

М.Ю. Шейко

**ПРАКТИКУМ
ПО ПЕРЕВОДУ ДЕЛОВОЙ КОРРЕСПОНДЕНЦИИ
С АНГЛИЙСКОГО ЯЗЫКА НА РУССКИЙ**

Учебное пособие

Благовещенск

2010

Шейко М.Ю. (составитель)

Практикум по переводу деловой корреспонденции с английского языка на русский: Учебное пособие. Благовещенск: Амурский гос. ун-т, 2010. – 87 с.

Настоящее учебное пособие предназначено для обучения переводу деловой корреспонденции на продвинутых этапах обучения.

В качестве материала практикума используются деловые письма разных жанров на английском языке. Образцы писем сопровождаются упражнениями на преодоление основных переводческих трудностей и заданиями для самостоятельной работы.

Пособие адресуется студентам переводческих отделений, а также всем, кто хочет совершенствовать навыки перевода деловой корреспонденции.

Рецензенты:

Е.Л. Межакова – кандидат пед. наук, доцент кафедры английской филологии и методики преподавания английского языка БГПУ;

Е.С. Ревенко – кандидат филол. наук, доцент кафедры английской филологии и перевода АмГУ.

ВВЕДЕНИЕ

Интенсивное развитие международных контактов и укрепление внешнеэкономических и научно-технических связей с зарубежными партнерами предполагает постоянный обмен информацией. Важной частью любого бизнеса в наше время стала деловая переписка с иностранными компаниями, учреждениями и организациями. Как следствие возникла необходимость в переводе деловых писем.

Настоящий практикум предназначен для обучения переводу деловой корреспонденции на продвинутых этапах обучения (IV – V курсы переводческих факультетов и отделений).

Цель пособия – развитие навыков устного и письменного перевода деловых писем.

Пособие состоит из трех глав и приложения.

В *первой главе* приведены упражнения, направленные на преодоление лексических трудностей перевода деловых писем. Учащимся предлагается выполнить перевод английских антропонимов, эргонимов, географических названий и клишированной лексики.

Упражнения *второй главы* предполагают тренировку в письменном и устном переводе с листа основных видов деловых писем. Поскольку цель пособия не состоит в знакомстве студентов со всем многообразием существующих классификаций деловой корреспонденции, приведенные письма сгруппированы по видам исключительно для удобства работы с ними.

В *третьей главе* предлагаются тексты для самостоятельного перевода. Это аутентичные письма на английском языке, написанные носителями английского языка и иностранцами, владеющими этим языком.

Приложение носит справочный характер и состоит из дополнительных материалов, которые могут быть полезны в работе переводчика.

Организация материала и структура пособия таковы, что позволяют использовать его как для занятий в аудитории, так и для самостоятельной работы.

ЛЕКСИЧЕСКИЕ АСПЕКТЫ ПЕРЕВОДА

ДЕЛОВЫХ ПИСЕМ

I. Переведите собственные имена на русский язык, используя транскрипцию и/или транслитерацию.

Carl H. Lindner, James E. Evans, Keith A. Jensen, Thomas E. Mischell, Kathleen J. Brown, Robert E. Dobbs, Karl J. Grafe, Sandra W. Heimann, James C. Kennedy, Piyush K. Singh, Robert H. Ruffing, David J. Witzgall, Spencer Schilling, Eugene van Rynbach, John Paulling, Colin Moore, Karl Briers, John Zhang, Luca Letizia, Rick Thorpe, Peter Zink, Robert von Saal, Ying Mei, Ada Cheung, Mary Stanton, George Pedrick, Diane Kerr, Paul Whittingham, Alan Benton, George Hammond, Wilf Mulliner, Tina Atterbury, Mark Huskisson, Jude Norris, Steven Welch, Nii Quaye, Jeffrey D. Pflaum, Richard B. Parran, Jr., Laura N. Owen, Pat O'Brien, Steven G. Nemitz, Christopher Jurasek, Kimberly Hartwell, James G. Mathews, Robert E. Switz.

II. Выполните письменный перевод названий компаний, учреждений и организаций на русский язык.

Abbott Laboratories, Abercrombie & Fitch, ADC Telecommunications, Advanced Processing & Imaging, Affiliated Computer Services, AGCO, Alexander & Baldwin, American Family Insurance Group, Bank of New York Mellon Corp., Bath & Body Works, Beazer Homes USA, BJ Services, Burlington Northern Santa Fe, C.H. Robinson Worldwide, CKE Restaurants, Crowley Maritime Corporation, CVS Pharmacy, The Dow Chemical Company, Emerson Electric Company, Express Scripts Incorporated, Federal National Mortgage Association, Hilton Hotels Corporation, H. J. Heinz Company, ION Media Networks, J. P. Morgan Chase and Co., KPMG, Marsh & McLennan, Martha Stewart Living Omnimedia, Price Waterhouse Coopers, Quantrix, Rockwell Automation, Russell Investment Group, Sterling Ledet & Associates, Inc., Sunny Delight Beverages, United Services

Automobile Association, Whole Foods Market, YRC Worldwide Inc., Yum! Brands, Inc., Zapata.

III. Найдите русские соответствия английским названиям должностей.

Chairman of the Board, Senior Vice President and General Counsel and Director, Managing Director, Senior Associate, Chief Executive Officer, Chief Financial Officer, Chief Technical Officer, Chief Information Officer, Commercial Director, Director of Product Management, Operations Director, General Manager, Sales Manager, Operations Manager, Business Support Manager, Business Development Manager, Sales and Marketing Manager, Head of Customer Support, Service Development Manager, Content Manager, Chief Information Officer, Project Coordinator, Business Analyst, Senior Engineer, Head of Section Division, Deputy Head of Division, Installation Engineer, Technical Support Engineer.

IV. Переведите реквизиты на русский язык.

Mr. Benjamin Tenney Curriculum Design Department InfoSoft 732 Fifth Avenue Kansas City, MO 64100	Mr. Alan Rogers 1234 NW Springville Ct Portland, OR 12345
Mr. James Frank, Editor <i>NYT Express</i> 34 East 51st St. New York, NY 12345	Mr. Mike Hernandez Alchemy Consulting 123 Main Street Anytown, USA Re: Liability insurance premiums
The Honorable Sarah Williams Representative Government Offices 9900 Ralston Way Austin, TX 78603	Mr. Bernie Segal Laboratory Technician Laten Chemical Corporation 1234 Trenton Street Lakeland, VA 88898
Ms. Ruth Callahan Barry Chemical Co. 234 Victoria Street New Octavia, KS 12345	Mr. Hiroshi Sakakawa Manager, Sales Department Electronics Equipment Motor Division 1-1-1 Ichikoen, Mina-ku, Tokyo, 105-xxxx Japan

M.D. Easton Cranston County Democratic Chairman 995 Rapid Run Rd. Marion, KY 41503	Karen Gorman Box 67, R.R. 4 New Jerusalem, PA 18825
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V. Переведите выражения, часто используемые в начале письма.

1. **Thank you for shopping with us. You are a valued customer. We appreciate your business and know that** you want to keep your account current with us.
2. We have not yet received your payments. **This is to remind you that** both your first and second payments of \$100 are now overdue.
3. **You and your firm have been recommended by** (name). (Name) indicated that **you may be interested in the line of products that we have.**
4. **I am happy to introduce** our new sales representative, (name), to you.
5. **Just a reminder:** I recently sent you a computer printout of a proposal of health insurance for your employees.
6. **I would like your help in solving a problem** that people in businesses such as yours have.
7. **Congratulations on** your outstanding sales during our recent winter campaign.
8. **Thank you for your order** of 200 Treasure Trunks from Mom's Magic. **I believe you will be very satisfied with the quality of** costume pieces included in each.
9. **This is to confirm your phone order** made March 14 for 10, 50-count cases of mini-flying disks in fluorescent colors (green, yellow and pink) to be delivered no later than May 1, 20XX.
10. (Company) **is pleased to announce our new line of** (product).
11. **Your inquiry regarding our services is welcome.**
12. **Thank you for your interest in** our (company name). **I certainly enjoyed the opportunity to** visit with you Tuesday afternoon.
13. **Congratulations on your promotion to** general manager at Ryan Corporation. You have excellent business skills and the drive to go far — keep up the good work!

14. **It is my pleasure to announce that** Warwick Manufacturing is offering a new employee benefit plan starting January 1.

15. **I regret to inform you that** your order of boomerangs will be delayed by four weeks because of a recent fire at Outback Boomerangs in Sydney, Australia.

VI. Переведите на русский язык формулы вежливости, используемые в заключительной части письма.

1. Doing business with your organization is a pleasure.

2. You may call me at 800-555-9875 if you have any questions or concerns. Your continued patronage is important to us.

3. Thank you for your immediate/prompt attention.

4. Thank you for your patience, Mrs. Franklin. Please accept our warmest apology.

5. Thank you for your continued business.

6. I look forward to meeting you.

7. Please stop by and see us if you are in our area.

8. Please call us if there is anything we can do for you.

9. If there is any way that I can help you in making a decision, please call me at 800-555-1309.

10. Thanks again for your efforts. We look forward to sharing future sales successes with (company name).

11. We look forward to being of service to you in the future.

12. Thank you for your understanding in this matter. We hope you will let us know immediately if there is any way we can serve you better.

13. Please let me know if I may clarify anything for you.

14. I look forward to seeing your continued success in dealing with this important new account.

15. We hope that you will be pleased with this new benefit package.

16. Thank you for your understanding and cooperation in this unfortunate matter.

17. Thank you for considering me. I appreciate your understanding.

ОСНОВНЫЕ ВИДЫ ДЕЛОВЫХ ПИСЕМ

Request Letters

The letters in this section fall into the broad category of request letters. These are commonly written by professionals to request everything from information and assistance to reprints of articles.

Sample Letter

Carrington's

38 E. 91st St. • Chicago, IL 60614

January 25, 20XX

Linda Montgomery, Manager

A-1 Cleaners

2903 Burreth St.

Lincoln, NE 68506

Dear Ms. Montgomery:

I will be in Lincoln on February 3 and would like to meet with you at your office to discuss cleaning supplies you may need in the second half of the year.

I have enclosed our latest catalog. Please note the items in yellow highlight. They are special values or new products that A-1 Cleaners will want to take advantage of now.

I will contact you later this week to schedule an appointment. If you need to get in touch with me, call me at 800-555-9047. I look forward to talking with you. Thank you for your continued business.

Sincerely yours,

Douglas James
Sales Representative

P.S. See page 68 of our catalog for a great value on our most-ordered product choice!

I. Переведите предложения на русский язык.

1. Would you please send me last quarter's sales statements?
2. Would you mind sharing a copy of the proposal you wrote?
3. We'd appreciate it if you could take a few moments to fill out the attached questionnaire.
4. I know you're busy and appreciate your time.
5. Thank you, in advance for helping us with this.
6. It would be invaluable to meet with you.
7. I would enjoy the opportunity to speak with you.
8. I would like to share your experience with my audience/organization.
9. (Name) indicated that you may be able to help us/me.
10. Your assistance would be invaluable.
11. We'd love to get your opinion.

II. Выполните устный перевод с листа приведенных ниже фрагментов деловых писем.

I read your article on the "Intellectual Property Protection Restoration Act" on the Web and was quite impressed.

I would like to reprint it in my company newsletter. (I've attached a copy of the newsletter for your review.) We'll be sure to send you several copies of the newsletter for your files.

