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VIŠJEŠOLSKI STROKOVNI PROGRAM EKONOMIST

POSLOVNI TUJI JEZIK 1 ANGLEŠČINA

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Višješolski strokovni program: Ekonomist
Učbenik: Poslovni tuji jezik 1 – angleščina
Gradivo za 1. letnik

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Vsebina tega dokumenta v nobenem primeru ne odraža mnenja Evropske unije. Odgovornost za vsebino dokumenta nosi avtor.

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UVOD

Namen pričujoče skripte je usposobiti študente za tekoče razumevanje preprostih situacij (splošnih in poslovnih) - še posebej za pisanje enostavnih dopisov in razumevanje telefonskega razgovora. Posamezne enote bodo pripomogle, da se bodo študentje lahko lažje prilagajali govorcem tujega jezika, tako da bodo sprejemali in spoštovali njihovo jezikovno in kulturno-civilizacijsko različnost ter se bodo znali tudi ustrezno odzvati.

Vaje, ki sledijo posameznim temam, bodo omogočile študentom, da med stiki z govorniki tujega jezika razvijajo zmožnosti hitrega reagiranja in odločanja v okviru njihovih odgovornosti.

Zadnji del skripte predstavlja dodatno gradivo, ki je študentom v pomoč pri pisanju življenjepisa (CVja), spremnega pisma, priporočil, ipd.

Uporaba glosarja lahko služi kot učinkovita nadgradnja in osvežitev osnovnega poslovnega izrazoslovja. S tem bodo vsekakor naredili pomemben korak k izboljšanju komuniciranja v angleškem jeziku. Gradivo v celoti predstavlja tudi vodilo za nadljnje samostojno delo.

Good luck.

mag. Marina Štros Bračko, prof.

Welcome to this English Course

My mission for this course was:

to provide students with real-world material

to present the best mix of traditional approaches and newer perspectives

to give a foundation in the vocabulary, concepts and skills for a successful career and work.

I hope you will enjoy the material and find it useful.

Good luck.

Marina Štros Bračko, MA

1 FIRST CONTACTS

Socialising is an important part of doing business. It is necessary to get to know the person well when doing business together. Socialising involves, among other things, introducing yourself, making small talk, going to restaurants with business partners and looking after business partners and looking after business visitors.

- How to greet and introduce people?
- How to keep a conversation moving?
- What to call people?

At first meetings it is helpful to:

- identify yourself and other people clearly by name.
- add any other relevant details about your or their job or company.

Checking other people's identities:


Excuse me. Are you Jim Hines from GNT Ltd.?

Identifying yourself:

I'm Jim Hines from GNT Ltd.

My name is John Denver. I'm the Technical Sales Manager at AMG Inc.

Introducing other people:

Let me introduce  my colleague, Ken Higgins.
May I introduce
I'd like to introduce

Greetings for first meetings:

Greeting

How do you do?

(I'm) pleased to meet you.

Reply

How do you do?

(Very) pleased to meet you, too.

Greetings for second and subsequent meetings:

Greeting

It's good (nice) to see you again.

How are you?

Reply

It's good (nice) to see you again, too.

Very well, thanks. And you?

1.1 SORRY / EXCUSE ME / PARDON / PLEASE

- **SORRY** is used
after you've done something wrong and you want to apologize.
when you don't understand something (with rising intonation).
when you want to explain that you were wrong.
- **SORRY** is also used at the beginning (or end) of the sentence to soften the effect.
Sorry, I can't help you. / I can't help you. Sorry.

- **EXCUSE ME** is used
to signal that you want to do something, e.g. leave a meeting for a while.
when you don't understand something (with rising intonation).
when you want to get somebody's attention.
Excuse me, but do you know where room 3038 is?

- **PARDON** is used when you don't understand something (with rising intonation).
- **PARDON ME** is used when you don't understand something (with rising intonation) or when you apologize for doing something.
- **PLEASE**

Please remember that please is used:

- a) when you're asking for something.
Can I have a glass of milk, please?
- b) when you're asking someone to do or not to do something.
Open the window, please. / Please don't open the window.
- c) as an affirmative answer, with or without yes.
Milk? (Yes.) Please.

Please **don't use *Please* as a response to *Thank you*** as is the case in many European languages.

1.2 EXERCISES - SITUATIONS

Would you manage in the following situations? Write down a suitable phrase.

Someone introduces you to someone with the words »I'd like to introduce you to a colleague of mine, Jan Peters.« How would you respond?

.....

Someone says, »How do you do?« What would you answer?

.....

You help an English friend with her luggage. She says, »Thanks a lot.« How would you respond?

.....

Someone has just failed an examination. How would you react?

.....

You want to get to the door in a crowded room. What would you say?

.....

What would you say as you hand something to someone?

.....

What would you say to someone who asks if it's all right to smoke and it isn't?

.....

What would you say if you arrived late at a meeting?

.....

How would you congratulate a business associate on being promoted

.....

How would you turn down an invitation?

.....

How would you accept the invitation?

.....

You are supposed to meet Mr White at the airport but you don't know what he looks like. You see a person that might be him. How do you approach him?

.....

You meet Mr White for the first time. What would you say?

.....

You have had a nice conversation with a group of new business associates but you have another engagement coming up. How do you leave without offending them?

.....

You meet an old acquaintance of yours you haven't seen for a long time. What might you say to him?

.....

When you need to stop someone in the street to ask for directions?

.....

When a stranger walks into your office?

.....

When you are late for a meeting; you dash into the building but do not know where the room 1038 is?

.....

To the receptionist if you wanted Mr Smith to contact you later?

.....

When you want to interrupt the speaker and ask for an explanation?

.....

When you don't understand something and you want the person to repeat it?

.....

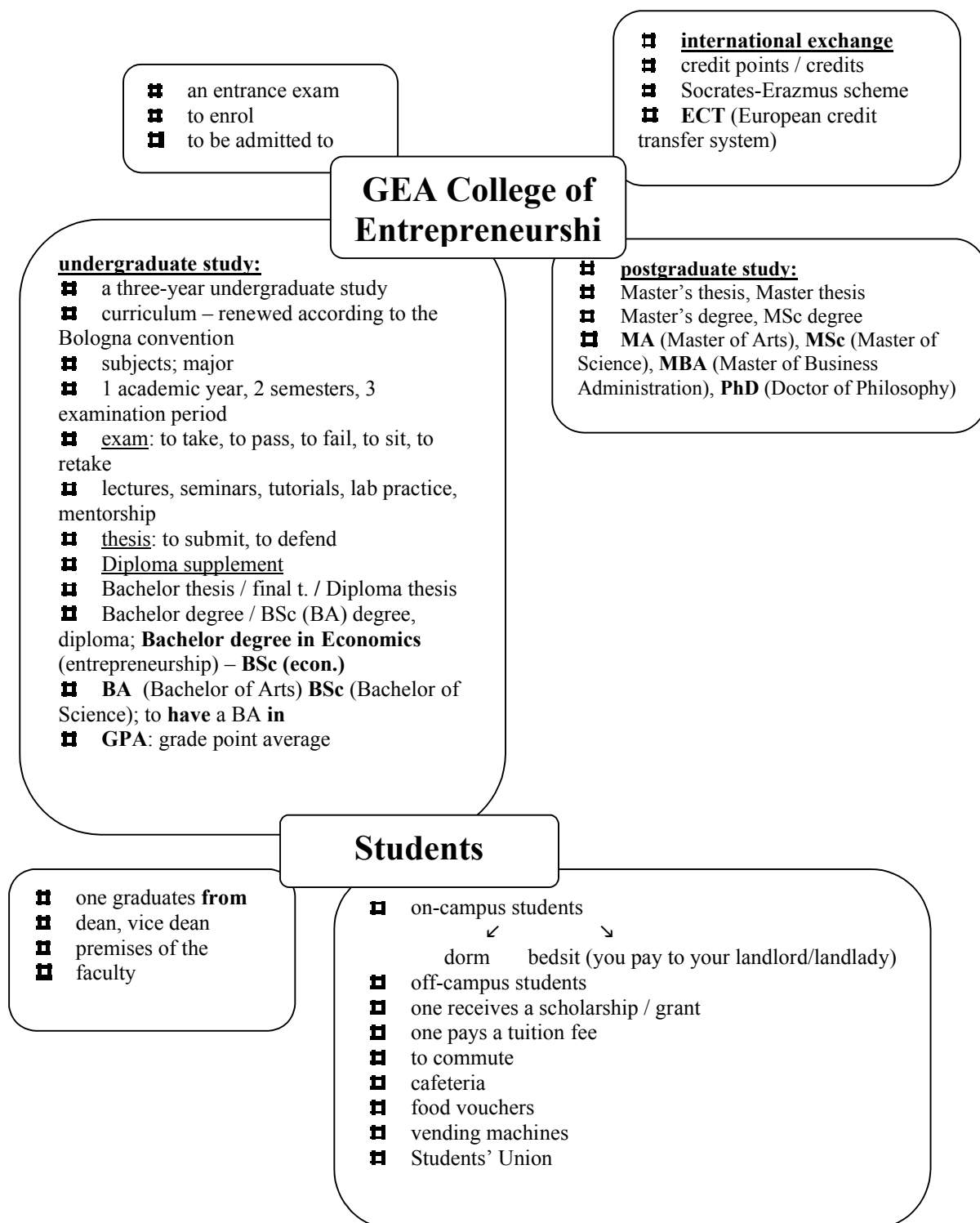
***Further reading and resources**

- Down to Business Minimax: English for Socialising, Bob Dignen, Falcon Press, ISBN 983-9672-53.
- Effective Socializing, Jeremy Comfort, Cornelsen/oup, student's book ISBN 3-464-11485-6.
- www.oed.com
- www.thesaurus.com

2 EDUCATION

There are so many opportunities nowadays to study that you should seriously consider taking advantage of the huge variety of courses and programmes available in Slovenia and abroad. Studying in a foreign country or staying at one of the foreign colleges is quite a challenge. Some of the basic vocabulary on Education can be useful to tell somebody what you are doing at the moment and promoting (or not) the school you attend.

Slika 1: Colleges of higher education



2.1 EDUCATION – EXERCISES

Answer:

1. Which school did you attend before?
2. How long does the study take?
3. Do you have a scholarship?
4. Do you have to pay a tuition fee?
5. Do you live on campus?
6. Are lectures compulsory?
7. What is a thesis?
8. Who's the dean of GEA College of Entrepreneurship?

Translations:

1. Na katero šolo si hodil prej?
2. Kje so prostori fakultete?
3. Avtomati (za hrano/pijačo) so v glavni avli.
4. Ali ste morali opravljati sprejemni izpit? Ne, ni mi ga bilo treba.
5. Ali prejemaš štipendijo?
6. Ali so predavanja obvezna?
7. Kako poteka delo v vašem laboratoriju (2x)?
8. Kdaj nameravaš oddati diplomsko nalogo? Rok je potekel včeraj.
9. Moj prijatelj je diplomiral na Mariborski univerzi.
10. Kakšno povprečje (ocen) imaš?
11. Ali ima šola menzo?
12. Ali razmišljaš o podiplomskem študiju?
13. Na fakulteti potekajo vaje ponavadi v laboratorijih in predavanja v predavalnicah.
14. Sem študent prvega letnika visoke šole za podjetništvo.

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

15. Diplomske naloge imajo v povprečju 50 strani.
16. Učni načrt je bil spremenjen v skladu z Bolonjsko deklaracijo.
17. Ko končam, bom diplomiran ekonomist.

2.2 STUDENTS' APPRAISAL FORM

What do you consider the most important skills and subjects you learn at GEA College of Entrepreneurship?

