.	Огромное спасибо.
Thank you very much.	Большое спасибо.



Opening / closing the letter

English	Russian translation
Best wishes	С наилучшими пожеланиями
Dear Jack	Дорогой Джек
Dear Sir / Madam	Дорогая / Уважаемый мистер / мадам
Dear Mr/ Mrs/ Ms/ Miss Smith	Уважаемый мистер / Миссис / Мисс / Мисс Смит
Dear Sir	Уважаемый господин
Hear from you soon	До скорой связи
Hi Jerry	Привет, Джерри
I look forward to hearing from you	Я с нетерпением жду вашего звонка
Kind regards	С уважением
Let me know if you need anything else.	Дайте мне знать, если вам понадобится что-нибудь ещё
Love from Sarah	С любовью от Сары
My darling Lily	Моя дорогая Лили
Please contact me again if you need any more information	Пожалуйста, свяжитесь со мной еще раз, если вам нужна дополнительная информация
See you soon	До скорой встречи
Take care	Берегите себя
Yours, ...	Ваш (а) ...
Yours faithfully, ...	Искренне Ваш (а) ...
Yours sincerely, ...	Искренне Ваш (а) ...

Thank-You Letter. Holiday

Dear Harry,

Mary and I are still impressed by the great time you spent with us in Venice. It is an occasion that we will remember for a long time. Despite the fact that perhaps you take Venice in stride, every landmark we visited and all the things we did appeared to us as a great adventure: the boat trip along the Grand Canal, cocktails at the Osteria del Lovo, lunch at the Impronta, delicious cappuccino at the Ale Do Marie.

The trip was fabulous, and my boss was immensely pleased and satisfied with the choices we've made.

Never again will I believe the old saying, 'You can't mix business with pleasure'.

You provided the pleasure — and, incidentally some of the business.

Thank you.

Best regards,

Patricia Jones

Thank-You Letter. Job Interview

Dear Ms. Pearson,

I appreciate your taking the time to meet with me last week to discuss the landscape designer position at Art Life Incorporation. It was my pleasure meeting you and hearing how enthusiastic you are about the company's development, collaboration and growth objectives. In view of my background in landscape design, I was particularly interested in your groundbreaking projects implemented both in our country and worldwide. The projects correlate with some ideas of my own and left me with the sense that we'd make an excellent collaborative team.

You highlighted that it will take you some time to make a hiring decision, and I'll do my best to wait patiently despite how excited I am to be considered. Meanwhile, I will be grateful for any further information. Thank you again for choosing me.

Best regards,

Jane Smith



Tasks

Task 1. Study topic dictionary and match the English – Russian equivalents

1	I appreciate ...	A	Большое спасибо за....
2	I am grateful for	B	Это было очень заботливо с вашей стороны
3	Many thanks for	C	Я благодарен за....
4	I appreciate your taking the time	D	Пожалуйста, примите мою глубочайшую благодарность
5	It was very thoughtful of you	E	Я ценю ...
6	Please accept my deepest thanks	F	Я ценю, что вы нашли для меня время

Task 2. Translate given sentences in English / Russian

1. Я ценю то, что Вы нашли время для встречи со мной на прошлой неделе.

2. Я искренне благодарен Вам за Вашу помощь в организации отдыха представителей этой известной международной компании.

3. Пожалуйста, примите мою глубочайшую благодарность за тёплый приём в Вашем доме.

4. I appreciate your assistance and look forward to your continuing to work on our landscape design project.

5. I am grateful and I look forward to hearing from you.

6. Dear Sir / Madam, I am grateful for your cordial meeting at the Grand Hotel and business discussion of the forthcoming annual conference of dentists.

Task 3. Fill in the gaps with the words from the box

hearing	choosing	pleasure	view
grateful	appreciate	regards	

I (1) _____ your taking the time to meet with me last week to discuss the landscape designer position at Art Life Incorporation. It was my (2) _____ meeting you and (3) _____ how enthusiastic you are about the company's development. In (4) _____ of my background in landscape design, I was particularly interested in your groundbreaking projects implemented both in our country and worldwide.

I will be (5) _____ for any further information. Thank you for (6) _____ me.