If this is okay with you, would you please sign this note and fax it back to me at xxx-xxx-xxxx? If there are any changes, please let me know. Also, we will credit the article as it is bylined on the Web site, unless you have an alternate credit line that you'd like us to use.

I am very glad to acknowledge receipt of your letter dated. 12th December enclosing the newspaper cutting. It was very interesting news indeed and I enjoyed reading it immensely.

I am making use of this opportunity to approach you with a request. Would you be so kind as to send me the Statistical Year-Book for 19xx, if it is available? I need it badly for my research in economic development in African countries.

I shall be very grateful to you if you can oblige.

New Day Life Insurance Company is committed to providing the small employer with the best service and group insurance products. Although your group health insurance policy is no longer in effect, it is important to us that we obtain your feedback about the quality of service and products.

By completing the enclosed questionnaire you will provide us with the ideas and suggestions necessary to better serve small employers like you. Your opinions and comments are especially important to us.

The purpose of this letter is to request your organization to assist Coleridge Ship, Inc., in fulfilling its obligation to the Department of Defense by completing the enclosed Representation and Certification Form.

As prime contractor for the U.S. Government, Coleridge Ship, Inc., requires that this information be obtained on an annual basis. Failure to respond may be detrimental to the future business between our companies.

We have been receiving a handful of requests for the puppet sock assembly kit that your company manufactures. While we are primarily a bookstore catering to children, we have begun to expand our offerings to include products that are complementary to our books.

Please send me some material on your product as well as any additional material that will help us decide if it's the type of product that will interest children who generally range in age from pre-school to 12 years old. Thank you very much.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

GERSON ACCOUNTING SERVICES

P.O. Box 514

San Francisco, CA 94133

September 10, 20XX

John L. Hoffman

United Services Bank

P.O. Box 8976

San Francisco, CA 94133

Dear Mr. Hoffman:

This afternoon I spoke with Don Smith at the United Services Bank in Berkeley. During our conversation, Don mentioned that the bank uses a local CPA firm to maintain its book depreciation records.

Since we prepare the tax return for United Services Bank, it would seem to make sense for us to maintain both systems. We would incur some set-up cost; however, this would be recouped over a relatively short period through efficiencies in running both depreciation systems through one software package.

If you are interested in this idea, I will put together an estimate of the set-up cost for you. For your information, since the bank's book depreciation system is in very good shape, I would anticipate our set-up time on this account to be less than what we have encountered in setting up other clients.

Sincerely,

Steve Brooks
Vice President

Letter 2

Mr. Edward Coleman
Special Sales Director
Prestige Clipboards and Folders, Inc.
Jonesboro, New Jersey 09007

Dear Mr. Coleman:

Every summer we run a series of soccer clinics at our college for coaches of high school soccer teams. When they arrive we like to give each attendee a clipboard or folder that contains the week's agenda and gives them a pad on which to take notes and pockets in which to store handouts they receive during the week.

A colleague showed me a catalog featuring your Abundant Series of folders that also act as clipboards. The catalog price was \$12 for each clipboard. We

would be ordering at least 75 of these at once. Do you offer a volume discount for bulk orders? I'd also be interested in how much the unit price would be on additional orders of 10 or more clipboards.

Please send me the pricing information and any other relevant material.

Sincerely,

Paul Caldor
Program Director

Letter 3

Salina Community College
45 Cottonwood Dr. • Salina, KS 67401

October 14, 20XX

Carl L. Meyerhoff
Director of Grants
Salina Area Grant Office
350 First Street
Salina, KS 67401

Dear Mr. Meyerhoff:

We would like to request a \$15,000 grant for Salina Community College to improve access for the handicapped. I have enclosed our grant application.

The majority of the buildings on the Salina Community College campus were built prior to 1953. Those built after 1945 are accessible to the handicapped.

Unfortunately, Atkinson Auditorium, where we hold graduation, monthly convocations and other major events, was built in 1932 and is not accessible to the handicapped. The \$15,000 grant would allow us to install ramps at each entrance and remove a row of seats for wheelchairs, making the entire campus accessible to the handicapped.

Thank you for your prompt action on this grant. We shall look forward to hearing from you.

Sincerely yours,

Signature

Mary Ellen Feldman
Director of Physical Facilities

Letter 4

251 rue des Raimoni&res F-86000 Poitiers Cidex

Tel: (33) 99681031 Teltcopie: (33) 102163

Ref: PG/AL 12 May 2005

The Sales Dept.

R.G. Electronics AG

Havmart 601

D-5000 Köln 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 this 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

Letter 5

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL

Telephone No.: 021 2366571 Fax: 0212368592 Telex: 341641

SateX S.p.A Your ref:

Via di Pietra Papa Our ref: Inq. C351

00146 Roma 6 February 2005

Dear Sirs,

We were impressed by the selection of sweaters that were displayed on your stand at the 'Menswear Exhibition' that was held in Hamburg last month.

We are a large chain of retailers and are looking for a manufacturer who could supply us with a wide range of sweaters for the teenage market.

As we usually place very large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices, and our terms of payment are normally 30-day bill of exchange, documents against acceptance.

If these conditions interest you, and you can meet orders of over 500 garments at one time, please send us your current catalogue and price-list. We hope to hear from you soon.

Yours faithfully,

L. Crane
Chief Buyer

Letters of Confirmation and Acknowledgment

As its name implies, the letter of acknowledgment acknowledges a fact, situation, or action that has taken place, usually involving the recipient.

Letters of confirmation are acknowledgment letters sent primarily to confirm details or to put any oral agreements in writing. Other reasons for confirmation letters vary from acknowledging: an invitation, a resignation, the receipt of a report, a résumé, a suggestion, the anniversary of a customer's company, or to respond to feedback (negative or positive).

Sample Letter

JJT: Heavy Equipment

1288 E. U.S. 63 • Sioux City, IA 50585

April 25, 20XX

William J. Buchheit

President

Sanders and Thoms

348 Lincolnway Drive

South Sioux City, IA 50585

Dear Mr. Buchheit:

The United Benefit for Community Improvement would like to thank you and your employees for your generous contribution to this year's fund drive. Your contribution of \$99,751 is the largest corporate/employee contribution so far.

Donna Truemper, your UBCI chairperson, will let the employees of Sanders and Thoms know of their accomplishment. This year they gave an average of 2.75 percent

of their income to the fund. Their contribution and yours will definitely help us meet our goal of \$2 million.

All of you at Sanders and Thoms are to be commended for your generosity. Thank you again for your contribution.

Sincerely yours,

Lannie Miller

Campaign Chairperson

I. Приведите русские соответствия для следующих фраз.

1. Thank you for providing...
2. I was pleased to receive...
3. In confirmation of your participation...
4. Am happy to confirm...
5. We will count on seeing you...
6. I agree that there is a need to...
7. We are attempting to resolve...
8. If you have any other concerns...
9. Thanks for bringing this to my attention.

II. Переведите следующие предложения на русский язык.

1. We acknowledge (confirm) receipt of your' letter of 7th April 20xx.
2. Receipt is acknowledged of your letter of 10th June 20xx.
3. We have pleasure in acknowledging receipt of your reprint.
4. We are in receipt of your letter of 24th April.
5. We are pleased (very glad) to receive (have) your kind letter of January 14th.
6. It is (was) a great pleasure to receive your letter of 10th April.
7. This is to inform you that I have received your paper for publication.

11. Your letter of April 12th to Dr. M. has been received here during his absence.

12. I am delighted to receive your letter of 6th February.

III. Выполните устный перевод с листа приведенных ниже фрагментов деловых писем.

Thank you for your recent registration to the Independent Wholesalers Trade Exposition at the Elmira Inn. This letter will confirm our receipt of your registration form and fee.

The Wholesalers Trade Society registration desk will open at 10:00 A.M. on Thursday, April 28, 20X5 followed by the opening general session. The national exposition will conclude at 5:30 P.M. on Saturday, April 30. Please note the enclosed general information.

On behalf of the management at King's Court Auto, I would like to thank you for your recent participation in the United Way Campaign as Region 7's Unit Leader.

Your leadership in the United Way not only helps the community but also reflects well on King's Court Auto. Civic participation is important, and we are proud of our employees when they take part in the community.

KJZ is proud to have the new Twin Cities Corporate 10K Marathon winner on its staff. Your performance in Saturday's run was impressive.

It was most thrilling to see you cross the finish line wearing your KJZ T-shirt and then watch the performance again on the evening news. Your hard work and training have paid off. The corporate trophy was the result of your accomplishment.

I appreciate you bringing to my attention the problem of our Colden Beer and its introductory flyer. I understand your confusion perfectly.

When we sent you the letter introducing our new beer, our marketing department mistakenly sent a mock-up of an ad for Eagle's Wings Ale. Naturally, you would be confused because we were referring to the blue eagle on Colden Beer while giving you the bald eagle label of Eagle's Wings Ale. We are most sorry for this error and have enclosed a corrected flyer.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

Raging Bull Farms

R.R. 2 • Kingman, OK 73439

August 13, 20XX

Natalie Gorman
Cherokee Crafts
900 E. Main
Tulsa, OK 74102

Dear Ms. Gorman:

Thank you for your order of 25 authentic Cherokee headdresses on August 11, 20XX. We will be sending those immediately.

Because of the fragile nature of our headdresses, we hand deliver to our customers within Oklahoma. Our delivery day for Tulsa is Friday, which means that your headdresses will arrive this coming Friday, August 17. If this is unsatisfactory, please call us so that we can arrange an alternative delivery date.

Thank you for your business. I'm sure you will be most pleased with our headdresses, and we look forward to working with you in the future.

Sincerely yours,

Tamara Whitewater

Letter 2

Todmann Nuts and Bolts

P.O. Box 3445 • Idaho Falls, ID 83406

June 3, 20XX

Timothy R. Johnson, Purchasing
Sheppard Hardware Distributors
P.O. Box 1078
Kansas City, MO 64109-1078

Dear Mr. Johnson:

We were pleased to receive your order for 10,000 quarter-inch nuts, part number XK22345JM. However, we are unable at this time to fulfill the order.

Our present inventory has been depleted, and that nut is now on back order until mid-July. Our supplier of raw materials is unable to supply the materials until July 1, thus pushing us back to mid-July for possible delivery. We have tried without success to find an alternate source of raw materials. If you like, we could substitute part number XK22346JM. It is a penny higher in price per unit. Otherwise, we will keep your order and rush it to you as soon as we can start production on these nuts again. Please let us know your preference this week.

Thank you for your understanding in this matter. We apologize for your inconvenience.

Sincerely,

Cass Walker
Production Head

Letter 3

Mr. Compton P. Davidson
Balliwick Planning Guides, Inc.
76 Lathrop Avenue
Boonton, Missouri 90990

Dear Mr. Davidson:

Thank you for the information you sent me about your company's planning guides. While I believe such guides could be very useful to any professional organization, the guides you sent information about were targeted at engineers and architects. I'm not sure that these are easily applied in a professional school setting in which I operate.

If there is a Balliwick Planning Guide specifically targeted at professional schools like ours (we cater to training hotel management personnel), I'd like to look it over. Please send me a sample. Once I've evaluated it, I'll give you a call if it seems like something that will benefit our students.

Thanks for your interest in our school. I look forward to hearing from you.

Sincerely,
Denzel Dress
Curriculum Director

Letter 4

Word Trade, Inc.