What has gone well during your time at GEA College of Entrepreneurship?

What has helped you to study successfully?

What caused you concern or frustration during your time at GEA College of Entrepreneurship?

What has been difficult for you at GEA College of Entrepreneurship?

What improvements do you think could be made at GEA College of Entrepreneurship?

What kind of support or possibilities would you like to have at GEA College of Entrepreneurship?

*** Further reading and resources**

- <http://www.gea-college.si/>
- <http://www.ucles.org.uk>
- <http://www.oed.com>
- <http://www.thesaurus.com>
- http://en.wikipedia.org/wiki/Education_in_the_United_States
- <http://www.britishcouncil.org/usa-education-uk-system-k-12-education.htm>
- <http://www.businessweek.com/bschools/>
- <http://www.ond.vlaanderen.be/hogeronderwijs/bologna/about/>
- <http://www.princetonreview.com/>

3 NUMBERS

Numbers are exciting. There are a number of reasons why presenting numerical information is a key communication skill for the 21st century e.g. people find numbers persuasive. Numbers provide sound evidence for many decisions in life, from buying a flat or car to investment in health care or pensions. This unit will certainly give you a good grounding in using numbers to communicate.

3.1 CARDINAL NUMBERS (GLAVNI ŠTEVNIKI)

0 zero	21 twenty-one
1 one	22 twenty-two
2 two	23 twenty-three
3 three	24 twenty-four
4 four	30 thirty
5 five	40 forty
6 six	50 fifty
7 seven	60 sixty
8 eight	70 seventy
9 nine	80 eighty
10 ten	90 ninety
11 eleven	100 a/one hundred
12 twelve	101 a/one hundred and one
13 thirteen	156 a/one hundred and fifty-six
14 fourteen	200 two hundred
15 fifteen	999 nine hundred and ninety-nine
16 sixteen	1,000 a/one thousand
17 seventeen	1,001 a/one thousand and one
18 eighteen	1,131 (1,131) one thousand one hundred and thirty-one
19 nineteen	2,242 (2,242) two thousand two hundred and forty-two
20 twenty	9,999 (9,999) nine thousand nine hundred and ninety-nine

1,000,000 a/one million = milijon

1,000,000,000 a/ one billion = milijarda

3.2 ORDINAL NUMBERS (VRSTILNI ŠTEVNIKI)

1st first	20th twentieth (!y gre v i)
2nd second	21st twenty-first
3rd third	30th thirtieth
4th fourth	40th fortieth
5th fifth	50th fiftieth
6th sixth	60th sixtieth
7th seventh	70th seventieth
8th eighth	80th eightieth
9th ninth (!izgubi se e)	90th ninetieth
10th tenth	100th one hundredth
11th eleventh	102nd hundred and second

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

12th twelfth (!v gre v f)	203rd two hundred and twenty-third
13th thirteenth	one thousandth
14th fourteenth	one millionth

- **Pozor:** Vrstilni in glavni števnik od 21 do 99 se v angleščini obvezno pišejo z vezajem. Vezaj se v angleščini imenuje **'hyphen'**.

English has several names for 0:

- naught – informal English, often used at the beginning (0.16 = naught point one six)
- zero – most common
- oh – when saying bank account or telephone numbers
- nil – sport results

3.3 TELEPHONE NUMBERS & BANK ACCOUNTS

- Ko govorimo o telefonskih številkah ali pa bančnih številkah za 0 uporabimo **'oh'**.
- Če se dve enaki številki ponovita, npr. 33, to preberemo oz povemo kot **'double three'** in ne 'three three'.
- Če ima številka pomišljaj, le-tega v angleščini preberemo kot **'dash'**. Primer: 031 852 – 796 = oh three one eight seven two dash nine two six.

3.4 TIMES

01:00	one o'clock in the morning one a.m.
01:05	five past one one oh five
03:15	quarter past three three fifteen
05:30	half past five/ half five five thirty
08:45	quarter to nine eight forty-five
09:50	ten to ten nine fifty
12:00	twelve p.m. midday noon
13:01	thirteen oh one one minute past one one oh one
21:29	twenty-one twenty-nine twenty-nine minutes past nine nine twenty-nine
22:30	twenty-two thirty half past ten ten thirty
24:00	twelve a.m. midnight

- Nekaj čez neko uro je v angleščini '**past**'. Primer: 10:12 (dvanajst čez deset) v angleščini preberemo kot twelve **past** ten.
- Nekaj do neke ure, pa je v angleščini '**to**'. Primer: 10:55 (pet do enajstih) v angleščini rečemo five **to** eleven.
- Če je ura 15 min čez ali do neke ure, rečemo **quarter past/to** ... Primer: 6:15 je quarter past six.
- Dopoldne (do 12h) je a.m., popoldne (do polnoči) pa p.m..

3.5 DATES

1900	nineteen hundred		
1901	nineteen-oh-one	OR	nineteen hundred and one
1910	nineteen-ten	OR	nineteen hundred and ten
1922	nineteen-twenty-two	OR	nineteen hundred and twenty-two
1980	nineteen-eighty	OR	nineteen hundred and eighty
2000	two thousand		
2007	twenty-oh-seven	OR	two thousand and seven

There are two systems of year dates in English:

the shorter system: the numbers are said in pairs.

the longer system: numbers are said in pairs, but between the pair we say hundred and.

To announce the date, *It's* is used.

It's April the first.

napišemo	izgovorimo/preberemo
1 January 1984 January 1, 1984	the first of January nineteen eighty-four January the first nineteen eighty four
27 June 1998 June 27, 1998	the twenty-seventh of June nineteen ninety-eight June the twenty-seventh nineteen ninety-eight
5 July 2000 July 5, 2000	the fifth of July two thousand July the fifth two thousand
12 November 2007 November 12, 2007	the twelfth of November two thousand and seven November the twelfth two thousand and seven

- Kljub temu, da pri datumih uporabljamo vrstilne števnik, v angleščini za številko ne pišemo pike (kot je to navada v slovenščini)!
- Vrstilni števnik od 21 do 99 se obvezno pišejo z vezajem! Enako velja tudi za glavne števnik (twenty-one = enaindvajset, twenty-first = enaindvajseti).
- Na zapis 1st, 2nd, 3rd, 4th,... za vrstilne števnik še lahko naletimo in je povsem pravilen. Res pa je, da je ta zapis izginja iz rabe v moderni angleščini.

3.6 ARITHMETICS

addition (+)	subtraction (-)	multiplication (x)	division (:)
---------------------	------------------------	---------------------------	---------------------

equals =

plus, minus, times (multiplied by), divided by, add

squared: 4 squared means four squared, and equals 16.

the square root of 49 is 7.

cubed: 2 cubed (= 2 x 2 x 2) equals 8, and is written 2³

cube root: The cube root of 125 is 5, because 5 x 5 x 5 = 125

“Na štiri”: 2 to the fourth power equals 16.

ulomki = fractions: one half, three quarters, one ninth, five sevenths...

percent ali per cent

3.7 EXERCISES - NUMBERS

✍ Write the correct figures in the gaps.

It was _____ (five degrees below zero) last night.
And the score at half time is: Scotland _____ (three), England _____ (nil).
It's an inner London phone number, so you dial _____ (oh-seven-one).
The Supreme Court decided by _____ (eight) votes to _____ (nil) that the President must hand over the tapes.
His telephone number is _____ (oh-four-oh, two-two-oh, six-oh-six-oh).
Becker leads _____ (fifteen-love).
How many toes have you got on your feet? _____ .

✍ Write the numbers in the gaps. John Lennon.

John Lennon was born in _____ (nineteen-forty). He formed a rock group called The Quarrymen in _____ (nineteen-fifty-six). After some changes, this became The Beatles in _____ (nineteen-sixty-one). In _____ (nineteen-sixty-two), the Beatles had their first hit record (Love Me Do) and began their career as world-famous pop stars. The group split up in _____ (nineteen-seventy). John made his last concert appearance in _____ (nineteen-seventy-four). He died in _____ (nineteen-eighty).

✍ What's the time?

13:00
01:00
05:30
04:15
07:45
03:50
09:05
12:00 (poldne)

✍ Write the numbers of each item next to the correct word or words

two thousand three hundred and ninety-four
two three two three nine four
twenty-three centimetres
twenty-three thousand and ninety-four
twenty-third of March nineteen ninety-four
two hundred and thirty-nine pounds forty
two point three nine four
twenty-three times ninety-four
twenty-three per cent
two-thirds
twenty-three plus ninety-four
three cubed
twenty-three degrees centigrade
twenty-three kilometres per hour
twenty minus three
the square root of eighty-one equals nine

3.8 MONEY AND DATES

Complete the table with the information given

1. Invoice number (št. računa, fakture) thirteen, dated December the seventeenth nineteen-ninety-seven, is for five hundred and twenty-six pounds, seventeen pence.
2. Invoice number one hundred and six, dated the twelfth of January nineteen-ninety-eight, is for two hundred and fourteen pounds, ninety-five pence.
3. Invoice number one hundred nineteen, dated August the thirtieth nineteen-ninety-six, is for one thousand three hundred eighty seven-dollars eighty-six.
4. Invoice number one hundred forty-one, dated the sixteenth of November nineteen-ninety seven, is for twenty-five euros fifty.
5. Invoice number two hundred eighty-six, dated the twenty first of February nineteen-ninety-two, is for two thousand four hundred and six pounds and five pence.

Invoice No.	Date	Amount

☞ Match the figures and the dates on the right

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. 01.01.98 2. 29.02.96 3. 31/12/99 4. 09-01-97 (USA) 5. 6/7/98 (UK) 6. 04.08.98 (USA) 7. 1/11/98 (UK) | <ol style="list-style-type: none"> A. 29 February 1996 B. September 1, 1997 C. 1 January 1998 D. 6 July 1998 E. April 8,1998 F. 1 November 1998 G. 31 December 1999 |
|--|--|

☞ Answer the following questions.

1. What's the date today?
 What date is your birthday?
 Which is the shortest night of the year?
 When was America discovered?
 When did Slovenia gain independence?

✎ Write the following figures in words.

8.924

7,231

9 November 2006

$5 \times 20 = 100$

73

99 %

12th

7/11

✎ Complete the sentences.

a) Four _____ twelve _____ sixteen.

h) If you _____ six from twenty-four, you get eighteen.

c) When you _____ seven by seven, you get forty-nine.

d) If you _____ 1,800 pesetas by 2.61, you get £689.66.

e) Twenty-two _____ five is a hundred and ten.

f) _____ 10% VAT to \$326 and you get \$358.60.

g) So that's 1,628 euros, _____ 360 euros discount, which is 1,268.

