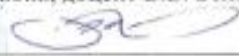


федеральное государственное бюджетное образовательное учреждение
высшего образования
«Кемеровский государственный медицинский университет»
Министерства здравоохранения Российской Федерации
(ФГБОУ ВО КемГМУ Минздрава России)



УТВЕРЖДАЮ:
Проректор по учебной работе
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« 16 » 04 20 25 г.

**РАБОЧАЯ ПРОГРАММА ДИСЦИПЛИНЫ
ДЕЛОВОЙ ИНОСТРАННЫЙ ЯЗЫК**

Направление подготовки	32.04.01 «Общественное здравоохранение»
Квалификация выпускника	Специалист в области организации здравоохранения и общественного здоровья
Форма обучения	очная
Факультет	медико-профилактический
Кафедра-разработчик рабочей программы	иностранных языков

Семестр	Трудоёмкость		Лекций, ч	Лаб. практикум, ч	Практ. занятий ч	Клинических практ. занятий ч	Семинаров ч	СРС, ч	КР, ч	Экзамен, ч	Форма промежуточного контроля (экзамен/зачет)
	зач. ед.	ч.									
I	2	72			32			40			зачет
Итого	2,0	72			32			40			Зачёт

Рабочая программа дисциплине «Деловой иностранный язык» разработана в соответствии с ФГОС ВО ФГОС ВО по направлению подготовки 32.04.01 Общественное здравоохранение, утвержденным приказом Министерства образования и науки Российской Федерации № 485 от «31» мая 2017 г. и учебным планом по направлению подготовки 32.04.01 «Общественное здравоохранение», утвержденным Ученым советом ФГБОУ ВО КемГМУ Минздрава России «19» 02 2025г.

Рабочую программу разработали заведующий кафедрой, к.филол.н., доцент Л.В. Гукина, старший преподаватель Л.В. Личная

Рабочая программа согласована с научной библиотекой Г.А. Фролова
«1» марта 2025 г.

Рабочая программа рассмотрена и одобрена на заседании кафедры иностранных языков протокол №7 от «1» марта 2025 г.

Рабочая программа согласована с учебно-методической комиссией медико-профилактического факультета

Председатель: к.м.н., доцент О.И. Пивовар
протокол № 4 от « 14 » апреля 2025 г.

Рабочая программа согласована с деканом медико-профилактического факультета, д.м.н., доцентом Л.А. Левановой Л.А. Левановой
« 15 » апреля 2025 г.

Рабочая программа зарегистрирована в учебно-методическом отделе

Регистрационный номер 3352

Начальник УМО Н.Э. Коломиец Коломиец Н.Э.

« 15 » 04 2025 г.

1. ПАСПОРТ РАБОЧЕЙ ПРОГРАММЫ

1.1. Цели и задачи освоения дисциплины:

1.1.1. Основной целью обучения иностранному языку для деловой коммуникации является расширение языковой компетенции в профессионально-деловой сфере. Ведущими компонентами данной коммуникативной компетенции являются умения аргументированного изложения мысли в письменной и устной речи для достижения определенных профессионально-деловых целей, расширения знаний обучающихся о стиле делового документа, построении отдельных деловых писем и документов и культуре письменной и устной деловой коммуникации.

1.1.2. Задачи дисциплины: приобретение обучающимися письменной и устной коммуникативной компетенции, уровень которой позволит использовать иностранный язык практически в деловых контактах как в образовательной сфере, так и в профессиональной деятельности; понимание отличия между устной и письменной формами деловой коммуникации; владение основными языковыми формами и речевыми формулами для выражения определенных видов коммуникативных намерений в деловом письме; понимание принципов построения делового письма, документа; овладение навыками написания основных видов профессионально ориентированных деловых писем/документов: письмо-запрос, письмо-заказ, письмо-подписка, письмо-рекламация, резюме, сопроводительное письмо, автобиография, меморандум, контракт; умение вести профессионально ориентированную беседу по телефону и в рамках многосторонней встречи; совершенствование навыка использования иноязычно-русского словаря для адекватного перевода и точного понимания содержания текста документа, делового письма; умение выражать свои мысли в профессионально ориентированном деловом письме и в устном общении, используя усвоенные языковые средства и приобретенные умения, развитие навыка понимания партнеров по профессионально-деловому общению адекватно конкретной ситуации общения.

1.2. Место дисциплины в структуре ОПОП:

1.2.1. Дисциплина «Деловой иностранный язык» относится к обязательной части Блока 1.

1.2.2. Для изучения дисциплины «Деловой иностранный язык» обучающийся должен владеть следующими знаниями, умениями и компетенциями:

- знания фонетики, лексики, грамматики, медицинской терминологии, полученные при изучении дисциплины «Иностранный язык» в вузе.

1.2.3. Изучение дисциплины необходимо для получения знаний, умений и навыков, формируемых последующими дисциплинами/практиками: Менеджмент в здравоохранении, Производственная практика. Административно-управленческая практика, Производственная практика. Научно-исследовательская работа, требующие знаний, умений и навыков работы с иноязычными бумажными и электронными источниками.

В основе преподавания данной дисциплины лежат следующие типы профессиональной деятельности:

1. Организационно-управленческая.

1.3. Компетенции, формируемые в результате освоения дисциплины

1.3.1. Универсальные компетенции

№ п/п	Наименование категории универсальных компетенций	Код компетенции	Содержание компетенции	Индикаторы универсальных компетенции	Технология формирования
1	Коммуникация	УК-4	Способен применять современные коммуникативные технологии, в том числе на иностранном языке, для академического и профессионального взаимодействия	ИД-1 УК-4 Умеет выстраивать эффективную коммуникацию с партнерами в процессе профессионального взаимодействия на государственном и иностранном языках. ИД-2 УК-4 Ведет деловую переписку, учитывая особенности стилистики официальных и неофициальных писем, социокультурные различия в формате корреспонденции на государственном и иностранном языке ИД-3 УК-4 Демонстрирует умение выполнять перевод академических и профессиональных текстов с иностранного (ых) на государственный язык	Практические занятия

1.4. Объем учебной дисциплины и виды учебной работы

Вид учебной работы		Трудоемкость всего		Семестры
		в зачетных единицах (ЗЕ)	в академических часах (ч)	Трудоемкость по семестрам (ч)
				I
Аудиторная работа , в том числе:		0,89	32	32
Лекции (Л)				
Лабораторные практикумы (ЛП)				
Практические занятия (ПЗ)		0,88	32	24
Клинические практические занятия (КПЗ)				
Семинары (С)				
Самостоятельная работа студента (СРС) , в том числе НИРС		1,11	40	40
Промежуточная аттестация:	зачет (3)	-	-	-
ИТОГО		2	72	зачет

2. Структура и содержание дисциплины

Общая трудоемкость модуля дисциплины составляет 2 зачетных единицы, 72 ч.

2.1. Структура дисциплины

№ п/п	Наименование разделов и тем	Семестр	Всего часов	Виды учебной работы					СРС
				Аудиторные часы					
				Л	ЛП	ПЗ	КПЗ	С	
1	Раздел 1 MEETING PEOPLE	I	4	-	-	2	-	-	2
1.1	Culturally Speaking	I	4	-	-	2	-	-	2
2	Раздел 2 TELEPHONING	I	4	-	-	2	-	-	2
2.1	Telephone Conversations	I	4	-	-	2	-	-	2
3	Раздел 3 BUSINESS LETTERS	I	16	-	-	8	-	-	8
3.1	Structure of the Business Letters: Enquiry	I	4	-	-	2	-	-	2
3.2	Structure of the Business Letters: Order	I	4	-	-	2	-	-	2
3.3	Structure of the Business Letters: Complaint	I	4	-	-	2	-	-	2
3.4	Structure of the Business Letters: Memo	I	4	-	-	2	-	-	2
4	Раздел 4 E-MAILS	I	4	-	-	2	-	-	2
4.1	E-mail Communication	I	4	-	-	2	-	-	2
5	Раздел 5 FILLING FORMS	I	4	-	-	2	-	-	2

№ п/п	Наименование разделов и тем	Семестр	Всего часов	Виды учебной работы					СРС
				Аудиторные часы					
				Л	ЛП	ПЗ	КПЗ	С	
5.1	The Art of Filling in Forms	I	4	-	-	2	-	-	2
6	Раздел 6 STUDYING ABROAD	I	6	-	-	2	-	-	4
6.1	Applying to Study Abroad	I	6	-	-	2	-	-	4
7	Раздел 7 PARTICIPATING IN A CONFERENCE	I	8	-	-	4	-	-	4
7.1	An Academic Conference	I	8	-	-	4	-	-	4
8	Раздел 8 PRESENTATIONS	I	6	-	-	2	-	-	4
8.1	Making Presentation	I	6	-	-	2	-	-	4
9	Раздел 9 APPLYING FOR A JOB	I	8	-	-	4	-	-	4
9.1	How to Apply for a Job	I	8	-	-	4	-	-	4
10	Раздел 10. BUSINESS DOCUMENTS AND CONTRACTS	I	6	-	-	2	-	-	4
10.1	The Basics of Business Documents and Contracts	I	6	-	-	2	-	-	4
11	Раздел 11. BUSINESS MEETINGS	I	6	-	-	2	-	-	4
11.1	Running a Business Meeting	I	6	-	-	2	-	-	4
	Зачёт	I							
	Итого	1	72	-	-	32	-	-	40