5698 Adie Road • St. Ann, MO 63074

April 19, 20XX

Vern Mueller
13245 Greenwood Lane
Overland Park, KS 66213

Dear Mr. Mueller:

Thank you for your payment of \$563.89.

Your current balance is \$3,000 — your credit limit. A payment of \$500 is due May 1.

We appreciate your attention to your account status with us. Your patronage is important to our company.

If we can assist you, please contact us at 800-555-9000.

Sincerely,

Anita Collins
Account Executive

Letter 5

Mrs. Alison Q. Rumpole
546 Haversford Drive
Massapequa, New York 94032

Subject: Incorrect Charge Query

Dear Mrs. Rumpole:

You recently inquired about the charges on your monthly bill from Henderson & Henderson Department Store. We have written the store management to try to resolve the discrepancy. As soon as we receive their reply, we will write you again.

While we are conducting our investigation, we are issuing a temporary credit on your charge account for \$86.81.

If you have any questions or if we can be of further service, please call me or another customer service representative at the telephone number listed on your monthly billing statement.

Cordially,

(Mrs.) Leslie T. Waters
Customer Service Manager

Complaint Letters

Complaint letters can be used for the purpose of having products replaced or money refunded, for changing company policy or government legislation, for influencing the media, and so forth. Often a complaint letter is more effective than a simple phone call or e-mail message. Furthermore, in many cases, the formality of a complaint letter can add seriousness to the situation that will bring results.

Sample Letter

PAM'S PARTY GIFTS

P.O. Box 8473

Torrance, CA 90502

April 18, 20XX

Delta Novelty Company

3217 SW 31st St.

Topeka, KS 66614

SUBJECT: REQUEST FOR CREDIT IN ACCOUNT

The case of Hippy Holiday Bunnies that I purchased from your company do not hop. I am, therefore, returning them to you and requesting that you credit my account the amount charged plus shipping.

The Hippy Holiday Bunnies which arrived at my store had faulty mechanisms which caused them to fall over instead of hop — as promised in your sales brochure. Because I plan on selling through my line of seasonal items within the next three weeks, I wish my account to be issued a credit instead of you replacing the faulty

merchandise. Please find enclosed the copies of your invoice, #1342, in the amount of \$36 and my invoice for shipping charges of \$2.95.

Your quality products have always sold well in my store, and I look forward to seeing your new line of fall items as soon as they are available. In the meantime, your prompt attention to this matter is appreciated.

Martha Sacks

Enc.

I. Выполните письменный перевод приведенных ниже фрагментов деловых писем.

We are sorry to inform you that your delivery of 28 four-drawer chests (Model H95—white finish) on February 19 has given us cause for serious complaint. They were delivered in substandard condition and cannot be fixed. We have been doing business with your company for the past four years and have always been satisfied until today. For that reason, please let us know as soon as possible what your company intends to do to rectify this situation.

The performance of your shipping department over the past number months has been, in a word, poor. Of number shipments we received since date, number have been late by at least number days; number have been incomplete; and number have included items we did not order.

These errors have cost us time and effort and have inconvenienced our customers. They have simply got to stop happening.

I'd like to hear what you've got to say about this situation, how you account for it, and how you plan to deal with it. A written response is not necessary, but I do expect a phone call at your earliest convenience.

During this quarter or other time period we have placed number orders with you. Of that number, number included errors: incorrect quantities, incomplete shipments, wrong items, and unauthorized substitutions.

These habitual mistakes have cost us money, time, and effort. I'm sure they have cost you plenty of the same as well. Neither of us can continue to tolerate this situation. Please give me a call at telephone number to discuss the problem. If we are going to continue doing business together, I need to hear your plan for correcting this very serious, very costly problem.

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.

On comparing the loungewear received with the 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 has been 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.

II. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

Mr. Gene Russel
Customer Service Supervisor, Billing Division
Alpha-Omega Healthcare
P.O. Box 1125
Blue Bell, Pennsylvania 19422
Mr. Russel:

I am writing to you to clear up a persistent and frustrating problem that I have had with Alpha-Omega Healthcare. Last week I received the enclosed letter from your Provider Payment Department, informing me that you are unable to pay a claim for diagnostic services performed on my wife, Lois Ketchum, at the Wycliffe Clinic/Department of Radiology and Oncology on April 15, because you do not have a referral from my primary care physician for those services. I do not need a referral for these services, and Alpha-Omega's own Contract Holder Group Agreement, a legally binding contract, specifies this.

The diagnostic service my wife had performed last month was a hysterosalpingogram (HSG). If you will reference your own Infertility Services Agreement, effective January 1, 20XX, you will see that the hysterosalpingogram is a procedure that is covered by your company *without a referral*. In case you do not have ready access to your own legal documents, I have enclosed a copy of this contract and have highlighted the pertinent information for your ease. You will kindly note that the HSG test, item number D.6 on your Infertility Services Amendment, *does not need a referral* if diagnostic services are performed by a participating provider. Dr. Carpenter at Wycliffe Clinic is such a provider, and her office did perform the HSG for *diagnosis only*.

Pardon my writing at such length, but my wife and I are increasingly frustrated with your company. We have been exceedingly conscientious about following your insurance agreements and referral procedures. My wife has spoken to many representatives in your member services departments in an attempt to find out precisely what benefits we were entitled to receive. When those staff members were unable to assist her, she spoke to supervisors in an effort to get a copy of your coverage contracts. On several separate occasions, she was told that either no such document existed, or that she could not receive a copy of it. Finally, a supervisor sent her a copy of the coverage contract. We have not had any services performed that are not listed under the Direct Access Specialist Benefits section, and the only services we have had performed were for diagnostic purposes only. We understand that treatment of infertility is a separate issue from diagnosis, and that certain treatment procedures are not covered by your company. Alpha-Omega does not seem to understand its own policies, and we have had to pay the price in lost time, mounting aggravation, and emotional duress.

You can rest assured that we will be changing our insurance company as soon as humanly possible; I would not recommend Alpha-Omega to anyone unless I had a personal vendetta against them. We will also be filing a formal complaint with our state's Commissioner of Insurance.

Infertility is an emotionally draining and sensitive medical problem. Alpha-Omega's involvement in this process has been marked by incompetence, insensitivity, and misinformation, and has made a difficult time more troubling.

Shame on you.

Harry Ketchum

Letter 2

Mr. Lawrence E. Tribune
Tisk-a-Disk, Inc.
43 Software Center Turnpike
Framingham, New Hampshire 43456

Dear Mr. Tribune:

For the last several months, my customers at the store have been returning Tisk-a-Disk Double-Sided, High-Density 3.5-inch floppy computer disks. Never before have I had such a problem with one of your products. The complaint is the same for virtually all dissatisfied customers: The casing for the disk falls apart soon after the disk is removed from its sleeve.

Imagine the trouble this situation can cause my customers, Mr. Tribune. What if they lose valuable data that they have stored on these disks? Have you been getting similar complaints from other retail outlets? Perhaps the latest shipment of disks I received is an isolated case of poor craftsmanship. If not, then I will have to discontinue carrying your disks and stock another company's.

I've shipped to you what I had remaining in stock of disks. There are 100 packages with 10 disks each, which makes a total of 1,000 disks. I am returning these disks since I am concerned the same unraveling problem might occur. Since the wholesale price is 69.5 cents a disk, please credit my account for \$695.

Please call me when you've assessed this problem and let me know Tisk-a-Disk's plans for correcting the situation. I look forward to hearing from you in the next couple of days.

Cordially,

Justin L. Raisch

Letter 3

Mr. Oscar B. Crum

Crum Notepads, Inc.

467 Scholarly Way

Tuskin, Alabama 32345

Dear Mr. Crum:

As you are probably aware, *The Armchair Reader's Review* orders a significant amount of supplies from your company. We are pleased with the quality of the products, particularly the reporters' notebooks you manufacture. But I am writing you because of difficulty I am having with your sales representative assigned to our territory, Mack McIntyre.

While we do make frequent purchases from your company, we have time and time again requested that Mr. McIntyre deal directly with our office manager for product ordering. We have asked that he call to set up an appointment before arriving on the scene. On many occasions, Mr. McIntyre has simply shown up at our offices. Often, even when he has already met with the office manager, he approaches our writers and editors directly to encourage them to buy your products or have them ordered.

I must ask that Mr. McIntyre follow the procedure we have clearly outlined for him to use in approaching us for orders. His method of "cutting through the red tape" results in time away from work that our writers and editors need to get done. By having our office manager handle the ordering, we have centralized that function. I am sure you can understand why this procedure is important to us.

While we let Mr. McIntyre know about the appropriate procedure when he first took on this sales territory, he has continued to fail to follow it. Many of our editors and

writers are up in arms about the disruption and continue to complain to me about his direct sales approaches.

As I mentioned, we are very pleased with your products. We are also pleased with the speed and efficiency with which you handle orders. We are not looking to make life difficult for Mr. McIntyre. We simply ask that you speak to him about following the procedure that we have established here.

Cordially,

Kate McGuffie

Letter 4

65 Market Street

Val Haven, CT 95135

June 30, 2004

Customer Service

Cool Sports, LLC

8423 Green Terrace Road

Asterville, WA 65435

Dear Sir or Madam:

I have recently ordered a new pair of soccer cleats (item #6542951) from your website on June 21. I received the order on June 26. Unfortunately, when I opened it I saw that the cleats were used. The cleats had dirt all over it and there was a small tear in front of the part where the left toe would go. My order number is AF26168156.

To resolve the problem, I would like you to credit my account for the amount charged for my cleats, I have already went out and bought a new pair of cleats at my local

sporting goods store so sending another would result in me having two pairs of the same cleats.

Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at (555) 555-5555.

Sincerely,

Ken Thomas

Cover Letters

A cheque, a contract or any other business paper sent by mail should always be accompanied by a letter. The letter says what is being sent so that the recipient knows exactly what you intended to send.

Sample Letter

7260 Vista Drive
Denver, CO 80030

March 3, 20XX

Thomas Randolph, Senior Geologist
Gigantic Resources
One Mountain Plaza
Phoenix, Arizona 99065

Dear Tom:

I enjoyed our telephone conversation this morning and was interested to hear about the opening for an exploration geologist at Gigantic Resources. As you requested, I am faxing you a copy of my resumé. I will also be mailing you a copy for your permanent files.

As I mentioned during our conversation, I am a petroleum geologist with seven years of experience in the Rocky Mountain region. Currently, I am working for Weaver Oil and Gas as their manager of geology. My duties include both prospect generation and sales. I have strong technical abilities and sound written and oral communication skills. Due to family considerations, I am very interested in relocating to the Phoenix area.

I look forward to meeting with you on April 1. If you wish to contact me before our interview, you may reach me at 303-555-5792.

Thank you again for the information you offered me on the telephone this morning.

Sincerely,

Karl Davis

I. Приведите русские соответствия для следующих выражений.

1. We are pleased to enclose...
2. We have pleasure in enclosing/sending...
3. We enclose.../ We are sending
4. Enclosed you will find...
5. Please find enclosed/attached...
6. We send/are sending you herewith...
7. Enclosed are the original and one copy of the contract...
8. Attached for your consideration is our Annual Report covering.../showing.

II. Выполните устный перевод с листа приведенных ниже фрагментов деловых писем.

I am interested in a part-time position with American Academy of Family Physicians as an editor.

My writing and editing experience include newspaper copy, manuscripts, advertising copy, books, brochures and training manuals.