Best (7) _____,

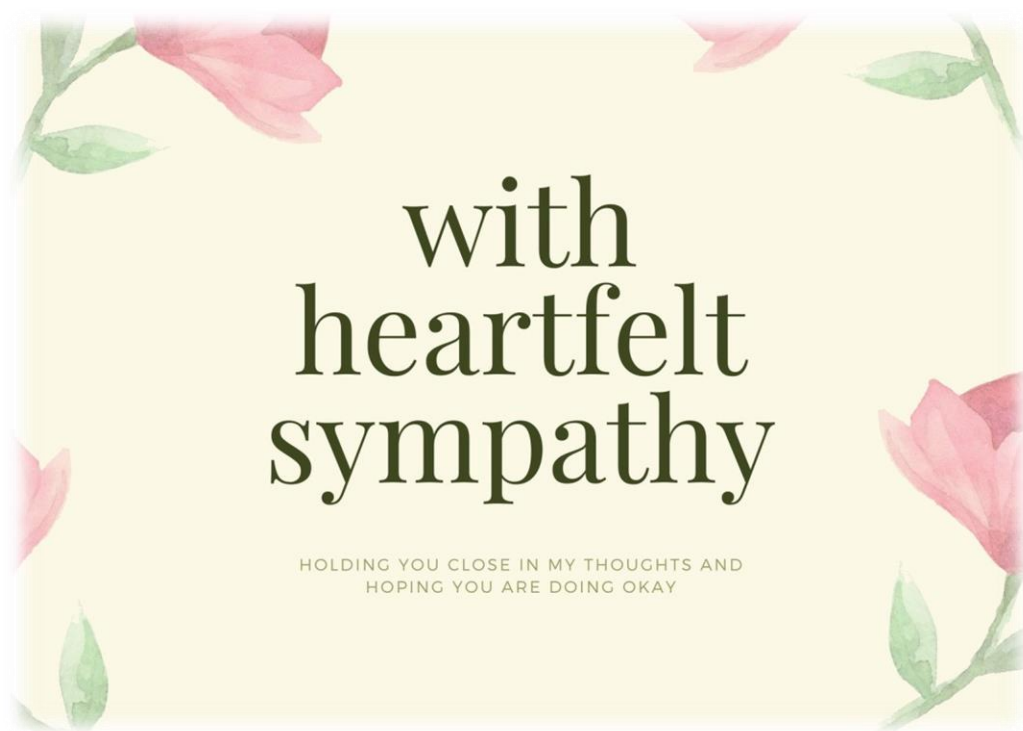
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LETTERS OF SYMPATHY

Social custom dictates that you send a **get-well letter** to anyone close to you who has suffered a prolonged or serious illness, is or has been hospitalized, or is recovering from an accident or surgery. In addition to the obvious benefit of bringing a smile to the face of a person who needs to smile more, your letter may actually help bring about their recovery. Numerous studies have identified a clear link between attitude and wellness: Stress can make you sick, and positive emotions (faith, humor, happiness) can make you well.

A **letter of sympathy** is also a letter of empathy, helping people get through tough times by showing them that they are not alone. They gain strength from knowing another person (you, the writer) has gone through something similar and survived, or at least understand what is happening and how they feel about it.

Perhaps the best and finest use of personal letters is one sent **from the heart**, from one human being to another, as an act of kindness, with a message of hope, and a tone of warmth and caring. Often, such notes are sent on meaningful days or events, such as Valentine's Day, Mother's Day, or graduation day; but they are also appropriate any time the spirit moves you [1, 3].





Tips for Writing Letters of Sympathy

- ✧ Keep it brief.
- ✧ Wish for the fast and full recovery.
- ✧ Do not diagnose the reader's illness or give unsolicited medical advice – especially regarding supplements, untested treatments, or alternative medicine – unless you are a doctor.
- ✧ Acknowledge the negativity, pain, and suffering the person may be enduring.
- ✧ Point out any positives that may result or be seen in the situation without minimizing the negatives.
- ✧ Offer your help – as generously as you are willing and feel comfortable.
- ✧ Show your feelings. Express love, concern, and empathy.
- ✧ Offer to help the other person achieve their goal or attain greater happiness [1].

Style/Tone: Informal and personal.

Structure:

(1) Say hello — greet the readers; (2) Acknowledge that they have not been feeling well; (3) Say that you hope they are doing/feeling better; (4) Express your wishes for a speedy and full recovery; (5) Express sympathies; (6) Share a relevant inspirational anecdote if applicable; (7) Close with an offer to help the person in some specific way.

Handy Phrases: (1) *I was so sorry to hear; Hoping for a speedy recovery; Get well soon; Can't wait to hear you're up and about;* (2) *You have my sympathies; I'm sorry; You are not alone in this; You're in my prayers; You will make it through this; All life experiences can be used as learning experiences to make us stronger; It's hard to be encouraged at a time like this, but; With my sincere concern.*



Letters of Sympathy. Dictionary

English	Russian translation
be relieved	испытать облегчение
break a leg!	Ни пуха, ни пера!
can't wait to hear you're up and about	не могу дождаться, когда услышу, что ты поправился
get well soon	поправляйся
hence	исходя из этого
hope for a speedy recovery	надеюсь на скорейшее выздоровление
I had a similar situation ...	у меня была похожая ситуация ...
I was so sorry to hear ...	мне было так жаль слышать, что ...
keep up one's spirits	не падай духом
my treat	я угощаю
persistence pays	настойчивость вознаграждается
serve you well in your futureсослужит тебе хорошую службу в будущем ...
small price to pay for	небольшая цена за ... / это того стоит
that's all that matters	это всё, что имеет значение
with my sincere concern	с моей искренней заботой
you have my sympathies	примите мои соболезнования
you will make it through this	вы справитесь с этим

Letters of Sympathy. Get-well letter

Dear Uncle Crag,

I'm glad you are home from the hospital and doing better.