2.2. Тематический план практических занятий

№ п/ п	Наименование раздела, тема занятия	Вид занятия (ПЗ, С, КПЗ, ЛП)	Кол-во часов		Семестр	Результат обучения в виде формируемых компетенций
			Ауди тор.	СРС		
	Раздел 1. MEETING PEOPLE	ПЗ	4	2	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
1	Тема 1. Culturally Speaking	ПЗ	4	2	I	
	Раздел 2. TELEPHONING	ПЗ	2	2	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
2	Тема 1 Telephone Conversations	ПЗ	2	2	I	
	Раздел 3. BUSINESS LETTERS	ПЗ	8	4	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
3	Тема 1. Structure of the Business Letters: Enquiry	ПЗ	2	1	I	

№ п/ п	Наименование раздела, тема занятия	Вид заня- тия (ПЗ, С, КПЗ, ЛП)	Кол-во часов		Семестр	Результат обучения в виде формируемых компетенций
			Ауди тор.	СРС		
4	Тема 2. Structure of the Business Letters: Order	ПЗ	2	1	I	
5	Тема 3. Structure of the Business Letters: Complaint	ПЗ	2	1	I	
6	Тема 4. Structure of the Business Letters: Memo	ПЗ	2	1	I	
Раздел 4 E-MAILS		ПЗ	2	2	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
7	Тема 1. E-mail Communication	ПЗ	2	2	I	
Раздел 5 FILLING FORMS		ПЗ	2	2	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
8	Тема 1. The Art of Filling in Forms	ПЗ	2	2	I	
Раздел 6 STUDYING ABROAD		ПЗ	2	4	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
9	Тема 1. Applying to Study Abroad	ПЗ	2	4	I	
Раздел 9. PARTICIPATING IN A CONFERENCE		ПЗ	6	3	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
10	Тема 1. An Academic Conference	ПЗ	6	3	I	
Раздел 10. APPLYING FOR A JOB		ПЗ	4	4	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
27	How to Apply for a Job	ПЗ	4	4	I	
Раздел 10. BUSINESS DOCUMENTS AND CONTRACTS		ПЗ	2	4	I	<i>УК-4 (ИД-1, ИД-2 ИД-3)</i>
The Basics of Business Documents and Contracts		ПЗ	2	4	I	
Итого:		72	32	40	I	

2.3. Содержание дисциплины

Раздел 1. MEETING PEOPLE

Тема 1. *Culturally Speaking*

Содержание темы:

1. Лексический материал: лексика по теме «Culturally Speaking», часть 1.
2. Учебный материал: тексты, диалоги, задания для беседы по теме «Culturally Speaking, часть 2-3.
3. Практическое занятие №1 «Culturally Speaking».

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-7, Задания для диалогического общения №1-3

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 2. TELEPHONING

Тема 2. Telephone Conversations

Содержание темы:

1. Лексический материал: лексика по теме «Telephone Conversations».
2. Учебный материал: тексты, диалоги, задания для беседы по теме.
3. *Практическое занятие №2 «Telephone Conversations».*

Форма контроля и отчетности усвоения материала: Вопросы по теме №1-7, Задания для диалогического общения №1-7

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 3. BUSINESS LETTERS

Тема 1. Structure of the Business Letters: Enquiry

Содержание темы:

1. Лексический материал: лексика по теме «Structure of the Business Letters: Enquiry».
2. Учебный материал: тексты, диалоги, задания для беседы по теме.
3. Письмо запрос
4. *Практическое занятие №3 «Structure of the Business Letters: Enquiry».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-6, Задания для диалогического общения №1-7, Контрольные задания Варианты №1-19

Использование электронного обучения и дистанционных образовательных технологий: нет.

Тема 2. Structure of the Business Letters: Order

Содержание темы:

1. Лексический материал: лексика по теме «Structure of the Business Letters: Order».
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. Письмо заказ.
4. *Практическое занятие №4 «Structure of the Business Letters: Order»*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-6, Задания для диалогического общения №1-7, Контрольные задания Варианты №1-19

Использование электронного обучения и дистанционных образовательных технологий: нет.

Тема 3. Structure of the Business Letters: Complaint

Содержание темы:

1. Лексический материал: лексика по теме «Structure of the Business Letters: Complaint».
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. Письмо жалоба
4. *Практическое занятие №5 «Structure of the Business Letters: Complaint».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-6, Задания для диалогического общения №1-7, Контрольные задания Варианты №1-19

Использование электронного обучения и дистанционных образовательных технологий: нет.

Тема 4. *Structure of the Business Letters: Memo*

Содержание темы:

1. Лексический материал: лексика по теме «Structure of the Business Letters: Memo».
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. Письмо меморандум (мемо)
4. *Практическое занятие №6 «Structure of the Business Letters: Memo».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-6, Задания для диалогического общения №1-7, Контрольные задания
Варианты №1-19

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 4. E-MAILS

Тема 1. *E-mail Communication*

Содержание темы:

1. Лексический материал: лексика по теме «E-mail Communication»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. *Практическое занятие №7 «E-mail Communication».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-4, Задания для диалогического общения №1-7

Использование электронного обучения и дистанционных образовательных технологий: да.

Раздел 5. FILLING FORMS

Тема 1. *The Art of Filling in Forms*

Содержание темы:

1. Лексический материал: лексика по теме «The Art of Filling in Forms»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. *Практическое занятие №8 «The Art of Filling in Forms».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-3

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 6. STUDYING ABROAD

Тема 1. *Applying to Study Abroad*

Содержание темы:

1. Лексический материал: лексика по теме «Applying to Study Abroad»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. *Практическое занятие №9 «Applying to Study Abroad».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-6

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 7. PARTICIPATING IN A CONFERENCE

Тема 1. *An Academic Conference*

Содержание темы:

1. Лексический материал: лексика по теме «An Academic Conference», часть 1.
2. Учебный материал: тексты, диалоги, задания для беседы по теме, часть 1.
3. *Практическое занятие №10 «An Academic Conference».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-3

Использование электронного обучения и дистанционных образовательных технологий: нет.

Тема 1. *An Academic Conference*

Содержание темы:

1. Лексический материал: лексика по теме «An Academic Conference», часть 2.
2. Учебный материал: тексты, диалоги, задания для беседы по теме, часть 2.
3. *Практическое занятие №11 «An Academic Conference».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-3

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 8. PRESENTATIONS

Тема 1. *Making Presentation*

Содержание темы:

1. Лексический материал: лексика по теме «Making Presentation»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. *Практическое занятие №12 «Making Presentation».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-3

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 9. APPLYING FOR A JOB

Тема 1. *How to Apply for a Job*

Содержание темы:

1. Лексический материал: лексика по теме «How to Apply for a Job», часть 1
2. Учебный материал: тексты, диалоги, задания для беседы по теме, часть 1.
3. Резюме
4. *Практическое занятие №13 «How to Apply for a Job».*

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-4

Использование электронного обучения и дистанционных образовательных технологий: нет.

Тема 1. *How to Apply for a Job*

Содержание темы:

1. Лексический материал: лексика по теме «How to Apply for a Job», часть 2.
2. Учебный материал: тексты, диалоги, задания для беседы по теме, часть 2.
3. Резюме
4. Практическое занятие №14 «How to Apply for a Job».

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-5, Задания для диалогического общения №1-4

Использование электронного обучения и дистанционных образовательных технологий: нет.

Раздел 10. BUSINESS DOCUMENTS AND CONTRACTS

Тема 1. *The Basics of Business Documents and Contracts*

Содержание темы:

1. Лексический материал: лексика по теме «The Basics of Business Documents and Contracts»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. Практическое занятие №15 «The Basics of Business Documents and Contracts».

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-7, Задания для диалогического общения №1-3

Раздел 11. BUSINESS MEETINGS

Тема 1. *Running a Business Meeting*

Содержание темы:

1. Лексический материал: лексика по теме «Running a Business Meeting»
2. Учебный материал: тексты, диалоги, задания для беседы по теме
3. Практическое занятие №16 «Running a Business Meeting».

Форма контроля и отчетности усвоения материала:

Вопросы по теме №1-8, Задания для диалогического общения №1-4

Использование электронного обучения и дистанционных образовательных технологий: нет.