My resumé is enclosed. If you have questions or need more information, please call me at 555-4866.

Enclosed is my check for \$27.22 to cover payment of stationery supplies I purchased from your company. You'll notice that the amount does not match the amount stated on the invoice dated April 30, 20X1. This is undoubtedly because my check of May 5, 20X1, was not credited to my account.

Please call me if there is any problem with my account. If I do not hear from you I will assume that my account has been paid in full.

Enclosed are two copies of a representation agreement. Please countersign one copy and return it to me. Of course if you have any questions, feel free to call.

I'm delighted that we'll be working together, Adrienne. I look forward to a long and productive relationship.

Enclosed are printouts of the results of the calculations you requested for the insurance rate of return if you were to buy term insurance instead of whole life and invest the difference in cost. I used our new five-year renewable and convertible term rates, which include a \$40 policy fee.

Enclosed for your review is an edited copy of your article, which will appear in an upcoming issue of Guam City Magazine. Please look it over and telephone me in the copyediting department within 72 hours. Alert us to any factual inaccuracies. We will not be able to accept substantive editorial changes at this time, owing to the time constraints of our production schedule.

Your immediate attention to this matter will expedite our production process. You need not mail back the enclosed copy.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

Zarcon Laser Systems
80000 Orange Blossom Dr.
Boston, MA 02174

March 15, 20XX

Tony Blumenthal, Realtor
The Winstead Building, Suite 400
P.O. Box 46758
Boston, MA 02180

Dear Tony:

Two copies of the revised six-month leasing agreement for the Zarcon Laser Copier II are enclosed. I'm pleased you are happy with its performance.

The yellow highlights on one copy reflect the changes that we addressed in our March 14 conversation. Please indicate any additions or omissions in the margins and initial and date each correction. I will review the copy and get back to you by April 5.

If the current changes meet with your approval, please sign at the "X" on page 3 of the unmarked copy and return it in the SASE by March 29.

If I may clarify or help in any other way, Tony, please call me at 555-3993.

Sincerely,

Lee Webster

Senior Account Executive

Enc.

Letter 2

Rocky Flats Physics Facility

2367 Central Avenue

Albuquerque, NM 87106

February 16, 20XX

Joseph P. Harlow, Ph.D.

Defense Engineering

784 Trinity Dr.

Los Alamos, NM 87544

Dear Dr. Harlow:

Your inquiry regarding our services is welcome. I am enclosing a brochure that will summarize our optics program for infrared conductors and the surface lab work we do.

If you will send us similar literature from your agency, I can be more specific about what we can do for you.

I will call you later this week to answer any questions. Thank you for your interest.

Sincerely,

Zack A. Bromley, Ph.D.

Enc.

Letter 3

William Hennings Accountants

Drawer NN

Burlington, NC 27216

December 10, 20XX

Linda Maple

77 Cherry Brook Terr.

Burlington, NC 27218

Dear Linda:

Your projection for the possible Grantor-Retained Income Trust (GRIT) is included with this letter.

You may also want to investigate Grantor-Retained Annuity Trusts (GRATs) and Grantor-Retained Unitrusts (GRUTs). I have taken the liberty of including a pamphlet describing these options in more detail.

Please let me know if I may clarify anything for you. We could meet any time next Thursday at your convenience to discuss which trusts best suit your assets and family situation.

Sincerely,

Davis C. Cernicek

Announcements / Notifications

According to the *Webster's New World Dictionary*, the verb “announce” means “to declare publicly; give notice of formally; proclaim.” The key to announcement is news — you are telling others something important, new, and relevant to their interests.

Sample Letter

Unlimited View

1854 Vision Lane • Arlington, TX 76016

September 15, 20XX

Marlene T. Thompson
Director of Sales
Omni-Optical Co.
334 S. 114th Ave.
Dallas, TX 75218

Dear Ms. Thompson:

Unlimited View will start its winter sales campaign on November 1.

In the past, this campaign has enabled Omni-Optical to offer its customers a wide selection of products at very competitive prices. It is an outstanding way to attract new customers and build traffic for your business. I have enclosed a sheet explaining all of the particulars along with our latest catalog.

I will call you within the next 10 days to answer any questions you have about the program and take your order. All orders have to be in by October 15. As always, it is a pleasure working with Omni-Optical.

Sincerely yours,

J. Kelly Bandman
Sales Representative

I. Приведите русские соответствия для следующих выражений.

1. We wish to inform you that...
2. We have pleasure in informing you that...
3. We would like to inform you that...
4. We are writing to inform you that...
5. We wish to notify you of...
6. We wish to take this opportunity to inform you that...
7. We are pleased to announce that.

II. Выполните устный перевод с листа приведенных ниже фрагментов деловых писем.

After many years of service to you, we are forced to change our credit terms effective February 26. Because of the increase in the cost of capital, changes in manufacturers' terms, and the general cost of doing business, this decision has become necessary.

Our new terms are: 2% discount if paid within 10 days from date of invoice and net 30 days from date of invoice. The terms for all contracts are net 30 days from date of invoice, no retainage. A late finance charge of 2% (minimum charge \$1.00) per month will be assessed on that portion of any account beyond 30 days. This is an annual percentage rate of 24%.

Mr. Simpson, our Stradivarius Violin Slide Show Tour of the Factory was extremely well received. In fact, we've had so many requests for a repeat performance that

we're having another presentation so that other family members and friends can attend.

Please register for the presentation on April 14 by filling out the enclosed form indicating what time of day you would like to attend. Also include the names and addresses of friends you would like us to invite to this or future presentations.

We are pleased to announce that as a result of our recent expansion into our new facilities in Boonton, New Jersey, we are now performing all repairs of household appliance products sent directly to New National at the following two locations:

New National Corporation
312 West Main Street
Boonton, New Jersey 60070
ATTN: Appliance service

New National Corporation
43 Lorraine Terrace
Diego, California 41772
ATTN: Appliance service

The only exceptions to this policy are discontinued products for which parts are no longer available. Should we receive a product that we are unable to repair due to lack of parts, we will return it to you unrepai red, at no charge.

The Review is pleased to officially announce the appointment of Larry T. Letz as southwest sales manager and Sally Phenon as managing editor.

Larry has worked for the past two years with financial advertisers to our publication in the southwest. He brings a keen understanding of the financial services industry and is anxious to work with each of you to define and meet your marketing objectives.

Sally comes to *The Review* from *The Journal of Financial Services Marketing* where she covered the financial industry as a news editor. Sally has also been a staff writer for both United Press International and Associated Press.

As part of our continuing strategy to foster growth and to improve our ability to provide value to our customers and to our factories, we will be establishing a new Headquarters Marketing Division. The initial focus of the Division will be to analyze industrywide trends, determine market and technology shifts, and create strategic Marketing roadmaps that support our product groups and customers.

Effective February 1, Mike Jones will take the lead in creating this new Marketing function. Mike will develop a project plan and initial staffing requirements for this organization. He will continue to be located in our Los Angeles, California, office. Please note that the product marketing and management functions in each of the product groups will remain with their current organizations.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

TO: All Managers

FROM: Matt Kowalski, Chairman and CEO

DATE: October 27, 2003

SUBJECT: Mandatory XYZ 1200 Training

The purpose of this memo is to announce the mandatory XYZ 1200 General Awareness Training program for all employees working in the Chicago facility.

XYZ is an international federation promoting the development of international manufacturing, trade, and communication standards. XYZ 1200 is a series of standards that provides a framework for managing environmental impacts of an organization.

This company has committed to be a worldwide leader in the implementation of XYZ 1200 and our goal is to certify the Chicago facility by March 31, 2004. Our preliminary assessment is scheduled for January 12–13, 2004 and our certification assessment is scheduled for the week of February 21, 2004.

To ensure that every employee understands this environmental management system, the Corporate Environmental Department has instituted an XYZ 1200 General Awareness Training program. This program is a very important component of the XYZ 1200 Implementation process and is designed to prepare you for the auditor's questions.

I am, therefore, requesting that all personnel working in the Chicago facility attend one of the training sessions. You have been scheduled to attend as follows:

Date: Monday, November 15, 2003

Time: 2:00 p.m.–3:00 p.m.

Place: Main Building, 1st Floor

Please make every effort to attend the session you have been assigned to. If you have an unavoidable conflict, please contact the Training Center to reschedule.

I am confident that this training program will contribute to a successful certification audit.

Matt Kowalski

Chairman and Chief Executive Officer

Letter 2

Dear Valued Customer:

After 18 years of serving the book-buying community, I am retiring. It is my pleasure to announce all customer accounts and records will be merged with *Research Books Inc.* in Madison, Connecticut. RBI is an excellent and very “user friendly” publication supplier, and I am confident that all your needs for a responsive and flexible service agent will be satisfied.

RBI has agreed to merge with us as of October 1, 2003. Research Books Inc. has been in business for 15 years, and like Barton, is woman-owned.

All of the employees here at Barton have conferred with RBI personnel to assure a smooth transition. After retirement I will remain in regular contact with RBI to help make sure your needs are met.

The Barton staff will fill orders we receive through September 30, and during October through mid-November you can continue to reach us at our 800 numbers.

Orders placed after September 30th should be sent directly to the staff at RBI (please see the contact numbers on the following page). Orders placed through the Barton Web site will automatically be handled by RBI. Barton will transfer standing orders and backordered items to RBI over the next few weeks.

While I look forward to my retirement, I will miss working for the many wonderful customers I have been fortunate to serve.

All of us at Barton Business Services Inc. have enjoyed the relationships we have built with our customers over the years.

What a pleasure it has been to work with and for you!

Sincerely,

Patricia W. Sprecher
President

Letter 3

Dear Valued Supplier,

I am writing to inform you about an important step being taken by CBAC, Inc. In order to continue with normal operations while the Company takes steps to improve its business and capital structure. On October 1, 2003, CBAC, Inc. and certain of its subsidiaries filed voluntary petitions for reorganization under Chapter 11 of the U.S. Bankruptcy Code in the U.S. Bankruptcy Court for the Northern District of Anytown, USA.

This action is designed to allow us to continue our normal business operations as CBAC, Inc. takes the time to restructure its financial obligations and takes steps toward a stronger future.

Let me explain what today's action means for your company:

CBAC, Inc. is continuing to conduct business as usual. All our facilities are open for business and serving our customers.

CBAC, Inc. is providing its customers with our full range of goods and services, just as we always do, so we don't expect any reduction in our orders with you or any of our other suppliers.

The Bankruptcy Code prohibits the Company from paying any obligations to its creditors that arose prior to October 1, 2003, unless specifically approved by the Court. These obligations, referred to as prepetition claims, are subject to the completion of the bankruptcy proceeding, and will be settled in accordance with the terms of a Chapter 11 plan of reorganization.

However, under the guidelines of Chapter 11, the Company's vendors are afforded "administrative" status for all shipments received by CBAC, Inc. subsequent to the Chapter 11 filing. As a result, these shipments will be paid for in the ordinary course of business.

We believe it is in the best interests of both our companies to continue to do business on the same terms and conditions we've had in the past.

To ensure that CBAC, Inc. has adequate funds to continue operating in a business-as-usual manner throughout the reorganization process, CBAC, Inc. has obtained \$8 million interim cash funding and commitments for \$25 million in secured debtor-in-possession financing from a group of institutions led by Doe Finance.