An ulcer is not fun, but I know you are relieved that the doctors have ruled out anything more severe.

I suppose you will have to give up hot peppers and chili — not easy — but that's a small price to pay for staying out of the doctor's office.

Get well soon, so you can come and see the kids as soon as possible.

Love,

Jeffry

Letter of Sympathy

Dear William,

Your brother told me that, despite a great audition, you didn't get the lead in the senior play. But as the understudy, you should learn the role as if you did have the lead. After all, people get sick. (They even break legs — hence the show-business expression, "Break a leg!"). And even if you do not act in this show, mastering such a difficult role as Robespierre will serve you well in your future acting endeavors.

I had a similar situation in school, though in a different area: I wanted to be editor of the school paper, but the teacher in charge picked another student. I was crushed, but kept writing — and as you know, I now have a regular column in my industry trade paper. So persistence pays!

By the way, it's time you came into New York to see your old uncle. Pick whichever Broadway show you want. The tickets, and a great dinner, are on me — my treat.

Feel better, smile, and keep up your spirits. You are great, and that's all that matters!

Sincerely,

Uncle Andy

Letters of Sympathy. Letter sent from the heart

Dear Craig,

It was such a great pleasure to meet you; I have hardly been able to stop thinking of you. Even though you needed to leave the party early, God allowed us to talk for quite some time.

You are a very special and wonderful boy, Craig, and I know as I write, that you will be lifted up in your life, and enjoy many happy times.

I hope you will feel free to write back, as I am so glad to know you. Please let me know how school is coming along and how your holidays are going.

With love and hugs,

Julie



Tasks

Task 1. Study topic dictionary and match the English – Russian equivalents

1	get well soon	A	надеюсь на скорейшее выздоровление
2	hope for a speedy recovery	B	это всё, что имеет значение
3	my treat	C	поправляйся
4	that's all that matters	D	примите мои соболезнования
5	you have my sympathies	E	небольшая цена за ...
6	small price to pay for	F	я угощаю

Task 2. Translate given sentences in English / Russian

1. Я рад, что ты вернулся домой из больницы и идёшь на поправку.
2. Выздоровливай скорее и приходи навестить нас скорее.
3. Твои упорные попытки получить эту работу сослужат тебе хорошую службу в будущем.
4. It's high time you came to Paris to see us, the dinner and the theatre tickets are on me – my treat.
5. It was such a great pleasure to meet you.
6. Please let me know how your work is going and whether you feel fine.

Task 3. Fill in the gaps with the words from the box

gastritis	possible	salty	relieved	doing
suppose	glad	price	love	soon

I'm (1) _____ you are home from the hospital and (2) _____ better. An (3) _____ is not fun, but I am confident you are (4) _____ that the doctors have excluded anything more serious.

I (5) _____ you will have to cut on spicy and (6) _____ food – not easy – but that's a small (7) _____ to pay for staying out of the hospital.

Get well (8) _____, so you can come and we'll enjoy our time together as soon as (9) _____.

(10) _____,
Jeffrey

LETTERS OF REQUEST

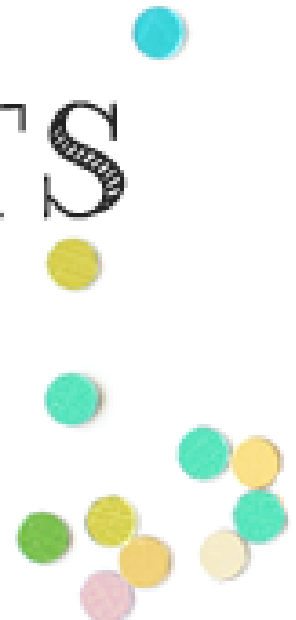
A request is a letter asking the recipient to do something he or she does not have to do, may not have time to do, or may not want to do. Therefore, pay particular attention to the structure given for each letter; these are time-tested formulas for persuasive writing that have been proven to work.

A letter is an ideal medium for **requesting a favor**. Making the request in writing allows the other person to think it over in the privacy of her own home or office, without the pressure of you standing there waiting for an answer, or the potential for embarrassment (for both of you) if you are turned down.

Communities often get involved in raising funds for worthy causes, and some day you may be asked to write a **letter to help solicit donations**. You may also be writing on your own to support a cause you believe in. You could also be writing on behalf of a church group or club [1, 3].

REQUESTS

*ensure your favourites
are featured.*





Tips for Writing Letters of Request

- ☞ Ask politely. Do not demand or threaten.
- ☞ Show the reader what's in it for her. Prove your case.
- ☞ Say exactly what you hope she will do for you.
- ☞ Identify yourself as a member of the reader's community or a local organization.
- ☞ Say how the donation will help improve the lives of people in the area or enhance community life, if this is the case.
- ☞ Tell the reader whom to make the check out to and where to send it. Give a deadline for doing so [1].
- ☞

Style/Tone: Formal.