***Further reading and resources**

-<http://www.edwardtufte.com>

-<http://www.statistics.gov.uk>

-<http://www.plainfigures.com>

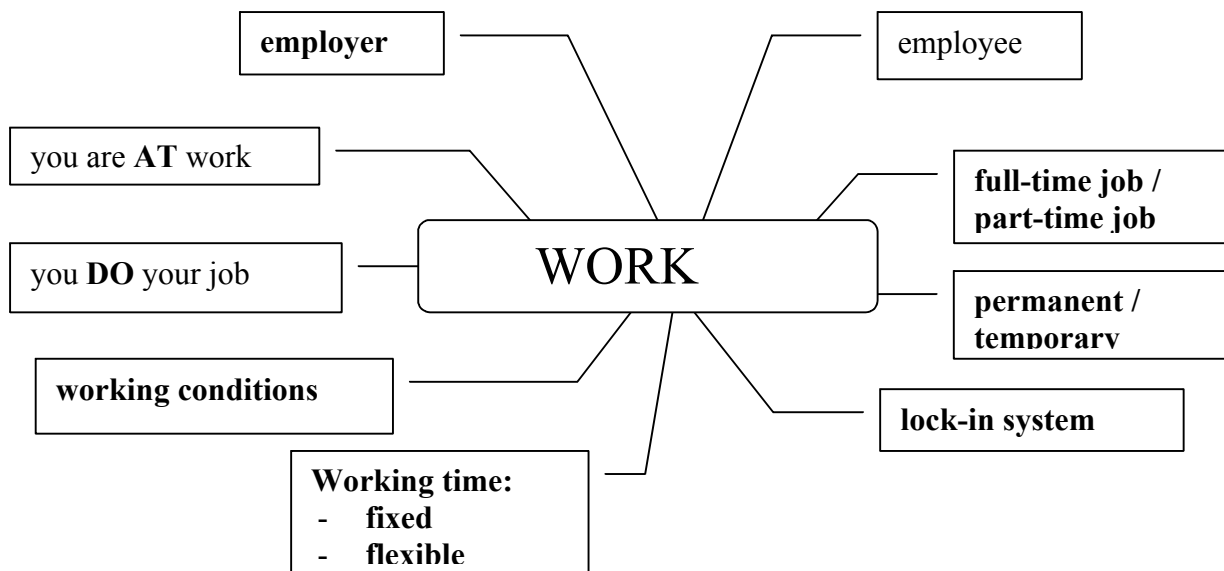
-<http://www.oed.com>

-<http://www.thesaurus.com>

4 WORK

This unit deals with company structure and vocabulary connected with company profiles. You will use your knowledge of the world to think about the average structure of a typical Slovenian company e.g. Mercator, Tuš, Mobitel etc. You will also use the links and read articles about the company to help you build up a balanced picture of the company and its economic environment.

Slika 2: Work



YOUR JOB

Complete the following sentences about yourself

My address is
My business number is
My extension is
I work for (company)
as a(n) (job)
in the (department)
I mostly deal with (kind of work)
I am responsible for (ing form)
and
My job involves a lot of
and
What I like about my job is
I've been with the company for (period of time)
since (since)
I've been in my present job for (point of time)

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

After you have completed the page, check that you remember from time to time by covering one column and recalling the whole sentence. Can you make questions to ask someone else for the same information?

Answer

1. Where do you come from?
2. Where do you live?
3. Are you Slovenian?
4. Do you live in a house or in a block of flats?
5. Do you have any children?
6. Can you drive?
7. Can you play any musical instrument?
8. How many languages do you speak?
9. What are your hobbies?
10. What's your favourite film?
11. Do you often watch TV?
12. What programmes do you like watching?
13. Where were you born?
14. What's the date today?
15. What's the day today?

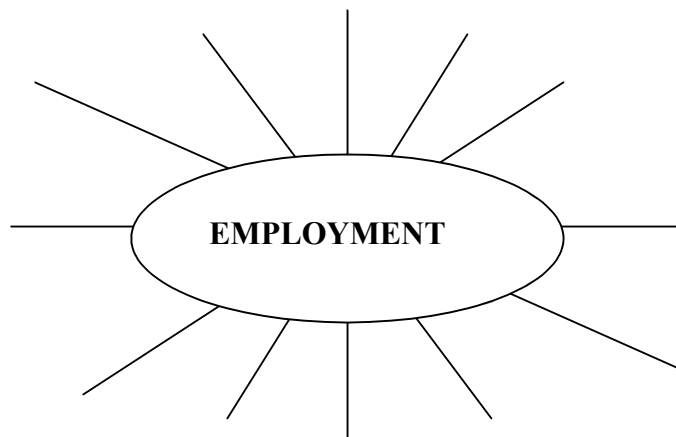
The CEO of Oracle, Larry Ellison sold the world's the most expensive yacht Katana (valued at \$68 million)

Exercises – job

Ask your partner and write down his or her answers:

1. What do you do?
2. Where do you work?
3. How long have you been working here?
4. What are you responsible for?
5. What does your job involve?
6. Does your job involve a lot of travelling?
7. How long is your work day?
8. Do you commute to work?
9. Would you like to change your job?
10. Do you have to work overtime?

⇒ Without looking at the previous page, try to find words connected with employment. Fill them in on the web below.



EXERCISE

Choose five words that you find difficult to remember and write them on the lines provided below:

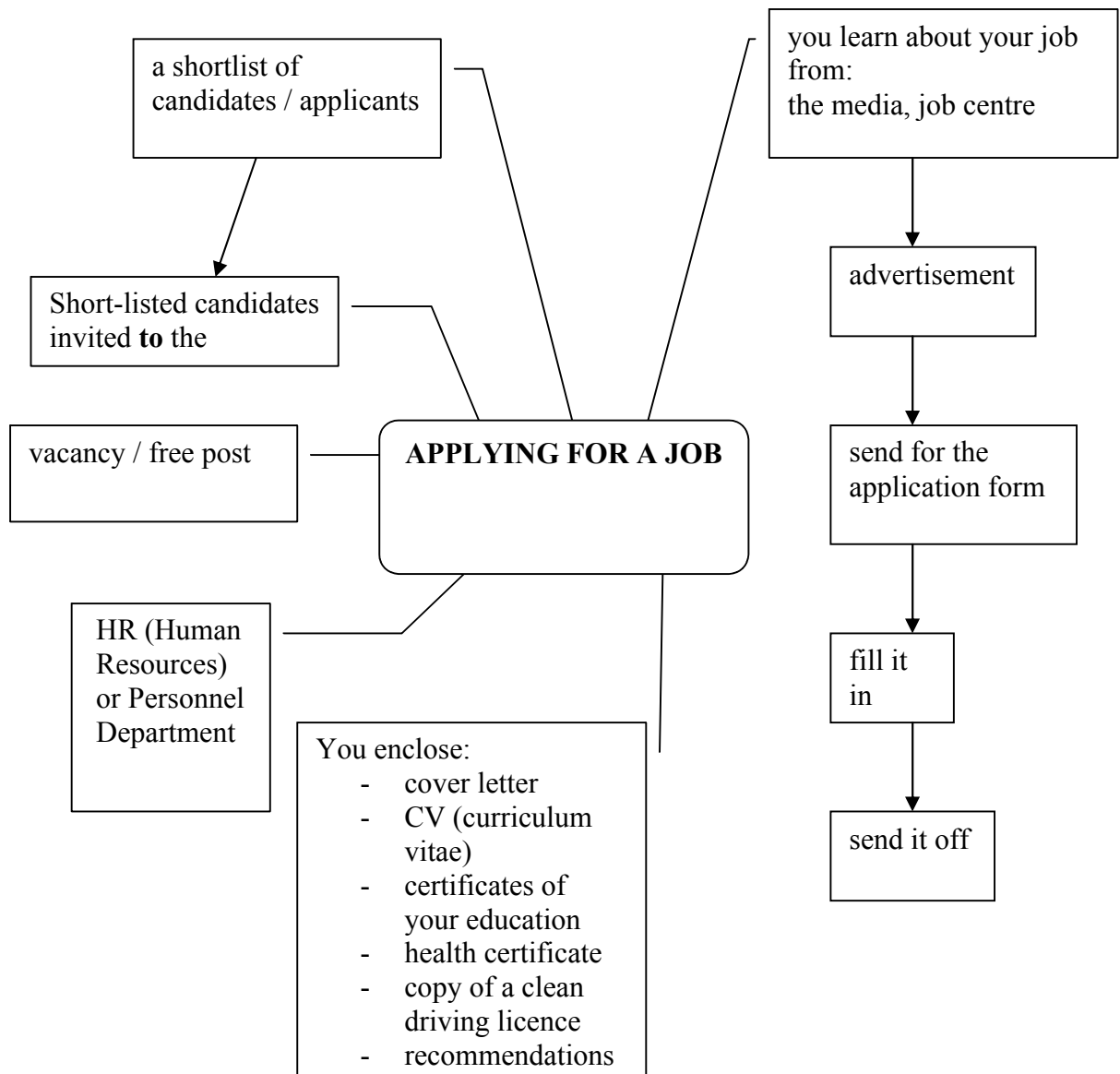
1.
2.
3.
4.
5.

***Further reading and resources**

- <http://www.economist.com>
- <http://finance.google.com/finance>
- <http://www.uniliver.com.html>
- <http://www.economist.tv>
- <http://www.e4b.de>

4.1 APPLYING FOR A JOB

Slika 3: Applying for a job



4.2 WHAT PERSONAL QUALITIES DO CANDIDATES FOR A JOB NEED?

enthusiastic	independent	cooperative	generous
sensitive	motivated	creative	kind
lively	honest	patient	sociable
hard-working	energetic	well-organised	quiet
open-minded	efficient	well-travelled	punctual

4.3 EMPLOYMENT

employment contract	terms of employment
to apply for a job	to go on an interview for a job
to hire / to employ	to quit / to resign
to be fired /to be dismissed	to be temporarily laid off
to be laid off	to get a raise
to be promoted / demoted	to be unemployed
to retire	to be (50%) disabled

4.4 WORK TERMS

to have a day off / a free day	to have / to take a sick day
to be on sick leave	to be on maternity leave
to have a holiday	to go on holidays / vacation

4.5 PAY

paycheck (pay packet)	pay stub = izpisek o nakazani plači
to get a salary	to get wages
weekly	bi-monthly
monthly	pay grade
white-collar worker	blue-collar worker
gross income = bruto	net income = neto
(income) tax	supplements
contribution	reimbursement (of travel costs)
bonus	mileage expenses
lunch scheme (voucher)	perks

4.6 ADDITIONAL WORK-RELATED VOCABULARY:

a board	a group of people who control an organization or a company
a department	a section of a company often related to function. (personnel department, sales department)
efficient	working well and quickly, producing a good result in the minimum time – negatively = inefficient
to encourage	to give hope, support to somebody
an entrepreneur	a person who starts or runs a business activity that involves risk
to hand in your notice	to state officially that you intend to leave a job
to improve	to make or get better – Noun – improvement
to negotiate	to discuss a business deal or contract, to reach an agreement by discussion-Nouns – a negotiation; a negotiator
a pension	money that is paid regularly to someone who has retired Person – a pensioner
qualified	having the right education, diplomas and experience for a job Noun – qualification
to recruit	to employ or take on new staff- Noun – recruitment
redundant	no longer needed, dismissed, without work (They have made 400 workers redundant because of the recession.) Noun – redundancies = job losses
to resign	to give up or leave a job
to sack	to dismiss, to fire, to stop employing someone
staff	all the people who work for a company: its people, its employees
a subordinate	a person with a lower rank or position
an increment	one of a series of increases
a commission	a (system of) payment to someone who sells goods which is directly related to the amount of goods sold

4.7 EXERCISES – WORK

1. Put the following words in its correct place in the passage below.

commute salary prospects promotion retire pension ambitious perks increments commission

Job satisfaction is important but I have a wife and a baby so I have to think about money, too. If a job interests me, I need to know what 1 it offers and also whether there are regular annual increases, called 2. I want to know if I will receive a3 when I 4 at the age of 65 or 70. If the job is selling a product, I ask if I'll receive a percentage of the value of what I sell, called5. It is also important to know if there are extra advantages, like free meals or transport, or the free use of a car. These are called6 or fringe benefits. Are the future7 good? For example, is there a good chance of8 to a better job, with more money and responsibility? Is the job near my home? If it isn't, I'll have to9 every day and this can be expensive. I am very keen to be successful. I am very10. I don't want to stay in the same job all my life

2. Match the departments on the left with the correct definitions on the right.

sales	is responsible for manufacturing goods
purchasing	deals with recruiting new staff
planning	deals with invoices and payments
research and development	handles advertising and new product launches
quality control	buys in products and services
production	tries to develop new products
personnel	makes sure that standards are maintained
finance	persuades people to buy the company's products
distribution	sets out a strategy for the company's future
marketing	transports goods to different places

3. Match the jobs with the descriptions on the right.

managing director	I organize training courses for members of staff.
personal assistant	I set up the equipment and do experiments and tests
sales representative	I am the senior executive
training officer	I check that products are made to the right standards
purchasing manager	I visit customers and try and increase business
laboratory technician	I work with the Managing Director. I am responsible for his diary, organize his travel, and take calls for him.
quality control manager	I buy everything the company needs, from raw material to stationery.