We have been working very hard to address the significant financial challenges faced by CBAC, Inc. While the restructuring plan we put in place last March has met with some success, CBAC, Inc. continues to be subject to many of the same financial pressures that originally led us to develop that plan. This action is the best option to allow us to continue with business as usual while we put CBAC, Inc.'s businesses on a solid financial footing for the future.

Although we cannot predict at this time exactly how long it will take to emerge from Chapter 11, we are determined to work through the process as quickly as possible and emerge as a stronger business entity. To achieve this objective, the Company needs the support of its vendors. We value you as a supplier and are committed to

continuing our longstanding business relationship with you. We appreciate your support.

As always, if you have any questions, please do not hesitate to contact us. Additional information about our Chapter 11 filings is available on CBAC, Inc.'s Web site at www.CBACInc.com.

Sincerely,

Paul Robinson

Invitations

Invitations contain lots of details and information — aside from logistics like time, date, and place, your reader will need to know the details/reasons for the invitation and they will need to know how to respond. Carefully crafted invitations spell out all the specifics and make the recipient feel special.

Sample Letter 1

Erskins and Co.

985 Washington • Boise, ID 83805

555-8800

October 1, 20XX

Carmen and Ted Schmitt

800 Lander Lane

Meridian, ID 83642

Dear Mr. and Mrs. Schmitt:

You are cordially invited to a formal dinner in honor of Samuel Whitters on October 21, 20XX, at 8 p.m. at the Boise Hilton.

Mrs. Schmitt, as you are an associate of Mr. Whitters, we would like you to speak briefly about his work in the lumber industry. If this is possible, please let me know within the next week.

Please note that this is a black-tie event. RSVP with the names of those attending by October 14.

Sincerely yours,

John Randall III

Chairman, Social Committee

Sample Letter 2 (letter accepting invitation to speak)

Mrs. Katherine R. Kicker

Wonderful Writers of the South Club

432 South Beauty Drive

Eufala, Alabama 34321

Dear Kate:

Thanks very much for your letter of May 28. I would be delighted to take part in the workshops you asked me to speak at at your convention. As you requested, I'm enclosing two photographs.

As for the biographical sketch: I am the president of the Lawrence R. Lamatin Agency, which represents authors of general adult and young-adult fiction and nonfiction. Previously, I was an agent with Global Agents of America. Before becoming an agent, I was a senior book editor with Andoris Publishing Company, Fun Books, and Wonderful Reader, Inc. I'm the author of a nonfiction book, *How to Read Your Way to Fortune*, as well as a number of articles on writing and publishing for various magazines. I live in Wisconsin with my wife, Coral Phlange, an actress, and our daughter, Penelope.

I have enclosed a brief summary of my workshop speeches.

Please let me know if there's anything else I can provide. I very much look forward to meeting you and to attending the conference.

Sincerely,

Lawrence R. Lamatin

enc.

I. Приведите русские соответствия для следующих фраз.

1. You are invited to the prestigious annual (name) awards dinner...
2. We look forward to seeing you in July...
3. We extend a warm invitation to you to...
4. We hope that you will be able to join us...
5. (Name) requests the presence of (name) on the occasion of...
6. We congratulate you on . . . and extend to you an invitation to join...
7. We therefore extend a cordial invitation to you to join...
8. We shall be very pleased to see you...
9. Thank you so much for your kind invitation...
10. Many thanks for your kind invitation to participate in...
11. I appreciate you invitation to . . . , but....

II. Выполните устный перевод с листа приведенных ниже фрагментов деловых писем.

Mark Nilton, the president of Andoris Products, Inc., joins with me in inviting you and Jacob to cocktails and dinner at 6 P.M. on Wednesday, June 30, 20X6, at the House of Fine Foods Inn, 23 Berkely Street, Boston, Massachusetts.

While the evening will be principally social, I do expect that Mark will have some informal remarks to make after dinner on a topic of interest to the gathering. We anticipate about 30 good friends of the company joining us for the evening.

The quarterly meeting of Structural Innovations, Inc. will be held on October 1, 200X, in the Wycliffe Room at the Windham Estates Meeting Complex in Bradford, Washington. The meeting will begin promptly at 8:00 A.M. and will end by 6:00 P.M. Breakfast and lunch will be served.

Our keynote speaker, Jacques de Boeuf, will discuss the topic “Modernizing Antique Facades.” As you are well aware, the modernization of existing structures is a key aspect of our business plan for the 200X–200X fiscal year. I have included a meeting program to familiarize you with important issues facing Structural Innovations. I hope you will be able to attend the meeting and Mr. De Boeuf’s presentation.

Many thanks for your letter of September 20 and your kind invitation to participate in your conference in February. Unfortunately, I will be unable to attend.

I do appreciate your having thought of me. I hope the conference is a great success.

Thank you so much for your kind invitation to address the first-year medical students at The Bayou College of Medicine, February 3–5. I would be delighted to attend and am prepared to speak at the seminar entitled, “Andrology: A Brave New World.” I understand that I should arrive at your campus by 1:30 P.M. on February 3. Will you send me information on lodging opportunities in the area?

I am sure that the young men and women in your medical program appreciate your efforts to have practicing doctors speak to them about the practice of medicine, just as I appreciate your choice of me as speaker for this seminar. The field of andrology is an important one and deserves publicity, and I am glad that you have included it at length in your program.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

Greater Pittsburgh Family Fund

760 Allegheny Dr. • Mt. Lebanon, PA 16301

July 1, 20XX

Larry M. Grimschaw
993 White Water Way
Mt. Lebanon, PA 16301

Dear Mr. Grimschaw:

We of the Greater Pittsburgh Family Fund would like to invite you to chair the Health Committee for 20XX.

The Health Committee disburses funds to help families that have exhausted all other medical resources. We are asking you to chair this committee of eight people for one year.

Your leadership and organizational skills are essential for our continuing success. As a committee member last year, your dedication to health was apparent. Here is your chance to make a difference in the lives of families in desperate need. We need your combination of compassion and competence in directing the Health Committee.

Presently, the committee meets weekly to review requests and act on them.

Additionally, you would need to prepare a monthly disbursement report to be

presented to the Greater Pittsburgh Family Fund's monthly Steering Committee. You would report directly to me.

Thank you for considering this offer. Please let me know by July 15, 20XX, if you are able to take this position. I look forward to working with you.

Sincerely yours,

Coretta Marshall
General Chairperson

Letter 2

Enterprises, Ltd.

345 Waconia Rd. • Denver, CO 80023

June 5, 20XX

Leonard Takamoto
5699 Mission Highway
Bismarck, ND 58578

Dear Mr. Takamoto:

We at Enterprises, Ltd. would like to ask you to speak at our Annual Stockholders' Meeting on August 10, 20XX, in Denver.

Your reputation as an entrepreneur in the field of small businesses interests us. As you may know, Enterprises, Ltd. acts as a clearing house for small businesses and supplies ideas and seed money for new small businesses. Your recent article in

Success speaks to the topic that we would like our stockholders to hear: “The Future of America Lies in Its Small Businesses.” We hope you will consider this offer.

Thank you for your time. Attached is a sheet outlining all of the particulars: remuneration, schedules, hotel and airline arrangements. Please let me know by June 15 if you will accept this speaking engagement. You can reach me at 208-555-7793.

Sincerely yours,

Hal J. Martinson
Executive Administrative Assistant

Letter 3

Community Valors

642 Rocky Mountain Road • Denver, CO 80023

September 14, 20XX

Mary E. Marius
866 Aspen Place
Denver, CO 80025

Dear Ms. Marius:

As a new resident of Denver, wouldn't you like to get to know the city and its people better? Then consider the service and networking opportunities Community Valors could provide you.

We meet monthly to plan service projects that improve life in Denver. You have already seen our trademark red vests on the job at the blood bank where you so

generously gave of yourself last Friday. We are always looking for enthusiastic and empathetic people to participate in our organization. We think you meet the qualifications!

Some of our projects this past year have included establishing a food and toiletry pantry for people with AIDS, tutoring for people whose second or third language is English, and emergency aid to people suffering from disaster, disease or distress. Each project is funded by membership dues of \$90 per year and special contributions from area businesses.

Our annual membership drive began this week and runs through the end of September. We invite you to become part of the largest volunteer service organization in the state. May we call upon you to ask any questions you may have about Community Valors and to encourage you to join our efforts? Please send the enclosed postcard to us now. We promise to serve your interests and find outlets for your talents in Community Valors.

Sincerely,

Mac Williams and Beth Tomasic
Membership Drive Co-chairs

P.S. Save some time so you can begin sharing your time: Send your membership dues in with the postcard, and we'll get you into a project right away. We have a red vest waiting for you!

Letters of Recommendation and Introduction

There are two specific types of letters of recommendation. In the first type, a friend or colleague asks you to write a “generic” letter of recommendation. It is not for a specific job or employer, but meant to be a general reference she can show to interviewers if asked for such a letter.

In the second type, the employer asks the candidate for references, and the candidate gives your name. The employer then asks you whether you recommend the person, and why.

Sample Letter 1

Hirsch & Hirsch
Attorneys at Law
1005 Grand Avenue, Suite 300
Kansas City, Missouri 64106

March 13, 20XX

Mr. Kevin Doerter, City Manager
City of Burlington
P.O. Box 490
Burlington, KS 66839

Dear Mr. Doerter:

Elizabeth Kidder, who has applied for the position of city clerk/finance director for the city of Burlington, has asked me to provide you with a letter of recommendation. I am pleased to comply with her request.

Ms. Kidder was the personnel clerk at the City of Olathe, Olathe, Kansas, when I began as personnel director in September 20XX. I found her to be very capable.

During the two years that she reported to me, Ms. Kidder was extremely skilled in handling the administration of all office functions, which included supervising the part-time clerk.

Ms. Kidder is a self-starter, a capable and efficient supervisor, and an exceptional worker. I give Ms. Kidder my highest recommendation. She would be a valuable member of your team.

Sincerely,

James W. Davis

Partner

Sample Letter 2

Campbell, Wilson and Sons

472 Captain's Drive • Boston, MA 02031

October 7, 20XX

R. H. Wing

333 B. Ave., E.

Lincoln, NE 68530

Dear R.H.:

I would like to introduce James N. Glandorf, who will be moving to Lincoln in November. As a fellow Pi Kappa Kappa, would you consider him for a position with your firm?

Mr. Glandorf worked in our law office during this last year. He was given the assignment of divorce cases, which he handled extremely well, and was well on his way to establishing himself as one of the best divorce lawyers I have ever seen. James was in line for a partnership here also but wanted to return to his native Nebraska, which I understand, being a Midwesterner myself. I have enclosed a reference from each of our partners. I'm sure you'll find that all of us held James in the highest regard.

Please take time to read the references, and extend our greetings to James when he arrives. I have promised him nothing but am sure that you will help him in any way that you would any other fellow Pi Kappa Kappa.

Sincerely,

George R. Campbell

Senior Partner

I. Приведите русские соответствия для следующих слов и словосочетаний.

I highly recommend; enthusiastic; a valuable team member; results-oriented; self-starter; hard-working; leadership qualities; bright; personable; eager to succeed; extremely knowledgeable; experienced: can heartily recommend; have observed continued professionalism/performance/maturity; have worked with/known for X years; I hope the two of you can benefit from the acquaintance.

II. Выполните устный перевод с листа.

I have been privileged to know Ms. Sullivan for three years in my role as managing supervisor at Perceval, McKormick Manufacturing. I am currently director of business products.