2.4. Учебно-методическое обеспечение самостоятельной работы

Наименование раздела, тема	Вид самостоятельной работы обучающегося (аудиторной и внеаудиторной)	Кол-во часов	Семе стр
Раздел 1. MEETING PEOPLE		2	I
Тема 1. Culturally Speaking	Выполнение лексических заданий по теме «Culturally Speaking». Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-7 Задания для диалогического общения №1-3	2	I
Итого		2	I

Раздел 2. TELEPHONING			
	Выполнение лексических заданий по теме по теме «Telephoning Conversations» Чтение, перевод текстов, подготовка к беседе теме, составление диалогов Вопросы по теме №1-6, Задания для диалогического общения №1-7	2	I
Итого		2	I
Раздел 3. BUSINESS LETTERS		8	I
Тема 1. Structure of the Business Letters: Enquiry	Выполнение лексических заданий по теме «Structure of the Business Letters». Чтение, перевод текстов, беседа по теме, составление писем: благодарность, поздравление. Вопросы по теме №1-6 Задания для диалогического общения №1-7	2	I
Тема 2. Structure of the Business Letters: Order	Выполнение лексических заданий по теме «Structure of the Business Letters». Чтение, перевод текстов, беседа по теме, составление писем: благодарность, поздравление. Вопросы по теме №1-6 Задания для диалогического общения №1-7	2	I
Тема 3. Structure of the Business Letters: Complaint	Выполнение лексических заданий по теме «Structure of the Business Letters». Чтение, перевод текстов, беседа по теме, составление писем: благодарность, поздравление. Вопросы по теме №1-6 Задания для диалогического общения №1-7	2	I
Тема 4. Structure of the Business Letters: Memo	Выполнение лексических заданий по теме «Structure of the Business Letters». Чтение, перевод текстов, беседа по теме, составление писем: благодарность, поздравление. Вопросы по теме №1-6 Задания для диалогического общения №1-7	2	I
Итого		8	I
Раздел 4 E-MAILS		2	I
Тема 1. E-mail Communication	Выполнение лексических заданий по теме «E-mail Communication» Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-4, Задания для диалогического общения №1-7	2	I

Итого		2	I
Раздел 5 FILLING FORMS		2	I
Тема 1. The Art of Filling in Forms	Выполнение лексических заданий по теме «The Art of Filling in Forms» Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-5, Задания для диалогического общения №1-3	2	I
Итого		2	I
Раздел 6 STUDYING ABROAD		4	I
Тема 1. Applying to Study Abroad	Выполнение лексических заданий по теме «Applying to Study Abroad» Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-6, Задания для диалогического общения №1-5	4	I
Итого		4	I
Раздел 7. PARTICIPATING IN A CONFERENCE		4	I
Тема 1. An Academic Conference	Выполнение лексических заданий по теме «An Academic Conference». Чтение, перевод текстов, беседа по теме, составление диалогов. Составление программы конференции. Вопросы по теме №1-5 Задания для диалогического общения №1-3	4	I
Итого		4	I
Раздел 8. PRESENTATIONS		4	I
Тема 1. Making Presentation	Выполнение лексических заданий по теме «Making Presentation» Чтение, перевод текстов, беседа по теме, составление диалогов	4	I
Итого		4	I
Раздел 9. APPLYING FOR A JOB		4	I
Тема 1. How to Apply for a Job	Выполнение лексических заданий по теме «How to Apply for a Job», часть 1. Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-5 Задания для диалогического общения №1-4	4	I
Итого		4	I
Раздел 10. BUSINESS DOCUMENTS AND CONTRACTS		4	I
Тема 1. The Basics of Business Documents and Contracts	Выполнение лексических заданий по теме «The Basics of Business Documents and Contracts» Чтение, перевод текстов, беседа по теме, составление диалогов	4	I

	Вопросы по теме №1-7 Задания для диалогического общения №1-3		
Итого		4	I
Раздел 11. BUSINESS MEETINGS		4	I
Тема 1. Running a Business Meeting	Выполнение лексических заданий по теме «Running a Business Meeting» Чтение, перевод текстов, беседа по теме, составление диалогов Вопросы по теме №1-8 Задания для диалогического общения №1-4	4	I
Итого		4	I
Всего		32	I

3. ОБРАЗОВАТЕЛЬНЫЕ ТЕХНОЛОГИИ

3.1. Занятия, проводимые в интерактивной форме

Удельный вес занятий, проводимых в интерактивных формах, определяется стандартом (должен составлять не менее 20%) и фактически составляет 25% от аудиторных занятий, т.е. 6 часов.

№ п/п	Наименование раздела дисциплины	Вид учебных занятий	Кол-во час	Методы интерактивного обучения	Кол-во час
	Раздел 1 MEETING PEOPLE	Практическое занятие	2	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2
1	Тема 1 Culturally Speaking	Практическое занятие	4	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2
	Раздел 3 BUSINESS LETTERS	Практическое занятие	8	Опережающая самостоятельная работа Индивидуальное обучение	2
2	Тема 3 Structure of the Business Letters: Enquiry	Практическое занятие	2	Опережающая самостоятельная работа Индивидуальное обучение	2
	Раздел 7 PARTICIPATING IN A CONFERENCE	Практическое занятие	6	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2
3	Тема 10 An Academic Conference	Практическое занятие	6	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2
	Раздел 9 APPLYING FOR A JOB	Практическое занятие	6	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2

№ п/п	Наименование раздела дисциплины	Вид учебных занятий	Кол- во час	Методы интерактивного обучения	Кол- во час
4	Тема 12 How to Apply for a Job	Практическое занятие	4	Индивидуальное обучение Опережающая самостоятельная работа Работа в команде	2
	Итого:		32		8

4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ

ДИСЦИПЛИНЫ

4.1. Контрольно-диагностические материалы.

4.2. Оценочные средства (представлены в приложении 1)

Промежуточная аттестация по дисциплине проводится в форме зачёта. Билет включает 2 задания:

1. Ознакомительное чтение иноязычного делового письма/документа, определение его предназначения, перевод документа на русский язык (время для подготовки - 15 минут).
2. Написание делового письма (время для подготовки - 20 минут).

Пример:

1. Reading and interpreting the text of the business letter.
2. Writing memo.

4.3. Критерии оценки по дисциплине в целом

Характеристика ответа	Оценка ECTS	Баллы в РС	Оценка итоговая
Дан полный, развернутый ответ на поставленный вопрос, показана совокупность осознанных знаний по дисциплине, проявляющаяся в свободном оперировании понятиями, умении выделить существенные и несущественные его признаки, причинно-следственные связи. Знания об объекте демонстрируются на фоне понимания его в системе данной науки и междисциплинарных связей. Ответ формулируется в терминах науки, изложен литературным языком, логичен, доказателен, демонстрирует авторскую позицию студента. Могут быть допущены недочеты в определении понятий, исправленные студентом самостоятельно в процессе ответа..	A -B	100-91	5
Дан полный, развернутый ответ на поставленный вопрос, доказательно раскрыты основные положения темы; в ответе прослеживается четкая структура, логическая последовательность, отражающая сущность раскрываемых понятий, теорий, явлений. Ответ изложен литературным языком в терминах науки. В	C-D	90-81	4

ответе допущены недочеты, исправленные студентом с помощью преподавателя.			
Дан недостаточно полный и недостаточно развернутый ответ. Логика и последовательность изложения имеют нарушения. Допущены ошибки в раскрытии понятий, употреблении терминов. Студент не способен самостоятельно выделить существенные и несущественные признаки и причинно-следственные связи. Студент может конкретизировать обобщенные знания, доказав на примерах их основные положения только с помощью преподавателя. Речевое оформление требует поправок, коррекции.	Е	80-71	3
Дан неполный ответ, логика и последовательность изложения имеют существенные нарушения. Допущены грубые ошибки при определении сущности раскрываемых понятий, теорий, явлений, вследствие непонимания студентом их существенных и несущественных признаков и связей. В ответе отсутствуют выводы. Умение раскрыть конкретные проявления обобщенных знаний не показано. Речевое оформление требует поправок, коррекции.	Fx- F	< 70	2 Требуется передача/ повторное изучение материала

5. Учебно-методическое и информационное обеспечение дисциплины

5.1 Информационное обеспечение дисциплины

5.2. Учебно-методическое обеспечение дисциплины

№ п/п	Библиографическое описание рекомендуемого источника литературы
	Основная литература
1	Гарагуля, С.И. Английский язык для делового общения = Learning business communication in English : учебное пособие для учреждений высшего профессионального образования / С. И. Гарагуля. - Ростов-на-Дону : Феникс, 2013. - 268с.– (Учебная литература для студентов медицинских вузов), - ISBN 978-5-222-20858-8. – Текст : непосредственный.
	Дополнительная литература
1	Марковина, И. Ю. Английский язык: учебник / И. Ю. Марковина, З. К. Максимова, М. Б. Вайнштейн ; ред. И. Ю. Марковина – 4-е изд. перераб. и доп. - М.: Гэотар-Медиа, 2014. - 368 с. – ISBN 978-5-9704-3093-4. – Текст непосредственный.
2	Английский язык / И. Ю. Марковина, З. К. Максимова, М. Б. Вайнштейн; под общ. ред. И. Ю. Марковиной. - 4-е изд., перераб. и доп. - М. : ГЭОТАР-Медиа, 2016." – 368 с.// ЭБС