4. More Departments – do you know them?

R&D	Human Resources
Communications	Sales and Marketing
Engineering	Financial
Manufacturing services	Legal Affairs

5. Match the jobs with the descriptions on the right.

managing director	I organize training courses for members of staff.
personal assistant	I set up the equipment and do experiments and tests
sales representative	I am the senior executive
training officer	I check that products are made to the right standards
purchasing manager	I visit customers and try and increase business
laboratory technician	I work with the Managing Director. I am responsible for his diary, organize his travel, and take calls for him.
quality control manager	I buy everything the company needs, from raw material to stationery.

6. Match the expressions on the right with definitions on the left.

1) Catering	a) deals with phone calls in and out of the company
2) Customer Services	b) protects staff and property against crime
3) Dispatch and Distribution	c) sells goods, contacts customers, deals with inquiries
4) Finance	d) monitors company products, tries to improve their quality

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

- | | |
|------------------------------|---|
| 5) Health and Safety | e) deals with visitors, takes messages |
| 6) Maintenance | f) develops new products and new ideas |
| 7) Marketing | g) produces goods |
| 8) Personnel | h) talks to journalists, presents the company to the public |
| 9) Public Relations (PR) | i) deals with training, recruitment, staff problems |
| 10) Production | j) makes sure that products are widely known |
| 11) Research and Development | k) checks equipment regularly, carries out repairs |
| 12) Reception | l) checks for dangers at work, monitors health |
| 13) Quality Control | m) deals with money coming in and going out of the company |
| 14) Sales | n) sends goods out to customers |
| 15) Security | o) deals with after-sales service and complaints |
| 16) Switchboard | p) provides meals |

1		2		3		4		5		6		7		8	
9		10		11		12		13		14		15		16	

7. *Nokia fights back*

(Adapted from The Economist Global Agenda, 2004, Copyright: Economist Newspaper Ltd.)

Hoping to reverse a slump in its share and entrench its position as the world's biggest maker of phones, Nokia has launched a of new models. But the firm faces an increasingly diverse range of challengers.

When firm dominates its market, especially one that is driven constant technological advances, it risks becoming so fixated with trying to ward off what it reckons to be its most powerful challenger that it leaves itself vulnerable to attack from other directions. That seems to have been the recent fate of Nokia. The firm is Finland's most remarkable story, having evolved from little-known industrial conglomerate, making everything gumboots toilet paper, to become the dominant player in the booming market for mobile phones in the space of two decades. Nokia established its commanding lead - market share is around twice that of Motorola, its nearest rival - not least because it spotted early that phones had become fashion accessories. But in recent years, Nokia so distracted with the potential threat from Microsoft's entry mobile telephony that it has failed to spot the of innovations like camera-phones, colour screens and nifty "clamshell" designs in the mid-price sector of the market. This lapse has opened up space for smaller competitors and, in April, Nokia admitted that its sales were falling.

On Monday June 14th, in a bid to claw back its lost market, Nokia unveiled five new low-to-mid-range phones. With almost one-and-a-half billion cellphones already sold, cellphone operators and makers were going to have to think hard about where their future growth was going to come from. Jorma Ollila, Nokia's long-serving chief, reckoned he knew answers. First, from poorer countries, where mobile-phone networks are often racing ahead of fixed-line telephony infrastructure. And second, in saturated, rich-country markets, from pricey, high-end "smartphones", where mobile telephony meets computing. Mr Ollila has deployed the bulk of Nokia's \$4 billion annual for research and to this emerging niche.

Vocabulary:

slump – padec cen/povpraševanja
 to entrench – utrditi se
 nifty – moden
 clamshell – poklopni pokrov
 lapse – spodrsljaj
 bulk – večina
 saturated – nasičen, prepoln
 to deploy – uporabiti, izkoristiti
 niche – niša

Fill in the missing words:

executive	share	market	by
the	a (2x)		
from	budget	success	to
	its		
development	to	mobile	
	range		
has been	into	importance	

Discussion:

1. What is your opinion on Nokia (advantages/disadvantages)?
2. Do you prefer its competitors – e.g. which brand of a mobile phone do you have?
3. Was Nokia’s fear of computer companies entering the mobile phone market legitimate?
4. What is your position on mobile phones and the rapidly developing technology in general?
5. Does your mobile phone have state-of-the-art technology? Do you use these functions?
6. How often do you use modern technology (which items) and for what purpose?

 Exercises: reading comprehension and word formation

Your First Day on the Job

Each year around 20 million Americans begin a new job. You will be one of them. A new job offers a chance to begin anew-to show what you can do on a payroll or to correct mistakes you made in past positions. Here is some advice on what to expect and how to handle yourself accordingly.

Get off to a good start and you can be a winner.

Much of your day will be filled with minor details-you are shown where you work, how to do certain tasks, and where to find little things you need or you may have to wait to fill out numerous employment, health, liability and other forms. An employee or where handbook may be placed in front of you and you will be asked to read it. Hint: if you asked to read things ask if you can take them to read at night.

You will be exposed to many new faces, new names, and new rules. Make a point to remember the people you meet and how they fit into the organization. Hint: Use a small notebook to jot down names and functions as you meet people.

Learn what you need to know and who can answer questions. Does your boss want you to first ask your colleagues or go directly to the top person? It often pays to have several

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questions before interrupting people to ask them. Hint. Write your questions down in your note book.

People all around you have their own work to do. They are usually willing to help but can only spare so much time from their activities. So, limit the number of times you interrupt them and try to sense when their mood changes from cheerful assistance to grudging help.

Learn how you will be trained. Many organizations have a formal orientation or training program. Others use on-the-job instruction or assume you will learn a lot on your own. Take all training seriously, just as you might a school course in which you want an ‘‘A’’.

Ascertain the normal working hours, period for lunch or break. Keep within the required time periods for a while-no matter what other employees do. Every setting has some things you must do, some things which it is nice if you do, and some things which really don't need to do. Early on, try to distinguish which are what, Hint: Pick some successful employees and watch what they do. If in doubt, ask them for guidance.

Eventually you will want to select one or more employees whom you respect and try to work up to their level. But don't force friendship too soon or you may find yourself close to someone who, in the long run, may be bad news.

JVS of Greater Toronto
Skills for Successful Employment Workshop – 4

WORKING ABROAD

Going to work abroad can prove to be quite a 1..... (value) experience. Learning how to adjust to 2..... (foreigner) cultures is both character building and strengthening. Many people who give in to the 3..... (tempt) of living abroad, do so in search of a more 4..... (adventure) life. However, the whole concept of leaving your home country must be 5..... (care) thought out. Problems such as finding 6..... (accommodate) and 7..... (immigrate) procedures should be considered well in advance. For the first few weeks abroad you may feel terribly 8..... (loneliness) and homesick. 9..... (communicate) problems may also lead to unnecessary 10..... (understanding) with the locals, so it is always useful to 11..... (familiar) yourself with both the language of the country and its customs before you go.

FINDING A JOB

In today's world of 1..... (economy) hardship, finding a job is difficult. 2..... (employment) has reached a record high, and even 3..... (high) qualified people are finding it 4..... (difficulty) to find work. Despite this 5..... (depress) news, there are certain things a person can do. Firstly, it is important to read the job 6..... (advertise) in as many newspapers as possible. Secondly, it is 7..... (advise) to write letters to companies enclosing a copy of your CV. If your 8..... (apply) is successful, it is imperative to impress the 9..... (interview). A smart 10..... (appear) is essential along with

some knowledge of company. Above all, keep trying and you are sure to be 11..... (success).

NOW YOU'RE OVER THE HILL AT 42

Life does not begin at forty. Age discrimination at work is becoming an even younger habit with people in their early forties now ranked alongside much older people in being considered over the hill by employers. For decades, workers in their fifties have complained about being thought of as surplus to __0__ in the job market. But one in four adults now thinks that employers are no longer interested in taking on the over-forties.

'We're now establishing that age discrimination starts as early as 42,' said Patrick Grattan of the Third Age Employment Network. 'Evidence is growing of a __1__ drop in the number of people employed once they become older. It's not only a question of people not getting jobs. Even when they do, they're being paid at a discount. That discount is __2__ a matter of prejudice.'

Fifty per cent of companies now have workforces with fewer than one in ten staff over 50. Ten per cent of firms had no __3__ over 50. 'I have decades of experience in both business and human resources. I managed to bring up children at the same time,' said Anna Evans-Pollard from Chepstow. 'But people don't take you seriously at all at a certain age. They don't actually say they want someone younger. You just know it.'

Theo Blackwell, a __4__ in workplace discrimination at the Industrial Society, said: 'Too many firms have a constant __5__ on restructuring. This all too often means that workers who are 40-plus are getting pushed out to make way for younger people. They are thought to be more flexible and __6__ to technology. It doesn't follow at all.'

But employers will soon have little __7__ but to start treating middle-aged staff more __8__. The number of people aged between 16 and 19 has already fallen by 13.1 per cent since 1991 as the fertility rate has plummeted to 1.7 children from its peak level of 2.8 children in the early 1960s.

Workplace economists estimate the __9__ to the economy caused by the exclusion of older people from the labour market is up to J26 billion a year but a proposed European equal __10__ directive would outlaw age discrimination in the workplace from 2006, following similar schemes in Ireland, France and the Netherlands.