Structure: (1) Identify yourself if the reader does not already know you; (2) State the purpose or cause for which you are writing, (3) Say exactly what the request is; (4) Make an appeal to both the readers' emotions and logical side to persuade them to contribute; (5) Address and answer any objections he is likely to have; (6) Ask for the specific action, including what you want done and by when; (7) Thank them in advance for their generosity.

Handy Phrases: *Please; Thank you; I'd sure appreciate it if; I would be in your debt; I would be grateful if; Can you help us? Our need is urgent; we need your help; your support is important to us.*



Letters of Request. Dictionary

English	Russian translation
... would be an excellent fit withбыло бы отличным сочетанием с ...
any pledge amount would be greatly appreciated	любая сумма будет весьма ценным вкладом
as many of you know	как многие из вас знают
explain ... in simple language	объяснять... простым языком
give lots of real-life examples	приводить множество примеров из реальной жизни
I have enclosed a review copy	я прикрепляю копию отзыва
I hope you'll consider ...	я надеюсь, что вы рассмотрите ...
I look forward to the possibility of (working together)	я с нетерпением жду возможности (совместной работы)
implement medical education programs	реализовать программы медицинского образования
in appreciation for all of the support	в знак признательности за всю поддержку
in recognition of	в знак признания
increase public awareness of	повысить осведомлённость общественности о ...
provide numerous up-to-date resources and ideas	предоставить много современных ресурсов и идей
seek to raise funds in support of ...	искать возможность сбора средств в поддержку ...
take the time to consider the request	найти время, чтобы рассмотреть мою просьбу
use ... as a resource guide	использовать... в качестве руководства по ресурсам

Letter of Request 1

Ms. Helen Cornell

Executive Director CFCE Education Foundation

1300 East Eight Mile, Suite 110

Pontiac, MI 43320

Dear Helen,

I'm the author of *Last Minute Meetings*, a book I hope you'll consider for possible inclusion in your catalog and offerings. *Last Minute Meetings* provides numerous up-to-date resources and ideas to help plan a meeting — quickly, if need be, and on budget. This book would be an excellent fit with your current offerings. For people new to the industry, it explains in simple language the details involved in planning a successful event — giving lots of real-life examples and forms.

I have enclosed a review copy. *Last Minute Meetings* is published by Career Press (Franklin Lakes, NJ; December 2000) and retails for \$11.99. I've included a few recent book reviews as well as a brief bio.

I look forward to the possibility of working together to bring this book into your offering.

Regards.

Fern Dickey

Letter of Request 2

Dear Friends and Colleagues,

As many of you know, this past March my father-in-law underwent a kidney transplant. This autumn I will be taking part in the *walk 5 to win the Fight Against Diseases of the Kidney*. I am participating in recognition of everything he has gone through over the course of this year. The walk is offered in support of the *Foundation for Kidney Research*. It seeks to raise funds in support of their 3 main goals: to increase public awareness of kidney diseases, to promote and implement medical education programs, and to establish nationwide research programs. The walk will be held on October 4, 2021 and I am writing to you to solicit pledges for my walk.

Any pledge amount would be greatly appreciated. I need to raise at least \$100 to participate in the walk. I will be collecting pledges from now until October 3rd. You can show your support by dropping by or e-mailing me with your pledge amount.

Thanks to all of you for taking the time to consider my request. Diseases of the kidneys are devastating and I am pleased to be able to help in some small way to further research and education for this cause.

Sincerely,

John McFry



Tasks

Task 1. Study topic dictionary and match the English – Russian equivalents

1	appreciate	A	с нетерпением ждать
2	look forward to	B	я надеюсь, что вы рассмотрите
3	I have enclosed	C	в знак признательности за
4	in appreciation for	D	отличным сочетанием с
5	I hope you'll consider	E	ценить
6	an excellent fit with	F	я прикрепляю

Task 2. Translate given sentences in English / Russian

1. Я надеюсь, что вы рассмотрите возможность публикации данной статьи.

2. Эта программа будет отличным сочетанием с разработанными Вами комплексом.

3. Прикрепляю копию отчёта.

4. My colleague underwent a liver transplant.

5. Thanks to all of you for taking the time to consider my request.

6. I look forward to the possibility of working together.

Task 3. Fill in the gaps with the words from the box

participating	know	sincerely	time
writing	request	transplant	funds

As many of you (1) _____, this past April my relative underwent a heart (2) _____. This spring I am (3) _____ in the program fighting heart disease. The organizers seek to raise (4) _____ for the event. I am (5) _____ to you to solicit pledges for my walk – at least \$100.

Thanks to all of you for taking the (6) _____ to consider my (7) _____.

(8) _____,

Liz McKee.

RÉSUMÉ

The résumé presents the detailed facts of the employment history in an easy-to-scan format. There are four basic types of résumé: executive, novice, chronological, and functional.