While Ms. Sullivan reported to me at Perceval, McKormick, I found her management abilities to be invaluable in helping me to establish Perceval, McKormick as a leader in the office products market. Her conscientious effort and cooperation in doing professional, high-quality work were appreciated.

Ms. Zeno, I am writing to you in response to your request for a recommendation of Mr. William B. Trombond, who worked for me in the bookkeeping department of Big Buildings Corp. He was not a clerk when he worked for me, however, but rather a bookkeeper. I am not qualified to comment on his capabilities as a clerk.

Bill was an average bookkeeper. He is a pleasant person who got along well with his fellow employees.

He also seemed enthusiastic about his job in the bookkeeping department. His attitude toward his work and his cooperation were above average.

If you need any further information from me, please let me know.

Elizabeth Kidder, who has applied for the position of City Clerk/Finance Director for the City of Burlington, has asked me to provide you with a letter of recommendation. I am pleased to comply with her request.

Ms. Kidder was the personnel clerk at the City of Olathe, Olathe, Kansas, when I began as personnel director in September 20XX. I found her to be very capable.

During the two years that she reported to me, Ms. Kidder was extremely skilled in handling the administration of all office functions, which included supervising the part-time clerk.

Ms. Kidder is a self-starter, a capable, efficient supervisor and an exceptional worker; I give Ms. Kidder my highest recommendation. She would be a valuable member of your team.

Ann Morgan, a young engineer who took my process design seminar given for AIChE last summer, has asked me whether I can put the two of you together, so that you might consider granting her an interview for a position in your process control department.

You know that I am a rather tough instructor, so it means something when I tell you that Ms. Morgan has an exceedingly strong grasp of process design and control — especially considering she is just two years out of college. By the way, she showed me her transcript, and was a solid B+ student at Brightwater Tech, which, as you know, has one of the best programs on the East Coast.

My department is overstaffed and, since the acquisition, half of our work is being moved to the California location. If this were not the case, and we were looking to add personnel, I would make Ms. Morgan an offer tomorrow.

III. Выполните предпереводческий анализ текстов. Письменно переведите их на русский язык.

Letter 1

GRANT WOOD HIGH SCHOOL

319 30th St. S.E. • Cedar Rapids, IA 52403

January 16, 20XX

Linda A. Hagerman, Principal

Thomas Jefferson High School

788 Muscatine Ave.
Iowa City, IA 52240

Dear Ms. Hagerman:

It is with great pleasure that I recommend Mary Alice Westerly for the physics position at Thomas Jefferson.

Mrs. Westerly taught at Grant Wood High School from 1978 to 1986, during which time I was principal. Her primary teaching responsibilities were physics, chemistry and ninth-grade general science. She was one of the best teachers we have ever had in the area of science, and we were deeply saddened when she and her family moved to Augusta, Maine. I can assure you that if I had a teaching position open in science, I would hire her. She is creative, deeply conscientious, professional and hard-working.

I strongly recommend her and am sure you will be more than satisfied with her performance in the classroom.

Sincerely,

Tom Maxwell
Principal

Letter 2

Prospective Employer:

I am the Partner-In-Charge of Zephyr Industries, and am writing to recommend Tracy Graduate. I have known Tracy Graduate through her work experience with our firm during the past summer, when she served as an Auditor Intern in our New York office.

Tracy became immediately involved in the annual audit of Zephyr Industries, conducting much of the historical accounting research required for the audit. In addition to gathering the financial information, Tracy was instrumental in the development of the final certification report. Tracy also participated in several other smaller audits, including her instrumental role in the quarterly audit of ABC Bank, where she developed several Excel macros to audit the inputs at the PC level. She later further developed these macros for use in future audits, which we have integrated into our Auditors Toolkit.

Tracy has shown the kind of initiative that is necessary to be successful over the long term in the public accounting field. She has excellent forensic skills, yet remains focused on the overall needs of the client. I believe she will be a strong Auditor and has an excellent future in the public accounting field. She is a conscientious worker and has an excellent work ethic. We would gladly have hired Tracy upon graduation if she were open to the New York City area.

I recommend Tracy to you without reservation. If you have any further questions with regard to her background or qualifications, please do not hesitate to call me.

Sincerely,

Terry Thompson
Partner-in-Charge

Letter 3

Mr. Joe P. Terno
Personnel Director
Abel & Dexter Public Relations
45 Tyrone Avenue
Touchstone, Arizona 09889

Dear Mr. Terno:

You've asked that I give you an assessment of James Time, who worked here at Preston & Sturges Advertising up until a couple of months ago. I am glad to oblige your request.

We've organized our company into autonomous teams with each handling its own client acquisition and servicing as well as profit-and-loss responsibility. Jim has always contributed professionally and been a reliable and positive presence in our company.

As you know all too well, the economy has hit the advertising business pretty hard and we've had to reexamine every aspect of our business to ensure we were operating as efficiently as possible. Unfortunately, Jim's team was not profitable, and we made the decision to shut down the operations of all unprofitable teams in an effort to improve our overall bottom line. Neither Jim nor his fellow team members were absorbed into other teams.

As a result, Jim left Preston & Sturges to search for other employment opportunities. Please call on me if I can be of more assistance.

Sincerely,

John DeLuca
Personnel Director

ТЕКСТЫ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ

Для самостоятельного письменного перевода предлагаются аутентичные письма на английском языке, написанные носителями английского языка и иностранцами, владеющими этим языком. Стиль, орфография и пунктуация авторов сохранены. Приступая к переводу, необходимо установить вид письма, выявить частные проблемы перевода, обусловленные его спецификой, определить способы преодоления трудностей.

Letter 1

Dear Sir or Madam,

The SLI is an internationally oriented language school in the border triangle of Germany, France and Switzerland. We offer intensive courses each year to people from abroad. We are sending you the enclosed brochures from the International Language Courses 2010 to introduce ourselves directly and personally.

Affiliated to the University of Freiburg, the Language Teaching Centre (Sprachlehrinstitut, SLI) is able to combine the expertise of an experienced teaching staff with the benefits of modern technological resources such as our computer-equipped language laboratory. Alongside general language courses at levels A1 to C2, our summer courses in August offer professional language courses, e.g. "German for Tourism", "Business German" and "Training for teachers abroad". These courses will enable your students to further develop and enhance specialised interests and skills. In addition to intensive language instruction, our programme includes lectures and seminars in the afternoons, accommodation for the duration of the course and numerous extra-curricular activities including excursions to popular cultural destinations in and around Freiburg. Our courses are particularly suitable for intensifying language skills for the study of the German language and German literature and culture; they provide a sound basis and invaluable preparation for

academic studies at a German university.

Please do not hesitate to contact us by phone or e-mail if you are interested in our programme. You can find our courses online on our webpage on http://sli.uni-freiburg.de/internationale_sprachkurse.

We look forward to hearing from you.

Yours faithfully,

Sonja Dierks (PhD)

Director International Language Courses

Letter 2

Dear Mr. (name),

Let me introduce myself first: I am Cristina Radulescu, recently employed by MCID, in Jackson Mississippi, as project Manager (partially replacing Jesse Lutabingwa.)

I am contacting you regarding the next phase that we have to have with Amur University. I have the chance to speak with Dr. Jesse Pennington regarding their next visit to your University. He indicated that two professors from US will be able to travel to Amur on the end of May, for 7-10 days. If this period is comfortable for you, please let us know soon, and send us a draft agenda. I need to mention that this is the best period for our professors to travel, because it will be around the Spring Break.

Let me know if it is something else that we should do! Also, I am going to call you soon, even today.

Looking forward to hear from you,

Christina Radulescu.

Letter 3

Dear chancellor of Amur State University,

I am writing to you to kindly consider participating IICM2009 conference. The International Conference on Intellectual Capital Management (IICM2009) will be held on 7-8 October 2009 in Zanjan, Iran. The preliminary objective for holding International Conference on Intellectual Capital Management (IICM 2009) is bringing together varied groups of people with different perspectives, experiences and knowledge in one location. It aims to help practitioners find ways of putting research into practice and researchers to gain an understanding of real-world problems, needs and aspirations to identifying and surveying intellectual capital development potentials, specifically in Middle East and Iran.

Accordingly, International Conference on Intellectual Capital Management (IICM2009) will be held to discover opportunities and disclosure the threats in strategic management of intellectual capital. Reviewing the case studies and experiences, diffusing and reflecting the participators knowledge in this field, round table to share best practice and new theories about acquiring, assessment, measurement, valuation, reporting, registration and laws related to IC, are some of the other objectives.

The international conference on intellectual capital management (IICM 2009) invites researchers, practitioners and academics to present their research findings, real work in experiences, case studies and conceptual advances in any branch of the conference topics. It seems to us, this conference should be useful for, and demand the participation of University professors, postgraduate students especially in the field of management, accounting, economy, law, sociology, communication, organizational leaders, directors of scientific and research institutes, managers of knowledge and

technology-based firms, finance managers, stock market experts and other stakeholders.

Kindly, pay a look to "call for papers", "sponsorship" and "registration" at conference website. For Sponsors and accepted papers lecturers, registration fee is free. I look forward to receiving your and your colleagues' papers.

Best regards:

Dr. Jalil Khavandkar
Conference Chairman

Letter 4

Dear Information

Specialist:

Your organization is eligible to take advantage of a free 30-day trial of the IEEE Computer Society Digital Library (CSDL). The CSDL provides you with access to 26 periodicals and over 3,300 conference publications, covering the complete spectrum of computing.

The CSDL brings you the most current intelligence in newly emerging and established areas of computing as well as seminal information and best practices in the field. Whether your users need to conduct intensive research or just get a few quick answers to a problem, they'll find what they need in over 300,000 peer-reviewed articles and papers.

The CSDL is an outstanding value in tough economic times. Print subscriptions to the periodicals alone would cost \$21,555 US. But with CSDL, you get access to all available periodical archives, plus an additional 3,300 conference publications for just \$17,135. We also have subset package options priced as low as \$3,295 and reduced pricing for qualifying institutions if you can't afford the full collection:

- Pick5 - Your choice of any 5 periodicals in the CSDL for only \$3,295.
- Magazines Package - Get access to all 13 technical magazines in the CSDL for only \$6,575.
- Tier Pricing - USA and Canadian academic institutions with only undergraduate programs may qualify for a 30% discount. Schools without 4-year degree programs may qualify for a 50% discount.
- Consortium Pricing - Academic institutions may be eligible for consortium pricing. Purchasing power parity discounts may also apply for schools in qualifying countries.
- Multiple site discounts - Available for all institutions with more than a single site location.

Experience all that the CSDL has to offer your organization through a free 30-day trial. There is no obligation. Simply request your trial online at www.computer.org/2009CSDLtrial.

Sincerely,

Georgann Carter
Senior Manager, Digital Library

Letter 5

Dear Dr. (name),

It is my pleasure to extend an invitation for your institution to recognize one or two your most exceptional faculty members at an international ceremony honoring faculty who have contributed significantly to the improvement of teaching and learning in higher education. This ceremony will be an important part of the *International Conference on College Teaching and Learning* as we celebrate our 21st year at the

Sawgrass Marriott Golf Resort & Spa in Ponte Vedra Beach, Florida, April 19-23, 2010.