0) REQUIRE	5) EMPHASIZE
1) DRAMA	6) ADAPT
2) PURE	7) CHOOSE
3) EMPLOY	8) SYMPATHY
4) SPECIAL	9) LOSE
	10) TREAT

*Further reading and resources

-<http://www.oed.com>

-<http://www.thesaurus.com>

-<http://www.vital-link.net>

-Presenting in English, Marion Grussendorf, Cornelsen, ISBN 978-3-589-23469-1

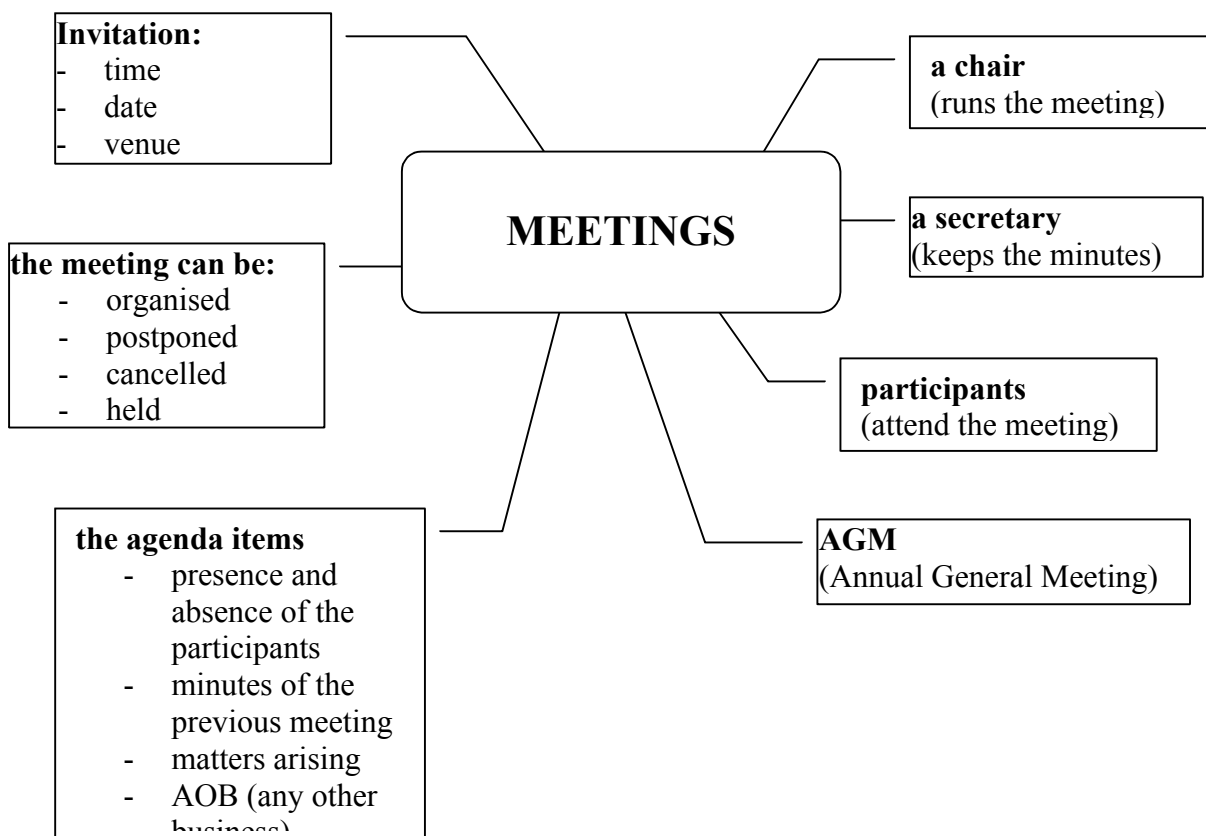
5 MEETINGS

Did you know that the average business person spends one third to one half of their working day in meetings? It is said that over 80% of the outcome of a meeting is decided before it takes place. *Eileen Shanahan, American Journalist*

Meetings are often criticized as being waste of time or unproductive; however, for many students they are a regular and necessary part of their jobs. In case the meeting is in English you can find some useful words in this unit.

conference fee / registration fee

Slika 4: Meetings



CONFERENCE (a type of a meeting)

registration form

Answer:

What is the difference between a meeting and a conference?

Have you ever attended a conference (where/when)?

.....
.....

5.1 LANGUAGE SUMMARY

A) BEGINNINGS

On behalf of ...

There are three / several / a number of points I'd like to make.

I would like to begin by ...

Let's get started / let's get down to business

B) ASKING FOR AN OPINION

What's your opinion about / of

What's your position / view on

C) GIVING AN OPINION

I believe / think / feel that

I am of the opinion ...

In my opinion / view ...

D) BRINGING IN ANOTHER SPEAKER

I'd like to call on Mrs Smith to present her views on

I'd like to call Peter to continue

Over to you, Peter

The floor is yours

I have a pleasure to introduce our guest

Allow me to give the floor to Ms Miller.

E) AGREEING

I agree entirely / completely

I disagree with you

I beg to differ with you on that point (formal)

I think we are in agreement on that.

5.2 EXERCISES - MEETINGS

1. Answer the questions:

Who is responsible for the meeting?
What's secretary's job?
What information is usually on the invitation?
What items are on the agenda?
What does AGM stand for?
What does AOB stand for?

2. Translate:

1. Kdo vodi danes sestanek?
2. Sestanek je preložen na 20. marca.
3. Sestanek je odpovedan zaradi bolezni.
4. Preidimo k točki razno.
5. Vi imate besedo gospod White.
6. Lahko nekaj predlagam?
7. Ne strinjam se z vašim predlogom.
8. Mislim, da nimate prav.
9. Ali si že dobil zapisnik prejšnega sestanka?
10. Kdaj je skupščina Mobitela?
11. Preidimo k drugi točki dnevnega reda.
12. Kakšno je vaše mnenje o predlogu....?
13. Mislim, da bi se še morali pogovoriti o tekočih problemih.
14. Njegov predlog je bil zavrnjen.
15. Čas je potekel.

3. Arranging a meeting

V primerih od 1-15 obkrožite najustreznejšo besedo.

1. What time would *be convenient for/be convenient/suit* you?
2. Are you free *sometime/anytime/one time* next week?
3. Could we meet *on/-/at* Thursday *during/on/in* the afternoon? Perhaps *on/-/at* 3pm?
4. Yes, I think I *shall/should/would* be able to make next Friday morning.
5. I'll *email/return to/get back* to you later today to confirm it.
6. I'm out of the office *for/until/till* 2pm on that day. Anytime after that *could be/is/would* be fine.
7. I'm afraid I'm *busy/occupied/tied up* all day next Tuesday.
8. *Pardon me,/Sorry,/I'm afraid* I can't *make/control/manage* it on that day.
9. Sorry, I've already got an *arrangement/an appointment/a promise* on that day.
10. *What if/What about/How about* Wednesday *instead/in place of/as an alternative*?
11. Would you *mind/matter/object* if we put the meeting *back/off/away* to the following week?
12. I'm very *sorry/regret again/apologise again* for any inconvenience caused.
13. I look forward to *see/seeing/speaking* to you next week.
14. Give me a *call/telephone/ring* if you have any problems.
15. Give my *regards/best wishes/compliments* to Ms Wilfandt.

* Further reading and resources

-<http://www.celt.stir.ac.uk/staff/HIGDOX/VALLANCE/Diss/FP.HTM>

-<http://www.negotiationskills.com>

-<http://www.johnmole.com>

6 CORRESPONDENCE

Are you still writing letters and e-mails using the same old standard and boring clichés? With the ever-increasing speed of technological change, we all need stay up-to-date with new computer programs and changes in correspondence. It seems most businessmen are writing more than ever: letters, memos, reports, marketing materials and especially e-mails.

Effective communication gives a professional impression of you and of your organization and with the examples that follow you can not miss the point.

6.1 WRITTEN CORRESPONDENCE

Pisma in elektronska pošta: splošna pravila

1. Pri datumu so okrajšave 1st, 2nd in 3rd izginile, tako da večinoma pišemo:

- 3 October 2001 ali October 3, 2001.
- V ZDA je seveda na prvem mestu mesec: 10/3/2001.
- To je tudi posledica rabe računalnikov in sporočil po elektronski pošti.

2. V začetku pisma pišemo:

- Dear Sir(s)= spoštovani, za vladne ustanove in banke
- Dear Sir/Madam=spoštovani, za podjetja
- Dear Mr Jones = spoštovani gospod Jones

Za vsemi temi začetki ne pišemo več vejice, Američani pišejo dvopičje. e.g. Dear Mr Jones:

3. Zaključki

- Yours faithfully, če je začetek Dear Sir(s) ali Dear Sir/Madam
- Yours sincerely, če je začetek Dear Mr Jones
- Best regards, že nadomešča zgoraj omenjena pozdrava
- With best regards, bolj vljudno kot Best regards

4. Za Mr in Ms ne pišemo več pike:

- Dear Mr Jones

5. Ženske na splošno nazivamo z Ms:

- Ms Marina Štros

6. Vi ne pišemo z veliko začetnico, kot je to v navadi v italijanščini in nemščini!

We are writing to you

We are writing to inform you... Uporabimo Present Continuous

7. Elektronska sporočila ne zahtevajo toliko odstavkov kot uradno pismo, čeprav je sporočilo uradno.

8. Elektronska sporočila so prijaznejša in v njih še bolj upoštevamo pravilo kiss = keep it short and sweet.

9. Elektronska sporočila uporabljajo še več okrajšav: c.c., e.g., i.e, a.s.a.p., .- ki se že tudi piše skupaj brez pik (asap), če ne delamo presledkov.

c.c. ali cc = copies to = v vednost

Enc ali Encl = enclosures = priloge

e.g.= exempli gratia = na primer

i.e. = id est = to je

a.s.a.p. = takoj, nemudoma

p.p. = per procuratorem = po pooblastilu, za (če se podpišemo v imenu nekoga drugega)

et al = in ostali (avtorji, sodelujoči)

P.N. = plenum nominae = s polnim imenom, in ne prejme naj, kot mislijo mnogi

RSVP = odgovorite prosim; pišemo na vabilo

c/o = care of= na tem naslovu

10. Pojavil se je celo glagol: I will c.c. you a copy (Poslala vam bom kopijo v vednost).

11. Presledki med okrajšavami se ne uporabljajo dosledno.

12. Zelo vljudne fraze se opuščajo: we remain yours.

Naslavljanje

FORMALNO:	
Dear Mr Peterson	<i>Spoštovani gospod Peterson</i>
Dear Sir	<i>Spoštovani gospod / gospa – uporaba za podjetja</i>
Dear Sir or Madam	<i>Se opušča</i>
Dear Sir / Madam	<i>Je v uporabi</i>
To Whom It May Concern	<i>Spoštovani! (ponavadi v priporočilih)</i>
Dear Sirs	<i>Spoštovani (zelo formalno, uporablja se za institucije, banke)</i>
Dear President	<i>Spoštovani predsednik (bolj priporočljivo)</i>
Dear Mr President	<i>Spoštovani gospod predsednik</i>
NEFORMALNO:	
Dear Natasha	<i>Draga Nataša</i>

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA***Pogosto uporabljene fraze***

In response to your request, we are sending you...	<i>Na vašo željo Vam pošiljamo...</i>
We are pleased to inform you... / We are glad to inform you...	<i>Z veseljem Vam sporočamo</i>
We regret to inform you... / We are sorry to note that...	<i>Žal Vam sporočamo... / Žal ugotavljamo, da...</i>
We are sorry to learn that you will be unable to attend the opening.	<i>Obžalujemo, da se ne boste mogli udeležiti otvoritve.</i>
Thank you for your email of / dated 20 December	<i>Zahvaljujemo se Vam za Vaš email z dne...</i>
I would like to thank you for...	<i>Zahvaljujemo se Vam za... (I would like je bolj vljudno kot I'd like)</i>
I am writing to inform you.. / I am writing to you to inform you...	<i>Pišem Vam v zvezi z... / Sklicujemo se na... Narobe: I am writing you...</i>
I am writing to invite you to the opening...	<i>Vabimo Vas na otvoritev... (You pišete z malo, čeprav v slovenščini pomeni Vi)</i>
Referring to... / With reference to... Further to our telephone conversation... In connection with...	<i>Skladno z... / V zvezi z našim telefonskim pogovorom...</i>
I am sending you the contract concerning/regarding the lease of our...	<i>Pošiljam vam pogodbo, ki se nanaša na lizing vašega...</i>
We acknowledge receipt of ...	<i>Potrjujemo prejem...</i>
Enclosed please find	<i>V prilogi vam pošiljamo</i>
We are sending... under separate cover	<i>V posebnem pismu pošiljamo</i>
Could/would you please send us....	<i>Ali bi lahko</i>
You are requested to ...	<i>Prosim vas</i>
Please send me	<i>Prosim pošljite mi</i>

Please reply Please reply by the end of the week	<i>Prosim odgovorite Prosimo odgovorite do konca tedna</i>
Please contact	<i>Prosimo obrnite se na.....</i>
Please confirm in writing	<i>Prosim potrdite pisno</i>
We would like to remind you	<i>Radi bi vas opozorili</i>
In case of any further/ extra /additional information please do not hesitate to contact us/me by phone/email	<i>V primeru dodatnih informacij me prosim pokličite po telefonu/email-u</i>
We look forward to hearing from you. Looking forward to hearing from you. We look forward to your answer/reply.	<i>V pričakovanju vašega odgovora</i>

Najbolj pogoste napake pri Slovencih

NAPAČNO

PRAVILNO

Thank you for your letter ~~from~~ 15 March.
I ~~write~~ to you.
I am writing ~~you~~.
Please contact me ~~on~~ email
Please confirm in ~~written~~.
I ~~am~~ looking forward to ~~hear~~ from you

Thank you for your letter of/dated 15 March.
I am writing to you.
I am writing to you.
Please contact me by email.
Please confirm in writing.
I look forward to hearing from you.