№ п/п	Наименование и краткая характеристика библиотечно-информационных ресурсов и средств обеспечения образовательного процесса, в том числе электронно-библиотечных систем (ЭБС) и электронных образовательных ресурсов (электронных изданий и информационных баз данных)
1	ЭБС «Консультант Студента» : сайт / ООО «КОНСУЛЬТАНТ СТУДЕНТА». – Москва, 2013-2025. - URL: https://www.studentlibrary.ru . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
2	Справочно-информационная система «MedBaseGeotar» : сайт / ООО «КОНСУЛЬТАНТ СТУДЕНТА». – Москва, 2024-2025. – URL: https://mbasegeotar.ru - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
3	Электронная библиотечная система «Мелицинская библиотека «MEDLIB.RU» (ЭБС «MEDLIB.RU») : сайт / ООО «Мелицинское информационное агентство». - Москва, 2016-2025. - URL: https://www.medlib.ru . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
4	«Электронная библиотечная система «Букап» : сайт / ООО «Букап». - Томск, 2012-2025. - URL: https://www.books-up.ru . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
5	«Электронные издания» издательства «Лаборатория знаний» / ООО «Лаборатория знаний». - Москва, 2015-2025. - URL: https://moodle.kemsma.ru . – Режим доступа: по логину и паролю. - Текст : электронный.
6	База данных ЭБС «ЛАНЬ» : сайт / ООО «ЭБС ЛАНЬ» - СПб., 2017-2025. - URL: https://e.lanbook.com . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
7	«Образовательная платформа ЮРАЙТ» : сайт / ООО «ЭЛЕКТРОННОЕ ИЗДАТЕЛЬСТВО ЮРАЙТ». - Москва, 2013-2025. - URL: https://urait.ru . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. – Текст : электронный.
8	«JAYPEE DIGITAL» (Индия) - комплексная интегрированная платформа медицинских ресурсов : сайт - URL: https://www.jaypeedigital.com/ - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
9	Информационно-справочная система «КОДЕКС»: код ИСС 89781 «Медицина и здравоохранение»: сайт / ООО «ГК «Кодекс». - СПб., 2016 -2025. - URL: http://kod.kodeks.ru/docs . - Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст : электронный.
10	Электронная библиотека КемГМУ (Свидетельство о государственной регистрации базы данных № 2017621006 от 06.09. 2017 г.). - Кемерово, 2017-2025. - URL: http://www.moodle.kemsma.ru . - Режим доступа: по логину и паролю. - Текст : электронный.
	Интернет-ресурсы:
	Компьютерные презентации:
	Электронные версии конспектов лекций:
	Учебные фильмы:

№ п/ п	Библиографическое описание рекомендуемого источника литературы
	«Консультант студента». – URL: https://www.studentlibrary.ru . – Режим доступа: по IP-адресу университета, удаленный доступ по логину и паролю. - Текст: электронный.

6. МАТЕРИАЛЬНО-ТЕХНИЧЕСКОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ

Помещения:

учебные комнаты, комната для самостоятельной подготовки

Оборудование:

доски, столы, стулья

Средства обучения:

Технические средства: телевизор, видеоплеер, компьютер с выходом в Интернет.

Оценочные средства:

вопросы по изучаемой теме для текущего контроля; задания для промежуточной аттестации; тексты для письменного перевода (25); тестовые задания по изучаемым темам открытого и закрытого типа (30).

Учебные материалы:

учебники, учебные пособия, учебно-методические пособия, раздаточные дидактические материалы

Программное обеспечение:

Microsoft Windows 7 Professional

Microsoft Office 10 Standard

Linux лицензия GNU GPL

LibreOffice лицензия GNU LGPLv3

Антивирус Dr.Web Security Space

Kaspersky Endpoint Security Russian Edition для бизнеса

Оценочные средства

1. Список вопросов по темам для текущего контроля:

1) тема 1 «Culturally Speaking»:

1. Is there a standard course of etiquette when you meet and greet people in business?
2. What formal and informal ways to address people do you know?
3. What is small talk?
4. What does the question *How are you?* mean?
5. What are acceptable topics of the conversation after business hours?
6. What subject do you have to avoid when you have just met people?
7. Do people have special ideas about humor in different countries?

2) тема 2 «Telephone Conversations»:

1. Do you think foreign speakers find it difficult to speak on the phone?
2. What is required to make a telephone call?
3. What multi-word verbs to be used in telephone conversations do you know?
4. Do you have to be formal or informal while on call?
5. What phrases are usually used in case you don't understand a person speaking to you on the telephone?
6. What rules should be observed when speaking on the phone?

3) тема 3 «Structure of the Business Letters: Enquiry»

1. What is a business letter?
2. What is an enquiry letter?
3. How is the inside address written?
4. What parts does an enquiry letter consist of?
5. What is the usual complimentary close in an enquiry letter?
6. What enclosures may an enquiry letter include?

4) тема 4 «Structure of the Business Letters: Order»

1. What is a business letter?
2. What is an order letter?
3. How is the inside address written?
4. What parts does an order letter consist of?
5. What is the usual complimentary close in an order letter?
6. What enclosures may an order letter include?

5) тема 5 «Structure of the Business Letters: Complaint»

1. What is a business letter?
2. What is a letter of complaint?
3. How is the inside address written?
4. What parts does a letter of complaint consist of?
5. What is the usual complimentary close in an order letter?
6. What enclosures may a letter of complaint include?

6) Тема 6 «Structure of the Business Letters: Memo»

1. What is a memo?
2. What parts does a memo consist of?
3. What is the heading in a memo?

4. What is the first paragraph of a memo about?
5. What is the final paragraph of a memo about?
6. How is the signature written in a memo?

7) **тема 7 «E-mail Communication»:**

1. What is an email?
2. What are the advantages of using emails in communication?
3. What is the structure of an email?
4. Do you know what the symbol @ means? Can you read it?

8) **тема 8 «The Art of Filling in Forms»:**

1. What is a form?
2. What types of forms have you ever filled in?
3. What information can be requested on a form?
4. What does the abbreviation N/A stand for?
5. What do you have to do if you need more space to answer a question on a form?

9) **тема 9 «Applying to Study Abroad»:**

1. Are there any advantages of studying abroad?
2. What forms, documents and letters are required to apply to study abroad?
3. What is the structure of a CV?
4. Have you ever taken the TOEFL?
5. What is an academic transcript?
6. What information should an applicant's essay provide the university with?

10) **тема 10 «An Academic Conference»:**

1. What is an academic conference?
2. What types of academic conferences do you know?
3. What are presenters usually asked to do?
4. What is a call for papers?
5. What does an academic abstract outline?

11) **тема 11 «Making Presentation»:**

1. What types of presentations do you know?
2. What is the purpose of giving oral presentations?
3. Do you know how to structure a presentation?
4. Are visual aids useful for making presentations?
5. Is practice an important part of preparation for presentation?

12) **тема 12 «How to Apply for a Job»:**

1. Why is required to apply for a job?
2. Why is it important to tailor both an application letter and a CV to the job a person applies for?
3. What information does an application letter usually include?
4. Why is an interview the most difficult part to get a job?
5. What do you have to do to prepare properly for an interview?

13) **тема 13 «The Basics of Business Documents and Contracts»:**

1. What is a business document?
2. What business document does a business owner write before starting the business?
3. What business documents are written by the accounting or financial department?
4. What information does a business report include?

5. What is the purpose of writing meeting minutes?
6. What types of business contracts do you know?
7. Why is signing a business contract a very important part of conducting business?

14) тема 14 «Running a Business Meeting»:

1. What is required to run a meeting smoothly?
2. Do you know how to announce a meeting?
3. What is the purpose of having an agenda?
4. What are the roles of staff members at a meeting?
5. Is it important to make a small talk before starting a meeting?
6. What are chairperson's responsibilities?
7. What is the procedure of taking meeting minutes?
8. Do you know how to finish a meeting?

2. Список заданий для подготовки к промежуточной аттестации:

1) тема 1 «Culturally Speaking»:

1. Introduce yourself.
2. Introduce others.
3. Express pleasure to have met someone.
4. Introduce a new pediatrician in the hospital department to your colleagues.

2) тема 2 «Telephone Conversations»:

1. Speak to your colleague – a pediatrician on the phone.
2. Answer the questions of a children's parents on the phone.
3. You are on duty in the registry. Receive calls from patients.

Схема выполнения задания:

1. Answer the phone.
2. Ask the caller to spell his/her first and last names and the name of the company.
3. Tell the caller that person wanted is not available.
4. Give reasons for that.
5. Take a message.
6. Check all the details.
7. Finish the conversation.

3) темы 3-6 «Structure of the Business Letters»

1. The structure of a business letter.
2. Your letter to be sent to the company you would like to work for.
3. Your letter to be sent to the children's hospital or outpatient setting you would like to work for.
4. Writing a letter in a formal style.