The most common method of organization for the résumé and presenting your job experience is in chronological order. You begin by listing your current job – company, title, job description – and then go back from there, listing all jobs held since you graduated school. The chronological method works well if you have been working steadily for a long period, have not been unemployed between jobs, and tend to stay in jobs relatively long rather than job hop [1, 4].

Nice to meet you!



Tips for Writing Chronological Résumés

- ☞ Use a layout that allows the reader to see the entire chronology of dates in advance. One good method is to put dates in the left-hand column, with the company, your title, and job description to the right.
- ☞ Make sure there are no gaps in your timeline. You don't want a potential employer asking, "Well, what did you do from February 2002 to September 2002 if you were out of work during those 8 months."
- ☞ Use bold, italic, or all-cap heading to separate the sections (e.g., AWARDS, PUBLICATIONS, EDUCATION) [1, 4].

Style/Tone: Formal.

Structure:

- (1) Name, address, phone number;
- (2) Work experience in reverse chronological order;
- (3) Education;
- (4) Personal data (optional).

Handy Phrases: *Managed; Designed; Planned; Created; Achieved; Produced; Results; Responsibilities; Attained; Succeeded in.*



Résumé. Dictionary

English	Russian translation
assist in provision of ...	помогать в предоставлении ...
be fluent in	свободно владеть ... языком
be on call	быть на дежурстве
collaborate with ...	сотрудничать с ...
compile patient medical data	собирать медицинские данные о пациентах
deliver medical evaluation, diagnosis, and treatment	проводить медицинское обследование, диагностику и лечение
develop and implement patient management plans	разрабатывать и внедрять планы ведения пациентов
frequently function as ...	часто работать в качестве ...
M.D. (Doctor of Medicine)	доктор медицинских наук
outstanding interpersonal and cross-cultural communication skills	выдающиеся навыки межличностного и межкультурного общения
provide and manage direct patient care	обеспечивать прямой уход за пациентами
references available upon request	рекомендации доступны по запросу
scope of responsibilities includes	спектр обязанностей включает ...
strong understanding of	глубокое понимание
train and supervise residents	обучать и наблюдать за резидентами
with extensive knowledge of	с обширными знаниями

RÉSUMÉ. Healthcare physician

MICHELLE JONES, M.D.

98 Ben Franklin Drive
P.O. Box 219
Cherry Hill, New Jersey 07896

mjones@aol.com

Home: (609) 654-1040
Cell: (609) 654-5809
Home Fax: (609) 654-1755

HEALTHCARE PHYSICIAN

Senior Medical Resident in Internal Medicine with extensive knowledge of community medical diagnostic and patient care services in various settings, including inpatient and outpatient clinics, and government/private hospitals and clinics. Strong understanding of current principles, methods, and procedures for the delivery of medical evaluation, diagnosis, and treatment in women's healthcare, including rotation in OB/GYN. Outstanding interpersonal and cross-cultural communication skills: Fluent in English, Romanian, and French, combined with a basic command of Hungarian.

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Obstetrics/gynecology | <input checked="" type="checkbox"/> Pediatrics | <input checked="" type="checkbox"/> Cardiology |
| <input checked="" type="checkbox"/> General surgery | <input checked="" type="checkbox"/> Outpatient clinic/office | <input checked="" type="checkbox"/> Orthodontic |
| <input checked="" type="checkbox"/> Internal medicine | <input checked="" type="checkbox"/> Emergency room experience | <input checked="" type="checkbox"/> Neurology |
| <input checked="" type="checkbox"/> Infectious diseases | <input checked="" type="checkbox"/> Rheumatology | <input checked="" type="checkbox"/> Pulmonary |
| <input checked="" type="checkbox"/> Hospital medical service | <input checked="" type="checkbox"/> Urology | <input checked="" type="checkbox"/> Vascular |
| <input checked="" type="checkbox"/> Private practice experience | <input checked="" type="checkbox"/> Nursing home/rehab/long-term care | <input checked="" type="checkbox"/> Psychiatry/behavioral/substance abuse |

EDUCATION

Institute of Medicine & Pharmacy—New York

Doctor of Medicine (1998)
Class Rank: Top 8%

Institute of Medicine—Hungary

Doctor of Medicine (1991)
Class Rank: Top 10%

Certifications:

Advanced Cardiac Life Support (ACLS)
Basic Life Support (BLS)
Advanced Trauma Life Support (ATLS)
American Board of Internal Medicine (ABIM)

Professional Licenses:

Doctor of Medicine (MD)—New Jersey
Doctor of Medicine (MD)—California

PROFESSIONAL EXPERIENCE

CLIFTON MEDICAL CENTER—Clifton, New Jersey

Oct 1998–Present

Attending Physician/Staff

Reporting directly to Chief of Medical Service and Chief of Staff M.D for 140-bed medical center providing hospital, outpatient clinic, rehabilitation unit, and nursing home services. Scope of responsibilities includes health care; supervising/teaching rounds; teaching clinic; supervising on-call residents; and working with residents on Internal Medicine Residency Program.