The awards ceremony luncheon will be held on Wednesday, April 21, 2010, during which three different awards will be presented. The first, the Award for Innovative Excellence in Teaching, Learning, and Technology will be presented to each institution's nominee. The identification of the nominee is left to the discretion of each institution, as long as the person is a full-time member of the teaching faculty who has contributed in highly creative ways to the learning process through uses of innovative learning strategies, technology, or other means and has been identified through an institution-wide process. Each institution may also choose to have its nominee considered for the Ernest L. Boyer International Award for Excellence in Teaching, Learning, and Technology. This award recognizes exceptional faculty achievements in enhancing the learning process. The recipient will receive an honorarium of \$5,000.

You are also invited to nominate a new faculty member for the Distinguished New Faculty Award, sponsored by the International Academy for the Scholarship of Learning Technology. This award honors ten new teaching faculties from around the globe who have best demonstrated the ability to use new pedagogical techniques and creative ways of thinking to successfully guide millennial students into the future. Recipients of this award will be selected from a pool of candidates nominated by institutions from around the world; selections will be based on criteria which include scholarship, creativity, motivation, and that special something extra we can future promise.

Each year the conference hosts more than 800 faculty in all academic fields from colleges and universities throughout the world. In keeping with our tradition of outstanding keynote speakers, this year's conference will feature keynote presentations by celebrated author Gregory Maguire and world-renowned

psychologist and psychometrician Robert J. Stenberg, and a featured presentation by United States Poet Laureate Kay Ryan. The conference will also feature more than 300 faculty presentations and poster sessions, featured presentations by prominent leaders and innovators in higher education, and more than 25 interactive, pre-conference workshops.

Information about the conference is enclosed. Forms to register and to nominate a faculty member for an award may be found on the conference Website at www.teachlearn.org. *Please note that the deadline for receipt of nominations is December 1, 2009.* I hope to meet your faculty and your nominee(s) at the conference.

Sincerely,

Steven R. Wallace, Ph.D.
College President

Letter 6

Dear Librarian,

I am pleased to enclose our 2010 Journals Catalogue. While our focus is broadly on engineering/architecture/built environment/energy themes, there are other unrelated titles so I hope you will take time to look through and see what we have that might benefit the scholars and researchers you support.

You will see that, although many of our titles are long-established, we have started several journals in 2009, and a number of new ones are due for 2010. In fact, this is a reflection of the dramatic shifts in research patterns, across and within disciplines, that is taking place at the moment. We see it as our job to provide relevant, high quality forums for academics and other researchers to be able to communicate with

each other, finding the people most interested in exactly what they are doing. Study after study has shown that this is the highest priority for researchers.

Of course, our nearly 50 years of experience in serving the research community means that we ensure our journals are not only necessary - not mere replications or variations on existing titles - but that they are edited by significant figures in the various fields, supported by distinguished editorial boards, and published papers are properly peer reviewed too.

We are aware of the financial pressures on many libraries, around the world. It has always been our policy to make our journals available at realistic prices - we firmly believe we exist to serve the scientific community, not profit at its expense - but now we are going much further. On page 14 of the catalogue you will see information about our various 'packages' of journals: this is a way of getting substantial amounts of research information at heavily discounted prices: I hope you will take advantage of it. And as well as a discount, there are other important advantages in buying in this way - all the backfile is included free of charge, and content can be used throughout an institution, even across different sites, for no extra.

To help cut costs even further, I am always happy to discuss library consortia possibilities with librarians. We are already making our content available at hugely reduced prices in a number of countries, because of consortial relationships with organisations like Knowledge Exchange, CAPES and CRKN, to name just three.

If you are not familiar with our company, details are at www.multi-science.co.uk
Specimen copies, tables of contents, abstracts of our journals can be seen at www.ingentaconnect.com/content/mscp.

Once again, I hope you will take time to look through the catalogue, and that our material will benefit your researchers. Orders can be placed through your usual

library agent, or direct with us. And, to contact me directly, email bill@multi-science.co.uk. I am always pleased to hear the views of colleagues in scholarly communication, or answer any questions you may have.

With best wishes,

W. Hughes

Director

Letter 7

Dear colleagues,

Our Institution, Alexandrio Technological Educational Institution of Thessaloniki (North Greece), is a comprehensive Institution of Higher Education with over 20.000 students, studying in a wide range of courses. The emphasis is on a student-focused, practice-oriented education.

My Department, Dept. of Early Childhood Care & Education, is aiming to increase our international activities. That is why we are looking for new partners abroad, with whom we can start take new initiatives. This Department offer students courses, such as Early Education Pedagogy, Music and Movement Education, Drama Education, Early Childhood Psychology (Social and Clinical), etc. We would especially like to recommend ourselves because of our education philosophy, based on creative teaching and learning.

We would like to cooperate in the field of student exchange and staff exchange at a Bachelor level, under Socrates/Erasmus Programme (European Commission, Department of Education and Culture).

We are especially looking for partners (Universities or other institutions for Higher

Education) who have programs in the areas of Early Childhood Care and Education. Although we have ties with partner institutions throughout the European continent, we are, however, currently looking for new partners to extend our network.

If you need more information, please do not hesitate to contact me at the address below.

Kind regards

Coordinator of Erasmus Programme

Evridiki Zachopoulou, Ph.D.

Associate Professor

Alexandrio Technological Educational Institution of Thessaloniki Department of

Early Childhood Care and Education

P.O. Box 141

Sindos 57400

Thessaloniki

Greece

ПРИЛОЖЕНИЕ

Приложение 1

Клише, выражения и предложения, полезные для деловой переписки

Англо-русские соответствия

Acknowledgment	Уведомление
It is very disturbing to receive such a letter.	Мы очень обеспокоены полученным письмом.
I am immediately asking our (name) to investigate the situation.	Я немедленно попрошу нашего (имя) рассмотреть возникшую ситуацию.
I appreciate your advising me of this incident and you may be assured that it will have my personal attention.	Я признателен Вам за то, что Вы сообщили мне об этом случае, и заверяю Вас, что лично проконтролирую ситуацию.
In order that you may receive prompt response, I am sending your letter to the personal attention of (name).	Я отправляю Ваше письмо лично (имя), чтобы Вы незамедлительно получили ответ.
You will hear from him within a few days.	Вы получите от него ответ через несколько дней.
Meanwhile, I have requested that a full report be sent to me.	Между тем я попросил выслать мне полный отчет.
Thank you for advising me that you never received ... covered on your purchase order No ... dated (date).	Благодарим Вас за то, что сообщили мне, что Вы так и не получили оплаченный Вами груз ..., отправленный, согласно заказу на поставку № ..., (дата).
A tracer is being initiated and we will notify you as soon as the information becomes available.	Сейчас сделан запрос о грузе, и мы сообщим Вам о его результате сразу, как только получим соответствующую информацию.
Thank you for your letter concerning the retail price of our (product).	Благодарим Вас за письмо касательно розничной цены на нашу продукцию (название продукции).
We consider our product to be of very high quality and encourage retailers to sell on the basis of value rather than price.	Мы считаем, что наша продукция очень высокого качества, поэтому розничная продажа может осуществляться не по установленной цене, а с учетом ценности товара.

Announcement	Объявление
We are pleased to announce that (name) has been promoted to...	Нам приятно объявить, что (имя) повысили в должности ...
This is to inform you that our office will be closed on the following holidays: (dates).	Настоящим ставим Вас в известность, что наш офис будет закрыт в праздничные дни с ... по ... (даты).
We are pleased to announce the appointment of (name) to the newly created position of ...	Мы рады объявить о назначении (имя) на новую должность ...
Despite our continuing efforts to control costs, we have found it necessary a price increase effective (date).	Несмотря на наши старания постоянно вести контроль за уровнем расходов, мы пришли к выводу о необходимости повышения цены с (дата).
Our representative will soon be contacting you to review the new prices and discuss the powerful marketing programmes that will support your sales.	Вскоре наш представитель свяжется с Вами, чтобы рассмотреть новые цены и обсудить серьезные маркетинговые программы, которые помогут обеспечить реализацию Вашей продукции.
Complaint	Жалоба
We are sorry to inform you that, in our opinion, your employee (name) was rude with clients on the evening of ...	К сожалению, мы должны отметить, что, по нашему мнению, Ваш сотрудник (имя) был груб с клиентами вечером ...
We felt it was important to inform you so that you can take corrective action and maintain your excellent reputation.	Мы посчитали важным сообщить Вам об этом случае с тем, чтобы Вы приняли соответствующие меры и сохранили Вашу отличную репутацию.
After using the product for ..., we found it to be defective as follows: ...	Используя Вашу продукцию для ..., мы обнаружили следующие дефекты: ...
According to the warranty, we are entitled to a refund or replacement.	Согласно гарантии, мы имеем право получить назад уплаченную нами сумму или потребовать взамен другое изделие...
We appreciate the good name and reputation of your company and know that you will comply with our requests as soon as possible.	Мы высоко ценим доброе имя и репутацию Вашей компании и уверены, что Вы выполните все наши требования при первой возможности.

As a long time customer of (company's name), I am writing to express dissatisfaction with the service at the shopping centre located at ...	Я уже длительное время являюсь клиентом Вашей компании, в этом письме мне хотелось бы выразить неудовлетворение обслуживанием в торговом центре, расположенном в ...
I would appreciate your looking into the situation and take corrective action.	Я был бы Вам признателен, если бы Вы рассмотрели данную ситуацию и приняли соответствующие меры.
Invitation	Приглашение
You and (spouse - friend) are cordially invited to attend a (dinner - banquet) (in honour of - to celebrate).	Мы приглашаем Вас (Вашу супругу - Вашего друга) на (ужин - банкет) (в честь - для празднования).
The dinner will be held on (month, day, date) at (location).	Ужин состоится (месяц, день, число) в (место).
Cocktails will begin at ... with dinner at ...	Ужин начнется с прохладительных напитков в ... основные блюда будут поданы в ...
We are looking forward to seeing you.	С нетерпением ждем встречи с Вами.
Please plan to attend a meeting of department managers on (month, day, date) at (time) in (location).	Просим руководителей отделов посетить собрание (месяц, день, число) в (время) в (место проведения).
If you are unable to attend, please send a representative.	Если Вы не можете присутствовать на собрании, просим направить представителя Вашего отдела.
Request	Просьба
It is our policy to request a ... % advance payment on initial orders from new accounts.	При открытии новых счетов у нас принято просить ... процентную предоплату за первые заказы.
I should be grateful if your company could fund the costs of my travel to ...	Я был бы признателен, если Ваша компания могла бы оплатить мои транспортные расходы на поездку в ...
Please contact me or my secretary and inform us of the time that would be best for you.	Прошу связаться со мной или моим секретарем и договориться об удобном для Вас времени встречи.
I wish to reserve a room with a double bed for ...	Я хочу забронировать номер с двухспальной кроватью для ...
Your forwarding a confirmation will be appreciated.	Буду признателен за подтверждение моего заказа.

Приложение 2

Слова и выражения иностранного происхождения, встречающиеся в переписке

Ad hoc (лат.) для этого, применительно к этому, на данный случай; кстати

Ad hominem (лат.) рассчитанный на чувства, а не на разум

Ad honores (лат.) ради почета или чести; без оплаты, безвозмездно

Adios! (исп.) до свидания!