4) тема 7 «E-mail Communication»:

1. The structure of an email.
2. The email you have written.
3. Writing an email in a formal/ informal style.
4. Talking about your friend's email address.
5. Talking about a company email address.
6. Talking about a children's hospital email address.
7. Talking about a university's website address.

5) тема 8 «The Art of Filling in Forms»:

1. The structure of a form.

2. The forms you have filled.
3. The medical forms you have filled.
4. The information requested on a form.

6) тема 9 «Applying to Study Abroad»:

1. Your experience in learning English or other foreign languages.
2. The English course you are taking now.
3. Study abroad opportunities.
4. Your plans to go to learn English abroad.
5. Study abroad costs.
6. Study abroad for a pediatrician opportunities.

7) тема 10 «An Academic Conference»:

1. Choosing a topic of your paper.
2. Researching your paper.
3. Submitting your paper.
4. Discussing a session of a conference in pediatrics.
5. Discussing a plenary session of a conference in pediatrics.
6. Discussing a master class given at a conference in pediatrics.

8) тема 11 «Making Presentation»:

1. The structure of your presentation.
2. The language of your presentation.
3. Practising your presentation.
4. Discussing a presentation made at the academic conference in pediatrics.

9) тема 12 «How to Apply for a Job»:

1. The position applied for.
2. Your current situation.
3. The reasons for wanting the job.
4. A closing paragraph in an application.
5. An interview for a position of a pediatrician at the children's hospital.

10) тема 13 «The Basics of Business Documents and Contracts»:

1. The delivery talk (indicate any products/equipment you like).
2. The alteration of the contract terms and conditions.
3. The reasons for breaking the contract.
4. Discussing the terms of a contract with an employer.

11) тема 14 «Running a Business Meeting»:

1. Making introductions.
2. Reviewing past business.
3. Beginning the meeting.
4. Discussing items.
5. The meeting at a children's hospital

3. Примеры текстов документов для перевода для зачета:

TEXT 1.

Health Care Clinic
8/46, Stanford Road
California

24 April 20XX

The Incharge
Enfotech
Preet Vihar
Korea

Dear Sir

Subject: Placing an order for laptops.

Please refer to your quotation dated 2 April 2022 along with item list. I am pleased to place an order for the following items as per terms and rates mentioned in the quotations. Needless to say that all the ordered items must reach us in a good condition. Any damage during transportation will be your responsibility. Although, with an association such as ours which is more than a decade, we have not had any grounds to complain about any of the goods in terms of quality or delivery, it becomes mandatory to write that the goods should reach us in excellent condition.

Name of the items & Brand	Ram	No. of items
Dell	8 GB	50
HP	4 GB	60
Lenovo	4 GB	30
ASUS	8 GB	20

The payment will be made on delivery as per the agreement.

Yours faithfully,

Jane Musart
Manager, Health Care Clinic

TEXT 2.

Birmingham Medical Centre
P.O. Box 21
Birmingham
B7 1CB

22 December, 2021

Sunrise Factory
15 Kennedy Circle
Birmingham
B17 GW

Dear Sirs,

We wish to place an urgent order for medical equipment and medicine for our pediatric department. We request you to please process this order latest by 15th March. Please find attached complete requirement invoice and list along this letter.

We hope that you will complete this order on or before mentioned date as you have been doing for last 10 years. It has been a really fruitful relationship and our hospital has greatly benefited by your timely service. We request you to please complete online order form and invoice for speedy payment process.

We sincerely thank you for your support and wish to continue to do the same.

We hope to receive the consignment on time and look forward to working with as always.

Sincerely yours,
John Burnes,
Manager

Encl. (3)

TEXT 3.

Fred B. Guild
Purchasing Manager
Boston Children's Hospital
6380 Bee Street
Cambridge, IL 61238

May 11, 2022

Robert S. Bunch
Store Manager
Medicines for Children
2941 Jail Drive
Traverse City, MI 49686

Dear Mr. Bunch

RE: Purchase Order for Medicines

On behalf of New York Children's Hospital, I would like to place an order for the following medicines from your company. Please refer to the attachment for the order list.

The terms and conditions will be the same as per our previous orders; that is, cash on delivery. Please note the extra condition with this batch of order; that is, the products on the order list must be delivered within a month from the date of this order letter.

We are in an urgent rush for our annual year end production and we need these products within a month to meet our production target. If you miss our specified delivery target, there will be a penalty incurred on your pricing, as per our business collaboration contract which is effective until the end of 2021.

Thank you for your kind understanding and prompt service. Please feel free to contact me for further clarifications on this purchase order.

Yours Sincerely,

Fred B. Guild
Purchasing Manager

Encl. Order list

TEXT 4.

Berenice Chamala
Children's Hospital
City of Austin
P.O. Box 29
New York, NY

14 July 2022

Lindsay Office Products
P.O. Box 1879
Spokane, Washington 98989

Dear Sir

Subject: Placing an order for surgical instruments.

Our company has always appreciated the quality of surgical instruments provided by your shop all these years and the current year is no exception. Not only is the quality good, but the delivery is always timely. So we are pleased to place the order for the following surgical instruments. Kindly send these items to our firm at the above address through your transport carefully.

Name of the items	No. of items
Forceps	60
Clamps	50
Hemostat	50
Bonedrills	100

All the items should be in good condition and well packed. Any damage during transportation will be your responsibility. Kindly give us a suitable discount.

Yours faithfully.
Berenice Chamala

TEXT 5.

Department of Medicine
Jesus & Mary School
New Delhi

24 June 2022

The Sales Manger
Cambridge University Press
New Delhi
Dear Sir

Subject: Supply of Magazines, Newsletters and Journals of Medicine.

This is with reference to our telephon conversation on 22 June 2022, regarding sending me the above mentioned materials. The department of Medicine is planning to hold regular seminars and workshops. In the past, these workshops and seminars were held at a very basic level but going forward we are planning to hold them at a large-scale level with more resource persons and participants. Therefore, we need to

have those periodicals and magazines to cater to the needs of our students who have found them of immense value every time you have supplied them during the workshops.
I request you to send me the above mentioned materials with your quotation, terms and conditions at the earliest.

Yours faithfully,

D.K. Singh
Head, Medicine Dept.

TEXT 6.

MEMORANDUM

From: HR Head
To: Admin Staff Members
Date: 01 July, 2022
Subject: Implementing Company Rules for Internet Usage

Admin Staff Members,

This memorandum is written to inform all the employees about new rules of Company regarding Internet usage in the facility. In the company, we provide free access to internet to the employees because of engaging more productivity and using it for work-related activities. Recently, some activities are taken into account of employees which is strictly prohibited in the premises of the company. We have provided this facility so the company data is save in secret folders just accessible to the management and administration but some people have tried to break these certain laws. We are going to take action against those employees and also going to revise and renew the internet usage policy in company. Only confidential data of company is going to be accessible on the free internet. There should be confined use of internet and no social media usage is allowed.

HR Head

TEXT 7.

MEMORANDUM

From: Human Resource Department
To: Staff Members
Date: 10 Jan, 2022
Subject: Employee Internet Usage Policy

Staff Members,

As this information has come into our knowledge that employees are very un-professional while using internet in the company and most of them are trafficking the internet by opening certain malicious browsers on the web of company computers. Please read the attached file, in which it is mentioned that usage of internet is limited and employees are not allowed to open any un-official browser on the company computer. Internet is valuable business tool which we intend to be limited just to the business work. We have decided that we are going to put some restricted sites on your web which are your job related so only that will function in your computer set. Internet will only be accessible when reasonable

professional work needs are identified. We will scan each employee's work responsibilities and questions would be asked if unrelated browsers has opened in his computer set during work hours.
Human Resource Department

TEXT 8.

MEMORANDUM

From: Human Resource Department
To: Team Members
Date: 9 Oct,2021
Subject: Establish Cell Phone Policy

All Team Members,

It has come to my attention that many of employees in the office are not completing their work targets instead they are wasting their time on cellular devices. This memo is reminder for you about your work targets and mandatory completion of work hours. On taking note of employee's leisure attitude, we have decided to establish new cell phone policy. Company has decided to emit employees of using the cell phone in the company facility at all. It includes no use of social media, messaging, games, taking calls or capturing videos and pictures in the office premises. In the order of emergency, there would be allowed to take an incoming call on the time of work hours and that should also be justified by the employee to the administration team. Please understand that we want to establish the environment in which company touches the new heights of success by achieving work targets.

Regards,
Jane Stowman

TEXT 9.

MEMORANDUM

From: Human Resource Department
To: All Employees
Date: 3 May, 2021
Subject: Implementing the Shifting Policy

Dear Employees,

I am writing this memorandum on behalf of management and administration of office to inform you all about new shifting policy that has been added in office regulations policy. New protocol has been made by taking into consideration of all the problems, employees were facing about their shifting turnovers. Previous policy is completely stranded because of some member's disagreement on the policy. We hope that you all go by the rules and follow the new shifting policy rigorously. We have made all the changes in the policy. This new procedure implementation is appointed from tomorrow and people who wants to have shift turnovers can follow the policy. The file is attached with this memorandum. I hope that now this functioning policy would not be inconvenient for anybody. I am looking forward to everyone's cooperation on this matter. If any of you have query regarding this new policy, please come to my office. Sincerely,

TEXT 10.