- Provide and manage direct patient care, including physical examinations, evaluations, assessments, diagnoses, and treatment.

Professional Experience, Continued

- Train and supervise residents and on-call residents engaged in specialty activities and procedures, including emergency room on-call duties, inpatient area, outpatient clinic, nursing home/rehabilitation and long-term care/hospice unit, and off-site outpatient clinics.
- Effectively manage ER, medical floor inpatients, emergencies in ICU/CCU, and all in-house medical residents while on call as attending Medical Officer of the day.
- Frequently function as acting Chief Resident, directing and coordinating the patient care activities of nursing and support staff.
- Collaborate with residents on Internal Medicine Residency Program.

MEDICINE ASSOCIATES OF BLOOMFIELD – Bloomfield, New Jersey

Jan 1999–Jan 2001

Associate Physician

Reported directly to partner physicians while supervising a staff of 4 for small private practice. Scope of responsibilities included providing internal medicine; daily office functions; managing in-hospital patients; and managing patients at several local nursing homes and personal care homes.

- Developed and implemented patient management plans, recorded progress notes, and assisted in provision of continuity of care.
- Managed in-hospital patients at 3 local hospitals; provided appropriate patient education explaining the necessity, preparation, nature, and anticipated effects of scheduled procedures to the patient.
- Managed patients at several local nursing homes and personal care homes; examined patients, performed comprehensive physical examinations, and compiled patient medical data, including health history and results of physical examination; and prescribed pharmaceuticals, other medications, and treatment regimens as appropriate to assessed medical conditions.

PROFESSIONAL AFFILIATIONS

Member, American Medical Association (AMA)

Member, American Society of Internal Medicine (now called the American College of Physicians – American Society of Internal Medicine, ACP – ASIM)

PUBLICATIONS

The Use of a Correction Factor for the Calculation of Suprarenal Outputs as a Function of Arterial Pressure, diploma thesis, 1982.

Baucht, J., and Jones, M., "The Use of a Correction Factor for the Calculation of Suprarenal Outputs as a Function of Arterial Pressure," presented at and published in the proceedings of The National Symposium of Physiology, New York, August 16–18, Vol. 1, 2:20–24, 1981.

RESEARCH

Determination by E-testing of sensitivity of gram-negative microorganisms to Levofloxacin, sponsored by Baxter Pharmaceuticals (submitted for publication).

Measurement of adrenal blood flow in an experiment model.

Advisor: Dr. James Bauch

REFERENCES AVAILABLE UPON REQUEST



Tasks

Task 1. Study topic dictionary and match the English – Russian equivalents

1	references available upon request	A	выдающиеся навыки ...
2	outstanding ...skills	B	свободно владеть ... языком
3	collaborate with ...	C	спектр обязанностей включает ...
4	be fluent in	D	рекомендации доступны по запросу
5	scope of responsibilities includes	E	с обширными знаниями
6	with extensive knowledge of	F	сотрудничать с ...

Task 2. Translate given sentences in English / Russian

1. В круг обязанностей входит медицинское обслуживание; наблюдение за дежурными резидентами; и работа по программе резидентуры по внутренним болезням.

2. Сотрудничество с врачами отделения внутренних болезней.

3. Рекомендации предоставляются по запросу.

4. An extensive knowledge of community medical diagnostic and patient care services in various settings, including inpatient and outpatient clinics.

5. Fluent in English, German, and French, combined with a basic command of Italian.

6. I develop and implement patient management plans, record progress notes, and assist in provision of continuity of care.

Task 3. Fill in the gaps with the words from the box

care OB/GYN	private internal	fluent outpatient	knowledge understanding
----------------	---------------------	----------------------	----------------------------

Senior Medical Resident in (1) _____ Medicine with extensive (2) _____ of community medical diagnostic and patient (3) _____ services in various settings, including inpatient and (4) _____ clinics, and government/(5) _____ hospitals and clinics. Strong (6) _____ of current principles, methods, and procedures for the delivery of medical evaluation, diagnosis, and treatment in women's healthcare, including rotation in (7) _____. Outstanding interpersonal and cross-cultural communication skills: (8) _____ in English, Romanian, and French, combined with a basic command of Hungarian.

LETTER OF REFERRAL

From time to time, a colleague, patient, or friend may ask you to write a letter of medical referral. You may want to distinguish whether you are just giving a referral or a recommendation.

A referral means you are simply giving personal information; describe the symptoms in brief, presenting complaints and treatment administered because you know other medical professional who does the kind of work required. You should make it clear in your referral letter that you are familiar with the patient's conditions [1].





Tips for Writing Referrals

- ☞ Give complete information for the patient.
- ☞ Tell the reader to mention your name when contacting this person.
- ☞ If you have treated the patient yourself, say so. If you have had some problems, describe those, too [1].

Style/Tone: Formal.