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

Zelo pogosti stavki v slovensko – angleški korespondenci

<p><i>Hvala za vaše pismo z dne 3. dec. 2004.</i></p>	<p>Thank you for your letter of 3 December.</p>
<p><i>Hvala v naprej.</i></p>	<p>Thank you in advance.</p>
<p><i>Pišem Vam, da se opravičim za zamudo, ki je nastala zaradi mojih službenih obveznosti.</i></p>	<p>I am writing to apologise for the delay due to my work commitments.</p>
<p><i>Hvala za Vaše gostoljubje v času mojega obiska pri Vas.</i></p>	<p>Thank you for your hospitality during my stay with you/ visit to you.</p>
<p><i>Prosim, potrdite pisno.</i></p>	<p>Please confirm in writing.</p>
<p><i>Pišem Vam, da Vas obvestim o spremembi datuma.</i></p>	<p>I am writing to inform you about/of the change in date.</p>
<p><i>Pišem Vam, da preložim/odpovem sestanek.</i></p>	<p>I am writing to postpone/ cancel the meeting.</p>
<p><i>Pišem Vam, da potrdim rezervacijo za enoposteljno sobo na ime Gašper Bračko.</i></p>	<p>I am writing to confirm the reservation for a single room in the name of Gašper Bračko.</p>
<p><i>Pišem Vam, da potrdim povratno vozovnico za 17. dec. ob 7.00 za Beograd.</i></p>	<p>I am writing to confirm a return ticket on 17 December at 7.00 for Belgrade.</p>
<p><i>Pišem Vam, da sporočim naše nove tel. številke.</i></p>	<p>I am writing to inform you about/of our new telephone numbers.</p>
<p><i>Pišem Vam v imenu gospe Jožice Tivadar.</i></p>	<p>I am writing on behalf of Ms Jožica Tivadar.</p>
<p><i>Priloženo Vam pošiljam prijavnico za seminar.</i></p>	<p>Enclosed please find the seminar registration form.</p>
<p><i>V roke prodajni službi.</i></p>	<p>For the attention of the sales department.</p>
<p><i>Pišem Vam v zvezi v Vašo ponudbo.</i></p>	<p>I am writing in connection with your offer/ proposal.</p>

V odgovor na Vaše povpraševanje Vam sporočamo . . .

Na žalost Vam sporočamo, da niste bili izbrani za našega dobavitelja.

V primeru dodatnih informacije me prosim pokličite po telefonu ali mi pišite na zgornji naslov.

V zvezi z našim tel. razgovorom Vam sporočam, da bomo poskrbeli za prevoz g. Browna od letališča do hotela.

Prosim, uredite zadevo takoj.

In response to your enquiry we inform you that

We regret to inform you that you have not been chosen for / as our supplier.

In case of any additional information please contact me by phone, or in writing to the above address.

With reference to our telephone conversation we/ I inform you that we will arrange a transfer for Mr Brown from the airport to the hotel.

Please give the matter your immediate attention.

Besede

Svet Evrope nam je poslal priporočilo, da namesto pridevnika Slovene uporabljamo pridevnik **Slovenian**.

Še nekaj primerov že ustaljene rabe:

Ministrstvo pišemo z »of«: *Ministry of Education & Sport, Ministry of Labour*, in ne *for*!!!!
Chamber of Economy (Gospodarska Zbornica)

Imena fakultet, inštitutov: **Faculty of Pedagogy** (Pedagoška fakulteta), **Faculty of Law** (Pravna fakulteta), **Institute of Biochemistry** (Inštitut za biokemijo)...

Besedišče v zvezi s **podjetjem**

Firm (splošno)

Corporation (večinoma v ZDA)

Enote znotraj podjetja:

Firm, division, branch, head office, department, section, office...

Department je večji del kot section itn. Pogosto vas zanima, katero besedo uporabljati za oddelek. Tu gre razporeditev po velikosti (številu zaposlenih, obsegu dela).

Funkcije zaposlenih po vrsti:

head of the department, director, CEO (Chief Executive Officer) – ZDA, MD (managing director), supervisor, assistant, team leader, staff

6.2 PISMA, FAKSI, ELEKTRONSKA SPOROČILA

Primer pisma

<p>Pošiljatelj naslov (<i>v glavi pisma</i>)</p>	<p>Barbara Schmidt, Bernstrasse 9, 81667 Munich, Germany Tel. + 49 89 6953448, e-mail: barbara.schmidt@benz.com</p>
<p>Prejemnik naslov (<i>na levi strani pisma, pod pošiljateljevim naslovom</i>)</p>	<p>Robert Taylor Personnel Department APIS Communications 15 Linton Avenue London W7 2 EU England</p>
<p>Datum (<i>pod naslovom</i>)</p>	<p>15 March 2006</p>
<p>Naslavljanje (<i>Salutation</i>)</p>	<p>Dear Mr Taylor</p>
<p>Uvodne fraze (<i>Intruductory lines</i>)</p>	<p>I am writing to apply for the job of marketing manager at APIS Communications, as advertised in The Guardian newspaper on 15 May 2006 (reference no.PS/Lon/273).</p> <p>As you will see from my curriculum vitae, I have more than 9 years' experience in marketing, mainly in companies in Germany but also in Italy and the United States. In my current position as advertising manager at Bartel, a PR company in Munich, I have been responsible for expanding our business to 11 countries in Europe.</p> <p>Having grown up in the USA and having German parents, I am a native speaker of both English and German. I am also fluent in French and Italian, and have considerable experience working internationally.</p> <p>I believe that my qualifications and experience are ideally suited to helping APIS to expand its European operations. In particular, I believe my specialist knowledge of the German, French and Spanish markets, as well as my excellent contacts, would be of great benefit to your firm.</p> <p>I would very much like the opportunity to meet you personally to discuss my application further. I would be more than happy to come to London for an interview.</p>
<p>Zaključek (<i>Conclusions</i>)</p>	<p>I look forward to hearing from you.</p>
<p>Pozdravi (<i>Complimentary close</i>)</p>	<p>Yours sincerely Barbara Schmidt Barbara Schmidt</p>
<p>Podpis</p>	

6.3 FORMALNO/ MANJ FORMALNO

Formalno / Formal

Thank you for your email received
10 June
With regard/reference to ...
I would be grateful if you could. ...
We regret to advise you that...
Please accept our apologies for ...
I was wondering if you could. . .
We note that you have not...
We would like to remind you that...
It is necessary for me to ...
It is possible that I will ...
Would you like me to ...?
However, ... / In addition, ... /
Therefore, ... If you require any
further information, please
do not hesitate to contact me.
I look forward to meeting you next
week.

Manj formalno / Informal

Thanks for the email of 10 June.
Re ...
Please could you...
I'm sorry to tell you that...
I'm sorry for ...
Could you ...?
You haven't...
Don't forget that. . .
I need to ...
I might...
Shall I ...?
But, ... / Also, ... / So, ...
If you'd like more details, let me
know.
See you next week.

6.4 FAKS

Ker so faksi le kopija dokumentov, jih ne moremo uporabljati v primerih, ko se zahtevajo originali. Zanimivo pa je dejstvo, da so faksi »court tested« in so verodostojni dokumenti v primeru predložitve dokazil sodišču, kar pa ne velja za email.

Faks sporočilo vsebuje naslednje podatke:

To: ime naslovnika
From: ime pošiljatelja
Fax No.: številka faksa
Subject: predmet sporočila
Date: datum
Page(s): stran / strani

Na splošno velja, da je v jezikovnem smislu faks podoben pismu, čeprav so faksi po dolžini krajši in bolj direktni – v tem smislu tako kot elektronska sporočila (email-i).

Primer faksa:

BRITISH CRYSTAL Ltd Glazier House, Green Lane, Derby DE1 1RT	
To:	<u>Lidia Rogers</u>
From:	<u>Maša Petterson</u>
Fax no:	<u>+44 582 34 823</u> Subject: <u>Summer Training Course</u>
Date:	<u>22 Jan 2004</u> Page/s: <u>6</u>

Beseda email se je včasih pisala s vezajem (e-mail), danes pa lahko vezaj tudi izpustimo. Uporabljata se obe obliki.

☛ **Prednosti:** najbolj učinkovita komunikacija za hitro komuniciranje v poslovnem svetu. Primerna je za kratka, hitra sporočila.

☛ **Slabosti:** poleg tehničnih težav so tu še nezaželena sporočila, ki jih imenujemo junk mail ali oglasna pošta, in virusi. V tujini je trenutno zelo problematična zaupnost sporočil saj so prepričani, da je elektronsko pismo kot razglednica in ga lahko prebere skoraj vsak, ki to hoče.

Slabost elektronskih sporočil je zagotovo jezik, ki je že zdavnaj prestopil tudi najbolj liberalni prag. Zadnjič sem dobila sporočilo:

Marina,

I'll CC you a doc asap.

(Čimprej ti bom poslal dokument v vednost. CC = copy to = v vednost)

Kot vidite, je CC že postal glagol. Tak jezik otežuje komunikacijo, se pa jezik v elektronskih sporočilih izboljšuje, vsaj v poslovnih pismih.

Besedilo v elektronskih sporočilih je navadno manj uradno od pisemskih sporočil, kar povzroča preglavice številnim uporabnikom v poslovnem svetu, ker ne vedo kakšno stopnjo formalnosti lahko izberejo.

Tu je nekaj splošnih navodil:

- Ne enačimo osebnih sporočil s poslovnimi.
- Pravilno črkujmo, uporabljajmo slovnico in pravopis.
- Upoštevajmo, komu je sporočilo namenjeno, in temu prilagodimo resnost sporočila.
- Ne pišemo besed z veliko začetnico po nepotrebnem, saj tako napisane besede dajo vtis, kot da bi jih kričali.
- Če želimo besedo poudariti, na obeh straneh besede napišemo zvezdico, na primer ***urgent***.
- Elektronska sporočila naj bodo jedrnata.
- V elektronskem pismu spregovorite le o eni zadevi, saj boste tako bolj prepričljivi, kot če bi govorili o več stvareh hkrati.
- Preden pošljete sporočilo, ga še enkrat preglejte.

Okrajšave – TLAs (three-letter acronyms)

- Ne pretiravajmo z njimi. Uporabljamo jih lahko samo v manj uradnih sporočilih in če smo prepričani, da prejemnik pozna pomen okrajšav.
- Nekaj najpogostejših primerov:
 - o AFAIK = as far as I know (kot mi je znano)
 - o BFN = bye for now
- Uporabljamo jih izključno v elektronskih sporočilih, nikakor pa ne v pismih in faksih.