MEMORANDUM

To: Staff
From: HR Manager
Date: 13 Aug, 2022
Re: Employee Safety during Emergencies

At the Association of Municipalities of Ontario (AMO) we take employee safety seriously. If you have a disability, whether permanent or temporary, and may need help during an emergency, please let me know. I will ask you to complete a self-assessment form, and then work with you to develop individualized emergency response information that will meet your needs in an emergency situation.

Please note that I do not need to know the details of your medical condition or disability, only the kind of help you may need. The information you provide will be kept confidential and only shared with your consent.

If you have questions or you already have emergency response information and need to adjust it, please let me know.

Thank you.
Sam Brook
HR Manager

TEXT 11.

HEALTHCARE CLINIC
1-1-2 Shibaura Minato-Ku Tokyo, Japan
TEL +81-3-3451-8121
<https://mita.iuhw.ac.jp/english/>

May 27, 2008

Mr. Neo Chan
In-charge of Customer Relations
Kowloon Company
13 Bayview Street
Kowloon, HongKong

Dear Mr. Chan,

I am a representative of Healthcare clinic in Japan. We are planning to launch a new convalescence unit in our clinic. For this purpose we need medical equipment and accommodation ready-to-operate, which is exactly your specialization.

Healthcare clinic is considering the products of your company. We need, however, information about the following: payment, discount, unit price, terms of delivery, warranty.

I would be happy to talk to you further about your product. You can e-mail me at JHonda@Bellpro.com.

Sincerely,
Jun Suzuki

Healthcare representative

TEXT 12.

Mark Barrett
53 Main Street
Arlington, VA 08954

January 2, 2004

Edward Anderson
Director of Human Resources
Extron Corporation
118 Courtyard Plaza
Arlington, VA 08954

Dear Mr. Anderson:

Having been a resident of Arlington, Virginia for many years, I am familiar with the excellent reputation of Care Medical. Not only has your organization shown tremendous growth during the past ten years, it also manifested the best medical care in the state.

This May, I will be graduating from Columbia University with a Master degree in Surgery. Last semester I interned in Gateway Healthcare clinic, where I learned a great deal about innovative methods of surgery. With my education, employment experience, and college activities, I believe I would be a strong candidate for a position at Care Medical Clinic.

I would like to arrange an interview, and can make plans to travel home to Arlington on a few days' notice. You may call me at 845-575-0000, or send an email to mark.barrett@marist.edu to arrange a meeting. I look forward to talking with you in the near future.

Thank you for your time and attention.

Sincerely,
Mark Barrett

TEXT 13.

Deepak Sharma,
Sec-24, Nerul,
Navi Mumbai
India

8th March, 2021.

Christ University,
Hosur Rd, Bhavani Nagar,
S.G. Palya, Bengaluru,
Karnataka 560029,
India

Respected Sir,

This is to request more information about your BBA course at Christ University. I am extremely interested in this course and I want to apply for the course for the academic year 2021/2022.

I would really appreciate it if you could send me details regarding the BBA department such as Admission requirements, Faculty credentials, Scholarships offered and on what basis, Contact information of the Head of Department. Aside from that I would also like to know about the fee structure and hostel facilities in college.

Please send me the information at the address listed above. If you have questions about my request, contact me on my phone (phone number). Thank you for considering my request. I look forward to hearing from you.

Regards,
Deepak Sharma.

TEXT 14.

Ms Jacques Truman
Silver Queen Way
Windermere, FL 34786
UK

28 Aug 2021

Mr. Alfred Craig
Organising Committee Head
Journalists Society
Ocoee, FL 34761
USA

Dear Mr Craig,

This letter is regarding a seminar that I am interested in registering for. I had received notification over an email regarding a seminar on 'Future of Sanitary' I had a query regarding this seminar. I want to know about the fees for the seminar. Also, where would the participants be accommodated? As I am from the corporate sector, will I be qualified to be a participant? Please inform me about the requirements for application. I would also like to know about the duration of the seminar and the other incentives that would be provided along with it.

The information provided would be of great help to me and would also provide an insight into the seminar.

Kindly feel free to contact me and send over the details on my email. My email address is jac56@gmail.com

Thank you. I hope you respond to my inquiry.

Sincerely,
Jacques Truman

TEXT 15.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
50 Lonsdale Street, Melbourne, 3000, Victoria, Australia
Phone: Switchboard 02 6289 1555, Freecall 1800 020 103
<https://www.health.gov.au/>

1 Sept 2021

Royal North Shore Hospital
Reserve Road
ST LEONARDS NSW 2065
Australia

Dear Sir,

My name is Mrs. Jackson and I am a representative of the Department of Health and Human Services. Your clinic is highly esteemed at our medical department. However, considering citizens' hospitalization for regular treatment the ministry would like to make an enquiry. Unfortunately, nowadays there are many potential patients allergic to several food ingredients such as eggs, nuts, and milk and others. The menu for diabetic patients on your official site includes eggs and milk products several times a week. Therefore we would like to inquire whether it is possible to make some personal changes in the menu and substitute eggs with something as nutritious, but which our patients are not allergic to. Thank you for your consideration.

Faithfully yours,
Jack Jackson
Department of Health and Human Services

TEXT 16.

Ashley A. Brown
Healthcare Administrator
ashley.brown@gmail.com
(929) 666-5555
linkedin.com/in/ashleybrown

Summary of Qualifications

Dependable healthcare administration associate with 4.5 years of experience with patient records, medical billing, hospital work schedules, and healthcare policies. Reduced hospital expenses by 13% by implementing new billing methods. ACHA and CRCP certified. Looking to improve current medical administration skills by becoming the next Health Program Administrator for NYSP Hospital System.

Work Experience

Junior Healthcare Administration Associate

September 2016–June 2019
JPWC Global Partners, New York, NY

Key Qualifications & Responsibilities

- Coordinated with all levels of hospital and medical staff, including doctors, specialists, and nurses, to ensure healthcare needs were being addressed.
- Organized and maintained patient healthcare record system, including medical billing and visit accounting.

Education

Bachelor of Science (BS) in Healthcare Administration

CUNY School of Professional Studies, New York, NY

Completion: 2014

Relevant Coursework: Healthcare Management, Employment and Medical Law, Anatomy & Physiology, Medical Terminology, Medical Law and Ethics, Medical Economics, Record Keeping and Information Systems, Advanced Health Systems.

Associate of Science (AS) in Healthcare Administration

Long Island University, Brooklyn, NY

Completion: 2012

Relevant Coursework: Healthcare Industry Foundations, Fundamentals of Medical Care, Healthcare Services, Employment and Medical Law, Healthcare Reimbursement and Revenue Cycle Management.

Key Skills

- Healthcare Delivery
- Healthcare Financial Structures
- Electronic Health Record System

Certifications

- Advanced Certificate in Health Administration, New York Medical College
- Health Services Management Certificate, Mercy College

Awards

- 2017 Healthcare Administrator Award, Association for Professionals in Infection Control and Epidemiology
- 2016 Health Care Administration Award for Best Region 1 Team, William's Medical Association

Memberships

- The American Health Information Management Association (AHIMA)
- American College of Health Care Administrators (ACHCA), New York Chapter

Languages

- Haitian Creole: Native Proficiency
- French: Intermediate Working Proficiency

TEXT 17.

Lisa King, M.D.

714-330-6341

lisazking@gmail.com

[linkedin.com/in/lisazking](https://www.linkedin.com/in/lisazking)

twitter.com/lisazking

Summary

Responsible physician with 9 years of experience maximizing patient wellness and facility profitability. Seeking to deliver healthcare excellence at Mercy Hospital. At CRMC, maintained 5-star healthgrades score for 112 reviews and 85% patient success.

License

2019 — Board certified, Medical Board of California

Experience

Physician, Internal Medicine

Concord Regional Medical Center, Concord, CA

October 2015–January 2020

- Medical doctor in respected regional medical hospital. Provided personalized service to maximize patient outcomes and satisfaction.
- Contributed to 20% boost in HCAHPS scores through effective communication with nursing and administrative staff.
- Facilitated 15% reduction in costs for supplies and staffing thanks to application of lean medical principles.

Key Achievement:

- Maintained 5-star score on healthgrades.com with 112 reviews.

Physician, Internal Medicine

San Jose Hospital, CA

May 2011–September 2015

- Achieved 22% reduction in surgeries by working with patients, admin, and nurse practitioners to suggest alternative treatments.
- Increased referrals by 17% through networking with other physicians and medical staff in the area.

Education**Doctor of Medicine**

Loma Linda University, CA

2011–2015

- Internal Medicine Residency, San Jose Hospital
- Vice President, Student National Medical Association chapter

Conferences

- Northwest Diabetes Conference 2019, spoke on IF panel
- California Heart Disease Conference 2018

TEXT 18.