Structure:

(1) Explain that you're writing to respond to their request for a referral, (2) Give contact information for person being referred, (3) Clarify whether this is a referral, recommendation, or endorsement, (4) Close with an expression of good wishes for a successful project

Handy Phrases: *You indicated that you were looking for someone to; Recently you informed me that you are; Suggested that you call; The patient has been responsible for; His / her symptoms tie in perfectly with; I've worked with; I feel confident they can help you*



Letter of referral. Dictionary

English	Russian translation
... was given IV (frusemide)	...был введён внутривенно (фуросемид)
be is of short build	быть невысокого телосложения
childhood whooping cough	в детстве болел коклюшем
give a history of SOB on exertion	в анамнезе была одышка при физической нагрузке
I am referring a patient for evaluation and consideration	я направляю пациента для оценки и наблюдения
I anticipate that this will provide her/him with ...	я ожидаю, что это обеспечит её/его ...
I have been patient's primary care physician for ... years	я был лечащим врачом пациента в течение... лет
I hope you will find [patient's name] a suitable candidate for ...	я надеюсь, что вы найдёте [имя пациента] подходящим кандидатом для ...
I'd be pleased to have your advice on ...	я был бы рад получить ваш совет по ...
letter of medical necessity	письмо о необходимости медицинской помощи
of one year duration	продолжительностью в один год
on examination	при обследовании
since ... failed to provide any long-term benefits ...	так как... не обеспечило никаких долгосрочных улучшений ...

Letter of Referral 1

Re: [Patient's Name] Letter of Medical Necessity

Dear Dr. [Bariatric Surgeon's Name],

I am referring [patient's name] for evaluation and consideration for a weight management surgical procedure. (S)He currently weighs [# of lbs] pounds and is [# of in.] inches tall. Her/His BMI is [BMI #].

I have been [patient's name]'s primary care physician for the past [#of yrs] years. I have supervised several of her/his weight control diets and programs. None of these have resulted in any sustained weight loss. As a result of this persistent morbid obesity, her/his co-morbid conditions are becoming more difficult to manage. These co-morbid conditions are as follows:

	Duration:	Medication:
1. Hypertension	3 years	Norvasc/Tenormin
2. Diabetes Mellitus	5 years	Glucophage
3. Obesity Related Depression	3 years	Prozac

Losing weight will certainly make these conditions easier to manage. Since non-surgical programs have failed to provide any long-term benefits for the patient, I feel surgery is her/his only option.

I hope you will find [patient's name] a suitable candidate for the surgical weight reduction program. It will provide a tool to assist her/him in losing weight, as well as maintain that weight loss. I anticipate that this will provide her/him with a significantly improved quality of life.

Sincerely,

[Physician signature]

Dr. [Physician's Name]

Letter of Referral 2

Dear Dr. MacPherson,

I'd be pleased to have your advice on the future management of this 48-year-old steelrope worker who gives a history of SOB on exertion of one year duration and a productive cough which he has had for some years.

During the last three weeks he has had three attacks of chest tightness and pain radiating into the upper right arm. The attacks have come on after exertion and have lasted several minutes. He has noticed ankle swelling increasing during the day and relieved by overnight rest. He also gives a month's history of intermittent claudication of the right leg relieved by rest. Last night he had an attack of acute retrosternal chest pain lasting 15 minutes, associated with extreme restlessness and a rusty coloured spit.

He gives a history of good health but had childhood whooping cough and a wheezy bronchitis. He smokes an average of 20 to 30 cigarettes a day. His Sister has a history of possible pulmonary tuberculosis and his father died of a heart attack at the age of 56.

On examination, he is of short build with a barrel-shaped chest. He is dyspnoeic with some peripheral cyanosis. There is also early finger clubbing. Pulse rate was 84, regular in time and force. BP 140/92 sitting. He has pitting edema at the ankles to the level of the knee. There is also some sacral oedema. He has raised jugular venous pressure.

On examination of his chest, he had poor respiratory movement, some hyper-resonance and loss of liver dullness. His apex beat was just outside the left-mid clavicular line in the sixth left interspace. Heart sounds were closed but faint. He also had bilateral basal crepitations while the liver seemed enlarged two finger breadths below the right costal margin and somewhat tender. The peripheral pulses in the lower limbs were Impalpable below the popliteal arteries. He was given IV frusemide, 20 mg. with good effect in relieving his breathlessness. Morphine tartrate/cyclizine tartrate, 15 mg was given IM.

Yours sincerely,

Dr. Wilson



Tasks

Task 1. Study topic dictionary and match the English – Russian equivalents

1	I am referring a patient	A	я был бы рад получить ваш совет по ...
2	I anticipate that	B	я направляю пациента
3	I'd be pleased to have your advice on	C	в анамнезе
4	letter of medical necessity	D	при обследовании
5	on examination	E	я ожидаю, что
6	give a history of	F	письмо о необходимости медицинской помощи

Task 2. Translate given sentences in English / Russian

1. I'd be pleased to have your advice on the future management of this patient.

2. The attacks have come on after exertion and have lasted several minutes.

3. On examination of his chest, he had poor respiratory movement.

4. Я отправляю [имя] для оценки и оказания хирургической процедуры по снижению веса.