Ad lib/ Ad libitum (лат.) без подготовки, импровизируя; неограниченно, сколько хочется

Ad litteram/ Ad verbum (лат.) дословно, буквально, слово в слово

Affair d'amour (фр.) любовная связь, роман

Affair d'honneur (фр.) дело чести; дуэль

A la (фр.) вроде, наподобие, на манер

A la carte (фр.) алякарт, порционно, на заказ (о блюдах в ресторане)

A la fourchette (фр.) аляфуршет, на скорую руку, не садясь за стол (о закуске, ужине)

Alma mater (лат.) студенческое название учебного заведения

Alter ego (лат.) второе я; самый близкий друг и единомышленник; чей-либо двойник

Anno Domini (лат.) нашей эры

Annus mirabilis (лат.) год чудес

Ante meridiem (лат.) до полудня

Apres moi/ nous le deluge! (фр.) После меня/ нас хоть потоп!

A priori (лат.) априори, заранее, независимо от опыта; умозрительно

A propos (фр.) кстати, между прочим

Aqua vitae (лат.) вода жизни, водка

Ars longa, vita brevis (лат.) Искусство велико, жизнь коротка

A tout prix (фр.) любой ценой; во что бы то ни стало

Au contraire (фр.) напротив, наоборот

Auf Wiedersehen! (нем.) до свидания!

Au naturel (фр.) в натуральном виде; приготовленный просто; без прикрас; голышом, в чем мать родила; собственной персоной

Aut bene, aut nihil (лат.) или хорошо, или ничего (говорить)

Aut Caesar, aut nihil (лат.) или Цезарь, или ничего

Avant-propos (фр.) дело первой необходимости; предисловие

Ave Maria (лат.) Аве Мария (молитва Богородице)

Beau geste (фр.) красивый жест, за которым часто ничего не стоит

Beau monde (фр.) бомонд, высший свет

Belles-lettres (фр.) беллетристика, художественная литература

Benevalete! (лат.) Будьте здоровы!

Bete noire (фр.) ненавистный, противный человек; предмет ненависти

Bien dit (фр.) хорошо сказано (об удачном ответе, реплике)

Bona fide (лат.) добросовестно, честно; чистосердечно

Bon horn me (фр.) добрый малый; простой человек

Bonjour (фр.) добрый день

Bon mot (фр.) меткое слово, острота

Bonne amie (фр.) подруга; любовница

Bonne nuit (фр.) доброй ночи

Bonsoir (фр.) добрый вечер

Bon ton (фр.) бонтон, светскость; хороший тон, хорошие манеры

Bon vivant (фр.) бонвиван, человек, любящий жить в свое удовольствие

Bon voyage! (фр.) доброго пути!

Carpe diem (лат.) лови день; лови мгновение

Carte blanche (фр.) карт-бланш, полная свобода действий

Casus (лат.) случай, происшествие

Chef-d'oeuvre (фр.) шедевр

Cherchez la femme (фр.) За всем стоит женщина (букв, Ищите женщину)

Circa (лат.) около, приблизительно (особенно о датах)

Citius, altius, fortius! (лат.) Быстрее, выше, сильнее!

Cito (лат.) быстро, срочно

Comme il faut (фр.) комильфо, благопристойный; соответствующий правилам светского приличия

Contra (лат.) против

Coup d'etat (фр.) государственный переворот; резкое, решительное преобразование

De facto (лат.) де-факто, на деле, фактически, в действительности

Dei gratia (лат.) милостью божьей

De jure (лат.) де-юре, юридически, в силу закона

Demarche (фр.) демарш, дипломатический шаг

Demode (фр.) вышедший из моды, устаревший

De mortuis aut bene, aut nihil (лат.) О мертвых либо хорошо, либо ничего

Deo gratias (лат.) благодаря Богу, спасибо Богу

Deo volente (лат.) по воле Бога

Dernier cri (фр.) последнее слово; последний крик моды

De trop (фр.) слишком, чересчур

Deus ex machina (лат.) неожиданное спасение (букв. Бог из машины)

Divide et impera! (лат.) Разделяй и властвуй!

Dixi (лат.) я сказал, я высказался; я закончил

Ego (лат.) я

En avant! (фр.) Вперед!

Enfant terrible (фр.) несносный ребенок; человек, ставящий других в неловкое положение

En masse (фр.) в массе, в целом

En passant (фр.) мимоходом, между прочим

En rapport (фр.) в соответствии; в связи, в контакте

En route (фр.) в пути, по дороге, по пути

Entre nous (фр.) между нами (говоря)

Ergage humanum est (лат.) Человеку свойственно ошибаться

Et cetera/ Etc. (лат.) и так далее; и тому подобное

Excelsior! (лат.) Вперед и выше!

Ex gratia (лат.) из милости; добровольно, не по обязанности

Ex libris (лат.) экслибрис; из книг (такого-то)

Gaudeamus, igitur (лат.) Итак, будем веселиться!

Gratis (лат.) бесплатно, безвозмездно

Homo homini lupus est (лат.) Человек человеку волк

Homo sapiens (лат.) человек разумный; мыслящий человек; человек как разумное существо

Honoris causa (лат.) ради почета; за заслуги

Hors-d'oeuvre (фр.) закуска; что-либо необычное, экстраординарное

Ib/ Ibid/ Ibidem (лат.) там же, в том же месте

Idee fixe (фр.) идефикс, навязчивая идея

Id est (лат.) то есть

Ignorantia non est argumentum (лат.) Незнание — не довод

Illusions perdues (фр.) утраченные иллюзии

Imperium in imperio (лат.) государство в государстве

In memoriam (лат.) в память (о ком-либо), памяти (кого-либо)

Inter alia (лат.) в частности; среди прочего; между прочим

In vino veritas (лат.) Истина в вине

Iipse dixit (лат.) голословное утверждение (букв. Сам сказал); бездумное преклонение перед чьим-либо авторитетом

Je ne sais quoi (фр.) Сам(а) не знаю что

Jeunesse doree (фр.) золотая юность; золотая молодежь

Jour-fixe (фр.) журфикс, день недели, предназначенный для приема друзей, знакомых

Kaput(t) (нем.) сломанный, непригодный; разгромленный

Kinder, Kuche, Kleider, Kirche (нем.) дети, кухня, платья, церковь

Le Diable etait beau quand il etait jeune (фр.) В молодости и черт был красив

Le roi est mort, vive le roil (фр.) Король умер, да здравствует король!

Le roi s'amuse (фр.) Король забавляется

Le secret de Polichinelle/ Le secret de comedie (фр.) секрет Полишинеля;
мнимый секрет

Liberte, egalite, fraternite (фр.) свобода, равенство, братство

Magnum opus (лат.) выдающееся произведение

Maitre (фр.) метр (почтительное название человека выдающихся дарований)

Manus manum lavat (лат.) Рука руку моет

Manage de convenance (фр.) брак по расчету

Mauvaiston (фр.) дурной тон, невоспитанность

Medice curat, natura sanat (лат.) Врач лечит, природа исцеляет

Memento! (лат.) Помни!

Memento moril (лат.) Помни о смерти!

Memento viverel (лат.) Помни о жизни!

Mens sana in corpore sano (лат.) В здоровом теле — здоровый дух

Merci (фр.) спасибо

Mesalliance (фр.) мезальянс, неравный брак

Modus operandi (лат.) способ действия

Modus vivendi (лат.) образ жизни, условия существования; временное соглашение

Mon dieu, que les hommes sont bdtel (фр.) Боже мой, как глупы люди!

Mot juste (фр.) меткое замечание, слово

Mutatis mutandis (лат.) с соответствующими необходимыми изменениями; изменить то, что требует изменения

Nego (лат.) отрицаю

Nemo (лат.) никто

Nil (лат.) ничто, ничего

Noblesse oblige (фр.) Положение обязывает

Nolens volens (лат.) волей-неволей, в силу необходимости; хочешь не хочешь

Noli me tangere (лат.) Не тронь меня, не прикасайся ко мне

Nom de guerre (фр.) псевдоним

Nom de plume (фр.) псевдоним писателя

Non olet/ Pecunia non olet (лат.) Не пахнет; Деньги не пахнут

Nota bene/ N. B. (лат.) нотабене, отметка (букв. Заметь хорошо)

Nouveau riche (фр.) нувориш, богатый выскочка

Null a dies sine linea (лат.) Ни одного дня без строчки

Obiit (лат.) Он/ она умер/ умерла

Omnia mea mecum porto (лат.) все свое ношу с собой

Omnia vanitas (лат.) Все — суета

On dit (фр.) говорят...; слух, сплетня

Ordre du jour (фр.) распорядок дня; повестка дня

O, sancta simplicitas! (лат.) О, святая простота!

O temporal o mores! (лат.) О времена, о нравы!

Panem et circenses (лат.) Хлеба и зрелищ

Par excellence (фр.) преимущественно, главным образом

Par exception (фр.) в виде исключения

Par exemple (фр.) например

Pari passu (лат.) равно, наравне и одновременно

Paris vaut bien une messe (фр.) Париж стоит обедни

Pas (фр.) шаг; поступок; прецедент

Passim (фр.) везде, всюду, здесь и там, в разных местах

Per annum (лат.) ежегодно; в год

Per aspera ad astra (лат.) Через тернии к звездам

Per capita (лат.) на душу (населения), на человека

Per se (лат.) сам/ само/ сами по себе; в чистом виде, без примесей; по сути; непосредственно

Persona grata (лат.) персона фата; лицо, пользующееся особым вниманием, желательная личность

Приложение 3

Наиболее употребительные сокращения

a/c account	— счет
AOB any other business	— любая другая сделка, любой другой вопрос
A/R all risks	— любая случайность
bbf barrel	— баррель (140,6 — 190,9 л)
c cents	— центы
cc carbon copy	— копия
CD cash discount	— скидка при оплате наличными
Co. Company	— компания
c/o care of	— через, по адресу
COD cash on delivery	— оплата наложенным платежом
contd. continued	— продолжение следует
Corp. Corporation	— корпорация
D/A documents attached	— документы приложены
Dept. Department	— департамент
do. ditto	— то же самое
doz. dozen	— дюжина
Dr. Doctor	— доктор
a. g. exempti gratia (лат.)	— например
enc., end. enclosure	— приложение
et al et alii (лат.)	— и другие
etc et cetera (лат.)	— и так далее
ft foot	— фут (30,48 см)
gal gallon	— галлон (3,79 л)
HQ headquarters	— штаб-квартира
hrs hours	— часы
i.e. id est (лат.)	— то есть
i/c in charge of	— исполняющий обязанности

in inch	— дюйм (2,54 см)
Inc. Incorporated	— имеющий статус корпорации
int. interest	— проценты
intl. international	— международный
lb pound	— фунт (453,59 г)
LE latest estimates	— последние данные
Ltd. Limited	— с ограниченной ответственностью
ml mile	— миля (1609 м)
M&S marketing & sales	— маркетинг и продажи
N/C no charge	— без начислений
OH overhead expenses	— накладные расходы
oz ounce	— унция (28,35 г)
p. page	— страница
p.a. per annum (лат.)	— в год
PA personal assistant	— референт
pcs pieces	— штуки
P&L profits & losses	— прибыли и убытки
pt pint	— пинта (0,47 л)
P.O. peyment order	— платежное поручение
pls please	— пожалуйста
qt quart	— кварта (0,95 л)
TM trade mark	— торговая марка
USD United States dollar	— доллар США
VAT value added tax	— НДС
VP vice president	— вице-президент
vs versus (лат.)	— против
w/c week commencing	— начинающаяся неделя
w/c without charge	— без оплаты
yd yard	— ярд (91,44 см)

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