Bobby O'Griggs, RRT

bobby.q.griggs@gmail.com

774-420-7991

Professional Summary

Caring respiratory therapist RRT with 2+ years of experience, skilled in life support equipment monitoring and management. Seeking full-time position at ARRH. At BCMC, worked as respiratory therapist on 40-bed burn ward. Commended 5x by charge nurse for coolness under pressure. Received 99% positive peer review scores from staff and doctors.

Work Experience

Respiratory Therapist

BCMC

Feb 2017–March 2019

- Worked as respiratory therapist in 40-bed burn ward. Handled life support system management and monitoring. Given 99% positive peer review scores.
- Chosen to mentor 3 respiratory therapists who weren't meeting standards. They elevated their KPI scores by an average of 35%.

May 2017–Jan 2017

- Volunteered 2x per week as respiratory therapist in 25-bed lung cancer ward. Conducted vital sign assessments of 5+ patients per week.
- Read 2+ chest X-Rays per week to assist physicians and nurses in creating plan of care.

Education

2015–2017 Massasoit Community College

Associate's Degree in Respiratory Care with RRT Certification

- Excelled in equipment management coursework.
- Pursued a passion for patient education study.

Certification

Licensed RRT

Skills

- **Soft skills:** Teamwork, active listening, compassion, verbal communication, interpersonal skills
- **Hard skills:** Life support equipment management, patient education, rehabilitation, following plan-of-care

Activities

Weekly cross-fit for fun and fitness

Volunteer dog walker 2x per month

TEXT 19.

Cynthia Lintz,

Cosmetologist (COSMO 1, Florida DBPR)

cynthia.q.lintz@gmail.com

904-521-7691

Professional Summary

Licensed cosmetologist with 7+ years of experience, skilled in makeup application, cutting, and styling. Seeking to be part of providing continued cosmetology excellence at Bangs ‘n’ Booms. At Face Forward, maintained 98% positive customer comments. Upsold \$3,000 per week in products.

Work Experience

Cosmetologist

Face Forward

March 2014–April 2019

- Sold \$3,000 a week in hair and makeup products.
- Maintained 98% positive customer comments average for 5 years.
- Built relationships with steady stable of 50+ loyal clients.

Cosmetologist

Eyes Hair Mouth Wow

Jan 2012–Feb 2014

- Worked as staff cosmetologist in close-knit team of four.
- Became a favorite makeup artist for Orange Aardvark Agency.
- Cosmetologist of the month 5X.

Education

2011–2015 Boca Beauty Academy

Cosmetology Program With Florida State License

- Pursued a passion for laser hair removal, makeup, and skin.
- Chosen as #1 Vidal Sassoon Connection student.

Certification

Florida State Cosmetology License COSMO 1 (DBPR)

Skills

- **Soft skills:** Interpersonal skills, listening, creativity, attention to detail
- **Hard skills:** Makeup application, cutting, styling, customer service, skin care

Activities

Weekly CrossFit for fun and fitness.

Volunteer 2x per month at St. Augustine Soup Kitchen.

TEXT 20.

Jack White

Dietitian

714-330-6341

jackwhite@gmail.com

linkedin.com/in/ jackwhite

twitter.com/ jackwhite

PERSONAL SUMMARY

A well presented, self motivated and confident dietitian with experience of assessing a patients' nutritional needs, then developing and implementing nutrition programs for them. Possessing the ability to communicate complex and sensitive information about dietary matters in an understandable form to patients. Having a proven track record of successfully promoting healthy eating habits to communities and suggest diet modifications to individuals.

Now looking to further an already successful career by working for a caring, reputable and ambitious organisation.

WORK EXPERIENCE

Healthcare Trust – Coventry

DIETITIAN June 2008 - Present

Working as part of a team & involved in providing a very high standard of specialist dietetic services in the community to patients & carers. Helping to translate the science of nutrition into everyday understandable information about food.

Duties:

- Supervising the preparation and serving of meals.
- Helping clients to make informed & practical choices about their food & health.

KEY SKILLS AND COMPETENCIES

- Clinical knowledge of specialised prescribable dietetic products and medications.
- Experience of trialing and evaluating new and existing dietetic products.
- Experience in both hospital and community settings.

ACADEMIC QUALIFICATIONS

BSc (Hons) Nutrition and Dietetics

Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)

Coventry Central College 2003 - 2005

REFERENCES – Available on request.

TEXT 21.

101 West Fayette Street,
Baltimore, MD 21201, USA

24th Dec 2021

Johns Hopkins Hospital
The Harry and Jeanette Weinberg Building,
401 N Broadway, Baltimore,

USA MD 21287

Dear Sir,

My name is Jessika Parker. I am writing this complaint letter against the doctors of Johns Hopkins Hospital. I was fortunate enough to be recovered from corona virus but not from the hospital I am writing complaint against. I was admitted to this hospital but I was shifted to another hospital because this hospital doesn't take their patients serious and wait for their condition to be more severe and then start treating them. While I was admitted to the hospital, doctors never came on their assigned time to check and whenever they entered my room, they had to rush to another patient. My reports were showing no sign of progress and the treatment they were giving were also not satisfactory. I have seen so many deaths in the hospital that I lost all the hope of my recovery and I can say with the confidence that much were because of doctor's negligence. I hope you take action on this complaint and strict your rules for Covid-19 affected patients.

Warm Regards,
Jessika Parker

TEXT 22.

Eliza R. Bunagan
apt.3, 7 Stamford Street
London, SE1 9NY
Great Britain

28 February 2020

Jane Doe
Complaints Manager
27 Tooley Street,
London SE1 2PR
Great Britain

Dear Ms. Doe,

I am writing to formally complain about the professional and medical conduct of Dr. John Smith at London Bridge Hospital.

During the five months that Dr. Smith was my general practitioner, I suffered from an assortment of symptoms that caused me great pain and mental anguish. I also felt ignored and humiliated by his curt and dismissive behavior toward my suffering and plight. I spoke with him about the matter at our final encounter on September 4th. He told me to look elsewhere if I wasn't satisfied with his diagnosis. I am glad I heeded that advice, or I would still be in pain today.

I would like to request a full review of Dr. Smith's practice methods. I would like his attitude toward his patients to be investigated. I would like an explanation of why he ignored my requests and an apology for the continued suffering I was subjected to under his care. I would also like the results of your investigation to be sent to me if that does not violate any rules or regulations, within 2-3 weeks.

I appreciate your consideration and understanding. If you require further information, please contact me at (555) 555-3333 or anyone@companyemail.com.

Thank you,
Eliza R. Bunagan

TEXT 23.

Peter Wilson
apt.9, Lantford Street
London, Great Britain
SE3 5NY

15 Apr 2021

Complaints Manager
Sydney Street, London
Great Britain, SW3 6NP

Dear Mr Black,

On March 25th this year, I entered your emergency room for treatment of a painful arm. I waited for two hours while in excruciating pain before being admitted into the examining room where I was seen by Doctor Lam and Nurse Beef. An X-ray was taken, and I was told there was no serious problem and was given some pain killers.

Since the pain did not subside after two days, I went to London Bridge Hospital, where an X-ray was taken that showed my arm was fractured.

Since I suffered unnecessarily, I would like to know that the doctor and nurse who attended to me in your hospital have been reprimanded for this negligence. Enclosed are copies of the documents from the second hospital.

I know the emergency room was very crowded, but when I finally saw a doctor, I expected an accurate diagnosis.

Kindly let me know what, if any, action will be taken in this case. I am home every day and can be reached at 555 123 4567 or name@email.com.

Sincerely,
Peter Wilson

TEXT 24.

Meera Kapoor
16-2555 Erin Centre Blvd
Mississauga ON, L5M 5H1
Canada

18th Apr 2021

Dr. Keshav
Senior Doctor
Asclepius Medical Clinic
2555 Erin Centre Blvd Unit 16-B,
Mississauga, ON L5M 5H1,
Canada

Dear Dr. Keshav,

I wish to issue a complaint to you regarding the services rendered by your medical clinic when I was admitted in for a full check-up on the March 31st, 2021.

When I checked in at 12 PM in the afternoon, I was barely given any attention and the attendant came to take me in after over thirty minutes without so much as an acknowledgment. While taking in blood samples, the technicians and nurses very incredibly rough with a very foul attitude. Even the doctor who attended me for my bone examination lacked punctuality, keeping me waiting in the observation room for over an hour. Once I was notified that my results had come in, I arrived promptly but was given another person's reports due to clerical issues.

I can understand that your institution gets a lot of patients every day, but this is not the way you treat them. Lack of punctuality, courtesy and such negligence is not what one would expect from your clinic. I hope that you look into the matter and make sure that my reports are given at the soonest.

Yours Sincerely,
Meera Kapoor

TEXT 25.