Emotikoni – emoticons (kombinacija besede emotion in icon) so smeški, ki jih lahko uporabljamo samo v neuradnih sporočilih osebne narave.

N.B. (nota bene)

Osebna sporočila, kot so čestitke, sožalja in pritožbe, je še vedno najbolje poslati kot pismo. Potrjenih in podpisanih pogodb ali memorandumov zaupne narave ravno tako ne pošiljamo v elektronski obliki, saj zahtevajo originalni podpis. Večina podjetij po elektronski pošti celo ne sprejema prošenj za delo, saj pričakujejo, da bodo poslani skupaj s spremnim pismom.

6.6 EXERCISES – LETTERS, EMAILS, FAXES

🗣️ Debate: Present benefits and drawbacks of different ways of written communication.

✍️ Writing: Write an essay in which you enumerate pros and cons to writing letters

📧 Here are the main messages from four letters. Choose the correct beginning and ending from sentences (a) – (h) and then add 'Yours faithfully / sincerely' or 'Best wishes'/Best regards/With best regards.

- a) Thank you for your telephone call today, enquiring about our prices.
- b) Looking forward to seeing you.
- c) Thank you for your letter of 16 February, concerning Arabian Electronics.
- d) I look forward to receiving your order.
- e) Thank you for your telephone call today.
- f) Thank you for your fax of 18 July, concerning your forthcoming visit to Hong Kong.
- g) I hope that this information will help you.
- h) Please feel free to contact me if you need any information about our other branches.

Dear Madam

1 _____

We are happy to tell you that the above-mentioned company has always paid our bills on time. We have never had any problems with them.

2 _____

Ms Sarah Winston
Manager

Dear Mr Smith

3 _____

We sell three kinds of water heaters. The prices in Euros are 300 (150 litres), 420 (200 litres) and 590 (250 litres). I enclose some brochures.

4 _____

To: Peter Božič

From: Slovenia

Dear Peter

5 _____

I am sorry that I was not in the office when you rang, but here is the information that you wanted. The address of our branch in Slovenia is 37 Ljubljanska, 3000 Celje, Slovenia. The manager is Mr Petrič.

6 _____

FAX

Dear Ms Roberts

7 _____

I would be very happy to meet you in my office on the day you suggested, 1 August, at 11 a.m.

8 _____

Tony Bush

Representative, South East Asia

TRANSLATION

1. Hvala za vaše pismo z dne 3. dec. 2004.
2. Hvala v naprej.
3. Pišem Vam, da se opravičim za zamudo, ki je nastala zaradi mojih službenih obveznosti.
4. Hvala za Vaše gostoljubje v času mojega obiska pri Vas.
5. Prosim, potrdite pisno.
6. Pišem Vam, da Vas obvestim o spremembi datuma.
7. Pišem Vam, da preložim/odpovem sestanek.
8. Pišem Vam, da potrdim rezervacijo za enoposteljno sobo na ime Jernej Novak.
9. Pišem Vam, da potrdim povratno vozovnico za 17. dec. ob 7.00 za Beograd.
10. Pišem Vam, da sporočim naše nove tel. številke.
11. Pišem Vam v imenu gospe Jožice Novak.
12. Priloženo Vam pošiljam prijavnico za seminar.
13. V roke prodajni službi.
14. Pišem Vam v zvezi v Vašo ponudbo.
15. Z veseljem Vam sporočam, da ste upravičeni do 10% popusta.
16. Ali mi lahko prosim pošljete vaš zadnji katalog in cenik.
17. V odgovor na Vaše povpraševanje Vam sporočamo . . .
18. Na žalost Vam sporočamo, da niste bili izbrani za našega dobavitelja.
19. V primeru dodatnih informacije me prosim pokličite po telefonu ali mi pišite na zgornji naslov.
20. V zvezi z našim tel. razgovorom Vam sporočam, da bomo poskrbeli za prevoz g. Browna od letališča do hotela.
21. Prosim, uredite zadevo takoj.

6.7 LETTER WRITING

a) Fill in the prepositions.

ALL SPORTS LTD
St Patrick's Rd. 32
Amsterdam 5AG

Nederlands

23 March 2001

The Sales Director
VELA ITALY
Corso Vannucci 46
Pisa
ITALY

Dear Sir

We read your advertisement the current edition »*Sailors for fun*« and are interested your products, particularly sailing boats' equipment.

We are a large retail company shops throughout Northern Europe and would like your catalogue and price list, quoting Amsterdam prices.

Please let us know your terms trade, including quantity discounts, delivery dates, and any credit facilities you are prepared to offer large orders.

We look forward hearing you soon.

Yours faithfully

Herman DeGoor
Managing Director

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

b) Write a short letter of reply.

- Thank Mr DeGoor for his letter, quoting the date
- Give him the following information:
 - Discounts – quantity discounts on orders over \$15,000
 - Delivery time – usually 2 months after receipt of order
 - Credit facilities – only after trading for at least one year with the company

c) Translate this letter

Spoštovana gospa Janja Dolenc!

Pišem vam, ker bi rad naročil knjigo z naslovom »IT in 2005«. Prosim, da mi jo pošljete na zgornji naslov. Plačal bom z gotovino.

Že vnaprej hvala in upam, da mi boste čimprej odpisali.

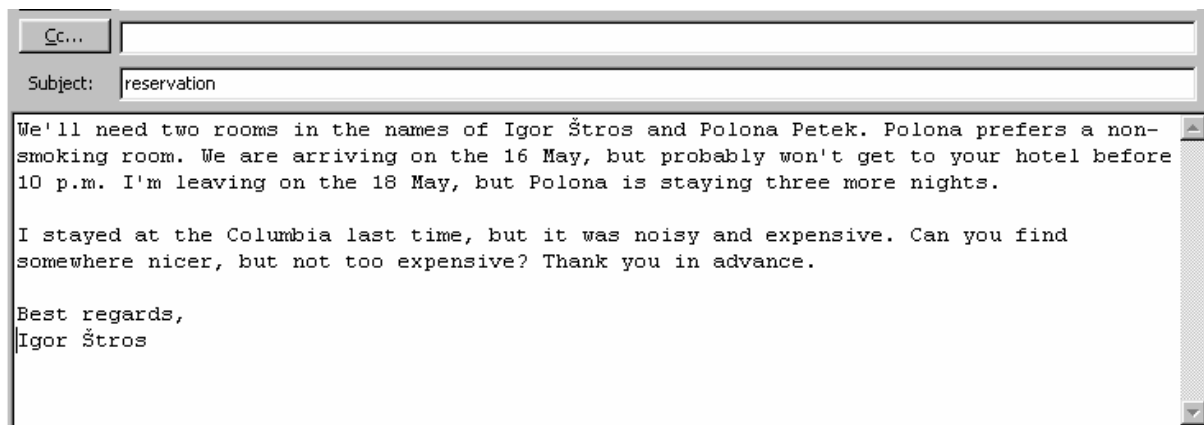
Slavko Gorenc

Reservations by e-mail

Med zadevami, ki so nam s telefaksnimi sporočili vzele zelo veliko časa, igraje pa jih opravimo z elektronsko pošto, so gotovo rezervacije prevoza in nastanitve pred službeno potjo. Pogledjmo, katere angleške fraze je pri rezervacijah v tujini najbolje uporabljati.

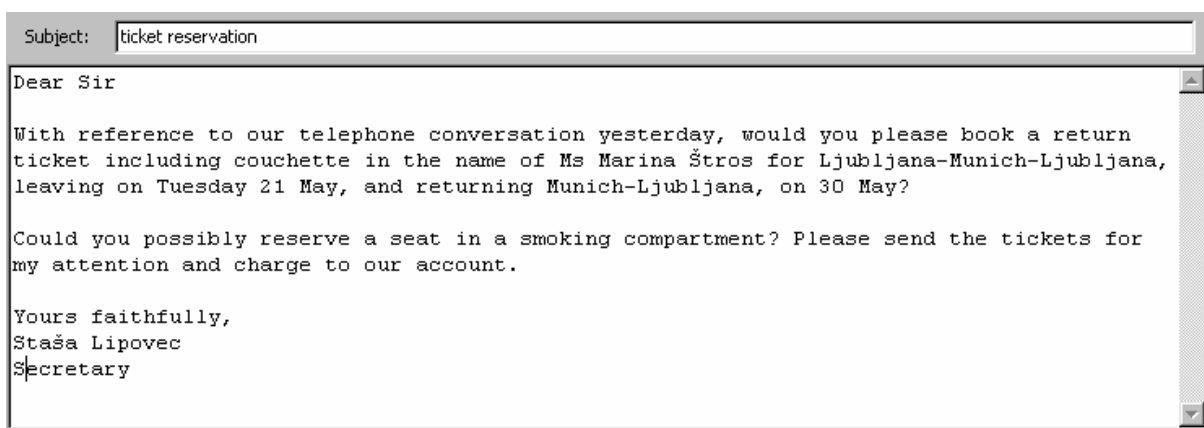
1. Hotel reservation

Dopis po elektronski pošti je prav za rezervacije prikladnejši kot na primer rezervacija po telefonu. Še posebno, če govorimo v tujem jeziku, nas bodo na drugi strani slušalke slabo razumeli, poleg tega bomo zelo verjetno na kako zahtevo tudi pozabili.



2. Train reservation

Včasih rezervacijo sklenemo po telefonu, nato pa jo po elektronski pošti potrdimo. Koristne fraze bomo spoznali ob zgledu rezervacije vozovnice za vlak.



3. Air travel

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

Dear Ms Fraiser

This is to confirm our phone conversation this morning.

Please would you make two Business Class reservations, Ljubljana-Brussels return, in the names of Ivan Potočnik and Jože Kopitar. Outward flight AA164, departing Brnik at 13:00 on Tuesday 11 May, return flight AA165, departing Brussels at 20:00 on Friday 14 May.

I would be grateful if you could confirm this reservation by return.

With best regards,

Marina Štros

4. Conference facilities

Ob organizaciji večjih dogodkov ali skupinskih izletov lahko po elektronski pošti najprej vprašamo, kakšne zmožljivosti so v izbranem kraju sploh na voljo. Tako lahko zaprosimo tudi za dodatne informacije in prospekte.

Dear Sir / Madam

We are planning a Sales Conference on 11 and 12 May this year and we are looking for a hotel which can offer us accommodation and conference facilities for fifty delegates.

We require executive-grade accommodation for fifteen delegates on the nights of 9 and 10 May, and a conference room with full seating, presentation platform, public address system, PowerPoint, and facilities for recording from 10.00 to 17.00 on both days of the conference. We would also like morning coffee and biscuits at 11.00, bar facilities, a buffet lunch, and tea with snacks at 16.00.

If you can meet these requirements, I would be grateful if you could send me full details of your rates and facilities.

Yours faithfully
 Staša Lipovec
 PA to Marina Štros

Words:

hold a conference = prirediti konferenco
 conference room = konferenčna dvorana
 conference facilities = prostori in oprema za konferenco
 sound equipment = avdiooprema
 look for = iskati
 accommodation = namestitev
 facilities = zmožljivosti
 with full seating = s sedeži
 presentation platform = podij (oder za predstavitve)
 bar facilities = uporaba bara
 buffet lunch = samopostrežno kosilo
 meet the requirements = ustrezati zahtevam
 full details = podrobnosti
 rates = cene
 provide rooms = zagotoviti sobe
 reserve two separate rooms = rezervirati dve sobi
 single room = enoposteljna soba
 double room = dvoposteljna soba
 full board = polni penzion
 half board = polpenzion
 bed and breakfast = prenočitev z zajtrkom

6.8 ENQUIRIES

Posebna skupina pisne komunikacije so povpraševanja. Tako kot večina druge pisne komunikacije tudi povpraševanja čedalje pogosteje oblikujemo kot elektronsko pismo in ne več kot standardno pismo ali faksno sporočilo.