5. Я надеюсь, что вы найдёте [имя] подходящим кандидатом для программы хирургического снижения веса.

6. Я посылаю вам письмо о медицинской необходимости.

Task 3. Fill in the gaps with the words from the box

management	relieved	productive	tightness
radiating	pleased	swelling	exertion

I'd be (1) _____ to have your advice on the future (2) _____ of this 40-year-old postmaster who gives a history of dyspnoea on (3) _____ of one year duration and a (4) _____ cough which he has had for some years.

During the last month he has had three attacks of chest (5) _____ and pain (6) _____ into the upper right arm. He has noticed ankle (7) _____ increasing during the day and relieved by overnight rest. He also gives a month's history of intermittent claudication of the right leg (8) _____ by rest [2].

KEYS

KEYS. 'THANK-YOU LETTERS'

Task 1

1E 2C 3A 4F 5B 6D

Task 2

1. I appreciate your taking the time and meeting me last week.
2. I am sincerely grateful for your assistance in managing a holiday trip for the representatives of this famous international enterprise.
3. Please accept my deepest thanks for cordial meeting in your house.
4. Я ценю Вашу помощь и с нетерпением жду продолжения нашей работы над ландшафтным дизайном этого проекта.
5. Я благодарен и с нетерпением жду новостей от Вас.
6. Уважаемый сэр/мадам, я благодарен Вам за тёплую встречу в Гранд отеле и обсуждение предстоящей ежегодной конференции стоматологов.

Task 3

- | | | | |
|--------------|-----------|------------|-----------|
| 1 appreciate | 3 hearing | 5 grateful | 7 regards |
| 2 pleasure | 4 view | 6 choosing | |

KEYS. LETTER OF SYMPATHY

Task 1

1C 2A 3F 4B 5D 6E

Task 2

1. I'm glad you are home from the hospital and doing better.
2. Get well soon, so you can come.
3. Your endeavours to get this work will serve you well in your future.
4. Приезжай скорее в Париж навестить нас, ресторан и билеты в театр на мне – я угощаю.
5. Было очень приятно познакомиться.
6. Пожалуйста, держи меня в курсе работы и твоего самочувствия.

Task 3

- | | | | | |
|---------|-------------|-----------|---------|------------|
| 1 glad | 3 gastritis | 5 suppose | 7 price | 9 possible |
| 2 doing | 4 relieved | 6 salty | 8 soon | 10 love |

KEYS. LETTER OF REQUEST

Task 1

1E 2A 3F 4C 5B 6D

Task 2

1. I hope you'll consider the article for a publication.
2. This program would be an excellent fit with the developed complex.
3. I have enclosed a report copy.
4. Моя коллега перенесла операцию по пересадке печени.
5. Благодарю за то, что Вы нашли время, чтобы рассмотреть мою просьбу.
6. С нетерпением жду возможности работать вместе.

Task 3

1 know	3 participating	5 writing	7 request
2 transplant	4 funds	6 time	8 Sincerely

KEYS. RÉSUMÉ

Task 1

1D 2A 3F 4B 5C 6E

Task 2

1. Scope of responsibilities includes health care; supervising on-call residents; and working on Internal Medicine Residency Program.
2. Collaborate with physicians of Internal Medicine Department.
3. References available upon request.
4. Обширные знания в области общественной медицинской диагностики и услуг по уходу за пациентами в различных условиях, включая стационарные и амбулаторные клиники.
5. Свободно владею английским, немецким и французским языками в сочетании с базовым знанием итальянского.
6. Я разрабатываю и внедряю планы ведения пациентов, фиксирую прогрессе и оказываю помощь в обеспечении непрерывности медицинской помощи.

Task 3

1 internal	3 care	5 private	7 OB/GYN
2 knowledge	4 outpatient	6 understanding	8 fluent

KEYS. LETTER OF REFERRAL

Task 1

1B

2E

3A

4F

5D

6C

Task 2. Translate given sentences in English / Russian

1. Я был бы рад получить ваш совет относительно будущего лечения этого пациента.
2. Приступы начались после напряжения и продолжались несколько минут.
3. При осмотре его грудной клетки у него было плохое дыхательное движение.
4. I am referring [patient's name] for evaluation and consideration for a weight management surgical procedure.
5. I hope you will find [patient's name] a suitable candidate for the surgical weight reduction program.
6. I am sending you a letter of medical necessity.

Task 3

1 pleased

3 exertion

5 tightness

7 swelling

2 management

4 productive

6 radiating

8 relieved

ЛИТЕРАТУРА (REFERENCES)

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*Макарова Ольга Юрьевна, Андреева Мария Игоревна,
Горбунова Дарья Владимировна*

BUSINESS CORRESPONDENCE
(ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК)

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