Alex Right
32, Green Street
Rochester, MN,
United States

March 13th, 2020

Hospital Management,
Mayo Clinic,
2nd Street Southwest,
Rochester, MN,
United States

Respected Sir,

This letter is also directed to higher Medical authorities. As you are well aware with the situation of corona virus spreading, doctors are not treating patients in right way. I know as this virus has spread in our country; patient rate has also driven higher. This does give a lot of burden on doctors' shoulders.

Recently, I had to go to your hospital to check on my cousin who is affected by corona virus. There is no obligation of rules by doctors. They don't treat patients as their condition requires. I have seen doctors moving onto next patient without prescribing all the medications or evaluating the patient condition.

This was a very heart-breaking scenario for me to witness as I do realize that our doctors are front line warriors but it is important for them to give their attention and time to each patient and don't rush to next patient. It is my request to you to please check on the government hospitals.

Faithfully yours,
Alex Right

4. Тестовые задания

1. Read the text and complete the sentence below:

A: Hello, I am John Derry. I am from Internal Diseases Department.

B: Hello, Dr Derry. I am Anna Chekhova. I've just arrived from Russia.

A: How are you? Nice to meet you, Dr Chekhova Welcome to the Conference.

B: How are you? Nice to meet you too.

A: How was the flight?

B: A little tiresome, but I am very glad to be here in London.

A: Good. Where are you staying?

B: I am at the Regency Hotel.

A: Very nice. Let's go to the Conference Hall.

The text above is a part of a small _____ dialogue that shows the example of _____ people.
talk, meeting

2. Read the text and complete the sentence below:

I would appreciate if you could send me some information about your products including prices, colours, availability, delivery, and discounts.

The text above is a part of an _____ letter that people write to get information before writing the _____ letter.

enquiry, order

3. Read the text and complete the sentence below:

12.00-12.20 M. Pfeffer (Boston, USA) Drug trials: where do we go from here?

12.20-12.40 Discussion and conclusion

12.40-13.30 Lunch

The text above is a part of a _____ program that people usually get with the _____ letter.
conference, invitation

4. Read the text and complete the sentence below:

3. Education: London University 2012 – 2017

Work experience: Williams & Sons 2017 – present Moscow, Russia

Financial analyst Preparing business plans, Planning investment activities and budget,

Analyzing data sets collected through all the departments.

The text above is a part of _____ that is attached to the _____ letter.

CV, application

5. Read the text and complete the sentence below:

SESSION 1 Atherosclerosis, Inflammation and Plaque Vulnerability

Chairmen: P. Libby (Boston, USA), P.G. Camici (Milan, IT)

09.30-09.50 G. Hansson (Stockholm, SE)

Immunity in atherosclerosis - can vaccination be a therapy?

The text above is a part of _____ program.

conference

6. Read the text and complete the sentence below:

The opportunity presented in this listing is very interesting, and I believe that my strong technical experience and education will make me a very competitive candidate for this position.

The text above is a part of _____ letter.

application

7. Read the text and complete the sentence below:

When I attempted to return the smartphone to the store, the cashier said that the store was unable to replace it or offer me a refund but advised me that it could be sent away for repair.

The text above is a part of a letter of _____.

complaint

8. Read the text and complete the sentence below:

I would appreciate if you could send me some information about your products including prices, colours, availability, delivery, and discounts.

The text above is a part of _____ letter.

inquiry

9. Read the text and complete the sentence below:

All accepted papers will be published in International Conference Proceedings Series by ACM, indexed by Ei Compendex and Scopus.

The text above is a part of _____ for papers.
call

10. Read the text and complete the sentence below:

12.00-12.20 M. Pfeffer (Boston, USA)

Drug trials: where do we go from here?

12.20-12.40 Discussion and conclusion

12.40-13.30 Lunch

The text above is a part of _____ program.
conference

11. Read the text and complete the sentence below:

We have prepared a list of the items that we are interested in. We agree for part shipment and we would like half the quantity to be delivered in three to four weeks.

The text above is a part of _____ letter.
order

12. Read the text and complete the sentence below:

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

The text above is a part of _____ letter.
application

13. Read the text and complete the sentence below:

Work experience

Williams & Sons, 2012–present, Moscow, Russia

Financial analyst

Preparing business plans

Planning investment activities and budget

Analyzing data sets collected through all the departments.

The text above is a part of _____.
CV

14. Read the text and complete the sentence below:

Accepted and registered papers can be published in Asian J Pharm Clin Res (AJPCR, Print ISSN- 0974-2441, Online ISSN- 2455-3891) indexed by SCOPUS, Elsevier, EBSCO, EMBASE, SCI mago (SJR) and so on.

The text above is a part of _____ for papers.
call

15. Read the text and complete the sentence below:

With a BS degree in Computer Programming, I have a full understanding of the full lifecycle of a software development project. I also have experience in learning and excelling at new technologies as needed.

The text above is a part of _____ letter.
application

16. Read the text and complete the sentence below:

As I stated in my telephone call, I feel that we are due a full refund for this hotel stay as it failed to meet the description in the brochure, and it ruined our holiday.

The text above is a part of letter of _____.
complaint

17. Read the text and complete the sentence below:

Duties included: using spreadsheets to sort and chart financial information assisting PA with routine admin tasks

The text above is a part of ____.

CV

18. Read the text and complete the sentence below:

Duties included: using spreadsheets to sort and chart financial information assisting PA with routine admin tasks

The text above is a part of ____.

CV

19. Read the text and complete the sentence below:

This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.

The text above is a part of ____.

memo

20. Read the text and complete the sentence below:

I'm writing to express my interest in the Web Content Manager position listed on Monteriel.com.

The text above is a part of ____ letter.

application

21. Read the text and complete the sentence below:

Please ship the following items from your sales catalogue dated January, 31, 2018.

The text above is a part of ____ letter.

order

22. Read the text and complete the sentence below:

A well-organized and outgoing Business Economics student graduating in June 2007 with good communication and analytical skills, looking to develop a career as an economist within an international business environment.

The text above is a part of ____.

CV

23. Read the text and complete the sentence below:

When I attempted to return the smartphone to the store, the cashier said that the store was unable to replace it or offer me a refund but advised me that it could be sent away for repair.

The text above is a part of letter of ____.

complaint

24. Read the text and complete the sentence below:

Participants will find opportunities for presenting new research, exchanging information, and discussing current issues. Research papers are related to all areas of Alternative Health, Cardiology, Dermatology, Food Safety, Infectious diseases, Medical ethics, Medicine and Medical Science, Public Health and Surgery (but are not limited to).

The text above is a part of a ____ for papers.

call

25. Read the text and complete the sentence below:

SESSION 1 Atherosclerosis, Inflammation and Plaque Vulnerability

Chairmen: P. Libby (Boston, USA), P.G. Camici (Milan, IT)

09.30-09.50 G. Hansson (Stockholm, SE)

Immunity in atherosclerosis - can vaccination be a therapy?

The text above is a part of ____ program.

conference

26. With a BS degree in Computer Programming, I have a full understanding of the full lifecycle of a software development project. I also have experience in learning and excelling at new technologies as needed.

The text above is a part of

- a) memo
- b) application letter
- c) letter of complaint
- d) letter of thanks
- e) order letter

b)

27. If you would like to join us please complete the enclosed registration form and return it to me before 30 August with your fee of £50 per person.

The text above is a part of

- a) inquiry letter
- b) application letter
- c) letter of complaint
- d) invitation letter
- e) CV

d)

28. As I stated in my telephone call, I feel that we are due a full refund for this hotel stay as it failed to meet the description in the brochure, and it ruined our holiday.

The text above is a part of

- a) letter of complaint
- b) inquiry letter
- c) application letter
- d) invitation letter
- e) order letter

a)

29. Duties included:
using spreadsheets to sort and chart financial information
assisting PA with routine admin tasks

The text above is a part of

- a) memo
- b) application letter
- c) letter of complaint
- d) invitation letter
- e) CV

e)

30. This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.

The text above is a part of

- a) contract

- b) application letter
- c) telephone conversation
- d) memo
- e) letter of complaint

d)

ПРИМЕРЫ

УК-4

Вставьте пропущенные слова

Read the text and complete the sentence below:

This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.

The text above is a part of _____.

memo

ОТВЕТ: The text above is a part of memo.

Read the text and complete the sentence below:

When I attempted to return the smartphone to the store, the cashier said that the store was unable to replace it or offer me a refund but advised me that it could be sent away for repair.

The text above is a part of letter of _____.

complaint

ОТВЕТ: The text above is a part of letter of complaint.

Вопросы на выбор одного или нескольких правильных ответов

As I stated in my telephone call, I feel that we are due a full refund for this hotel stay as it failed to meet the description in the brochure, and it ruined our holiday.

The text above is a part of

- a) letter of complaint
- b) inquiry letter
- c) application letter
- d) invitation letter
- e) order letter

a)

ОТВЕТ: a) letter of complaint

This is to remind the division that, starting today, we are now filing all Testing Procedure Specification (TPS) reports with new cover sheets.

The text above is a part of

- a) contract
- b) application letter
- c) telephone conversation
- d) memo
- e) letter of complaint

d)

Ответ: d) memo