Vsebina takšnega sporočila je odvisna od tega, kako dobro poznate dobavitelja ali ponudnika storitev, ali je ponudnik iz Slovenije ali iz tujine, po katerem izdelku ali storitvi povprašujete.

V uvodu omenite, kakšno podjetje ali ustanova ste:

- *Our company is a subsidiary of Universal Business Machines and we specialize in ...*
- *We are one of the main offices in Slovenia offering ...*

V enem stavku omenite, kako ste izvedeli za ustanovo ali podjetje, ki mu pišete:

- *We were given your name by the British Council.*
- *You were recommended to us by Price Water House Coopers.*

Namesto tega, kje smo izvedeli za ime naslovnika, lahko tudi napišemo:

- *Our partners speak highly of your products and we would like to have more information about them.*

Katalogi in ceniki

Če povprašujemo po katalogu ali ceniku, v pismu ni treba navesti veliko podatkov o sebi. Najvažneje je, da pravilno napišemo svoj naslov ali naslov, na katerega bi radi dobili njihovo pošto.

Po uvodnem stavku napišemo:

- *Could you please send us your latest catalogue and price list?*
- *Please send us any information you can supply, marking the letter Babylon, d.o.o. Komenskega 7, 1000 Ljubljana, Slovenia (Prosim, pošljite nam vse informacije na naslov ...).*

Dear Sir/ Madam

Please would you send me your latest summer catalogue and price list, quoting CIF prices?

Yours faithfully

Marina Štros

Izdelki in storitve

Kadar povprašujemo po izdelkih ali storitvah, ne smemo ostati pri splošnih željah, ampak moramo natančno napisati, kaj želimo. To še posebno velja za dopisovanje z Angleži, ki so vajeni natančnih poizvedb, nenatančne navedbe pa jih lahko precej zmedejo.

Primeri:

- *I will be attending the fair at Brighton Hall on 17 June, and am particularly interested in the services you offer in the field of Human resources.*
- *Could you please give me more information about the course AC 30, which appears in the Management Section of your prospectus?*

Pogoji

Čeprav mnoga podjetja navajajo cene, plačilne in druge pogoje že v oglasu, v brošuri, prospektu, ker si ne želijo, da bi prav vsak ali, kot bi rekli Angleži, »every Tom, Dick and Harry« poklical in zahteval že objavljene informacije, lahko vljudno pojasnite svoje pogoje in predlagate, da bi morda podrobnosti dorekli skupaj.

Primer:

- *As we intend to place a substantial order, we would like to know what quantity discounts you allow. (Ker nameravamo naročiti večjo količino, bi se radi še pogovorili z vami o morebitnem popustu na velike količine.)*

Dear Mr. Nash

You were recommended to us by your association and I am writing on behalf of our representative in Croatia, who is interested in importing packaging from China. We are a large chain store in Zagreb and Ljubljana and will probably place substantial orders if the quality and prices of your packaging are suitable.

Thank you in advance. With best regards

Tina Novak

Okvir:

I. Common mistakes

1. Correct the mistake in each sentence.
2. ~~I am write~~ with regard to your recent memo. *I am writing.*
3. Please send me your comments until Tuesday at the latest.
4. I will be grateful if you could send me more information.
5. Please find attach my report, as promised in Monday's meeting.
6. I hope we can to meet up soon.
7. I look forward to receiving this information as soon as possible.
8. I'm sorry I haven't written for ages, but I been really busy.
9. It will be more better for me if we meet on Tuesday rather than Monday.
10. Can we meet at 8 Feb at 14:30 instead?
11. Sorry, I don't can help you on this matter.
12. If you require any further informations, please do not hesitate to contact me.
13. I look forward to meet you next week.
14. I am really appreciate your kindness during my stay in London.
15. At the meeting we will discuss the following points.
16. I'm afraid but we haven't received your payment yet.

II. Each phrase below has one word missing. Add the missing word.

1. With reference ^{to} your memo sent on 12 April,...
2. Thank you sending me the catalogue I requested.
3. We are writing to inform that...
4. We are able to confirm that...
5. I apologise the delay.
6. I would appreciate if you could...
7. Please get back me if there's anything else.
8. What time would convenient or you?
9. If you like any more details, just let me know.
10. Anyway, that's good enough, I think I stop writing now.
11. It was good to meet you the conference in London.
12. I look forward to hearing you soon.
13. I've attached a copy the latest contract.
14. Thank you for the invitation visit your company.
15. With reference your enquiry, I've attached all the information you need.

6.9 LET'S REVISE (PONOVI MO)

In the USA, the average corporate emailer spends two hours a day using email. Over 80% of the people who earn more than \$ 75,000 p.a. (per year) keep in touch with the office while on vacation.

(International Herald Tribune)

1 Kako prevedemo v SLO:

Gross prices include extra costs and / or charges, such as taxes, transport and insurance ...
Bruto cene vključujejo dodatne stroške, kot so davki, prevoz in ...

2 Kaj pomeni covering letter?

Covering letter pomeni spremno pismo, spremni dopis, ki ga napišemo npr.: ko se prijavimo za službo in ga odpošljemo poleg življenjepis in izpolnjenega formularja.

3 Ali je resume isto kot C.V.?

Da. Za besedo C.V. = curriculum vitae uporabljamo še Resume, Biography, Life Story. V Evropi je bolj pogosta raba C.V., v Ameriki Resume, v drugih delih sveta odvisno od vpliva angleško govorečih dežel.

4 Kako je s podpisovanjem pisma?

V angl. je vrstni red podpisnikov drugačen od slovenskega:
Na levi strani se podpiše višji po hierarhiji, na desni nižji, na primer:

Jožko Potočnik
President

Bračko
Vice President

ali

Dušan Hrastnik
Director

Maja Vidmar
Deputy Director

5 Ali pišemo za Re = reference piko in potem dvopičje ali samo dvopičje? Nadaljujemo z vel. začetnico?

Re pišemo brez pike, samo z dvopičjem e.g.:

Re: meeting at the Faculty

Za Re: pišemo z malo začetnico.

6 Kako naj ravnamo, če vemo ime in priimek osebe in ne vemo če gre za moškega oz. žensko, ali napišemo Ms ali Mr?

V takem primeru je najbolje, da napišemo Dear Hui Qin.

7 Kaj napišemo, če pišemo celotnemu oddelku ali teamu (skupini ljudi)?

Napišemo Dear All.

8 V elektronskih sporočilih in pismih, bi naj uporabljali kratke odstavke. Kaj je to kratek odstavek?

Kratek odstavek pomeni največ 3 kratke stavke.

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

9 Ali naj mesec raje pišemo z besedo ali s številko?

Da se izognemo dvoumnosti, raje pišemo ime meseca z besedo: July.

10 Katera možnost je boljša v zaključku: *Kindest regards* ali *Kind regards*?

Kind regards več uporabljajo tako v pismih kot e-mailih. Še pred letom 2000 je bilo Kindest regards zelo uporabljeno. Žal ne več.

I. Ugotovite, ali posamezni stavki spadajo na začetek (beginning) ali na konec (ending) emaila in ali gre za formalni (formal), neformalni (informal) ali nevtralni (neutral) stil:

PRIMERI:

1 Re your inquiry. = beginning, neutral

2 Drop a line or two.

3 Good luck with your tests.

4 Thanks for your mail.

5 With reference to our telephone conversation, we enclose the details of the proposal.

6 Please give the matter your immediate attention.

7 Thank you in advance for your time.

8 I am looking forward to seeing you.

9 I am writing to inform you that ...

10 Say Hi! to Steven.

II. Tabela spodaj predstavlja možne začetke in zaključke. Odločite se, kateri bi bili primerni, če bi naslovili email na Ms Nash:

Hi

Good morning

Hello

Dear

The reason I am writing is ...

Sorry, I haven't been in contact due to my

In case of any further information please do not hesitate to contact me by email.

Hear from you soon.

All the best

Best regards

Yours faithfully

Yours sincerely

III. Your company is organising a one-day conference on 3 April. You are expecting delegates from your branches. Match the sentence halves in this e-mail from the Polish branch.(Katere polovice stavkov gredo skupaj?)

- 1 Could you book a twin room
- 2 If possible we would prefer
- 3 Mr Schidlecka is arriving on 2 April
- 4 Don't book him into the Slon this time,
- 5 Could you find her somewhere comfortable,
 - a) and leaving on the 5 April.
 - b) but not too far from the centre.
 - c) a non-smoking room.
 - d) in the name of Danuta Hajto.
 - e) it's too far from the Conference building.

Povzetek uporabnih fraz v primerih pisem in elektronskih sporočil, ki smo jih dosedaj obravnavali.

1 Beginnings and endings

Dear James

Dear James Bond

Dear Mr Bond (formal) / (NB Mr – male, Ms – female)

Hi! (informal)

Speak to you soon. (informal)

I look forward hearing from you.

I am looking forward to hearing from you. (informal)

Kind / Best regards / wishes

All the best, (informal)

Yours sincerely / faithfully (very formal)

2 Giving the main reason for message

Just to let you know that...

I am writing to you because...

Your address was given to me by...

3 Making and replying to inquiries

I would like to know ...

Could you possibly send me ...

Thanks in advance.

With reference to / ... Re / Regarding your inquiry ...

Further to our conversation of yesterday,

4 Referring to the next step in the proceedings

Please have a look at the enclosed report and let me know what you think.

Re your request. I'll look into it and send you a reply by the end of the week.

I will contact you when I return.
Do you want / Would you like me to ...
Shall I ...?
Let me know whether ...
Please could you get back to me by the end of today / this morning / asap.

5 Sending, receiving, and chasing emails and attachments

Please find attached ...
Please confirm / acknowledge receipt.
I confirm receipt of your email.
I received / got your email, but I'm afraid I can't open the attachment.
Thanks for your email but I'm afraid you forgot to send the attachment.
Did you get my last message sent on ...?
May we remind you that we are still awaiting your reply to our message dated ... (formal)

6 Arrangements

Can we arrange a meeting on ...
Will try and call you Monday to confirm.
Would love to meet – but not this week! I can manage Nov 16 or 17th if either of those suit.
(informal)
Sorry, can't make the meeting at 13.00. Could we change it to 14.00? (informal)
Re our meeting next week. I am afraid something has come up and I need to change the time.
Would it be possible on Tuesday 13 at 15.00? (neutral)
We were due to meet next Tuesday afternoon. Is there any chance I could move it until later
in the week? Wed or Thur perhaps? Please let me know your availability. (formal)
I look forward to seeing you on 30 November.
OK, Wednesday, March 10 at 11.00. I look forward to seeing you then.

7 Thanking and apologizing

Many thanks for your email.
Thanks for getting back to me.
Thank you for the quick response.
Cheers. (informal)
Sorry for the delay in getting back to you / replying
... but I have been out of the office.
... but I've been away this week / for the last few days.

8 Asking for and giving clarification

I'm not sure what you mean by ...
What exactly do you mean by ...? Sorry, what's a 'xxx'?
What I meant by x is ...
I'm assuming you mean ...
Do you mean that ...?
I hope this helps clarify the problems.

9 Out of office message

...is on leave from Monday 07/08 to Wed 16/08. If you have any problems or queries please contact the IT office on extension 1234.

*** Further reading and resources**

-<http://businessletterpunch.com>

-<http://www.email.txt>

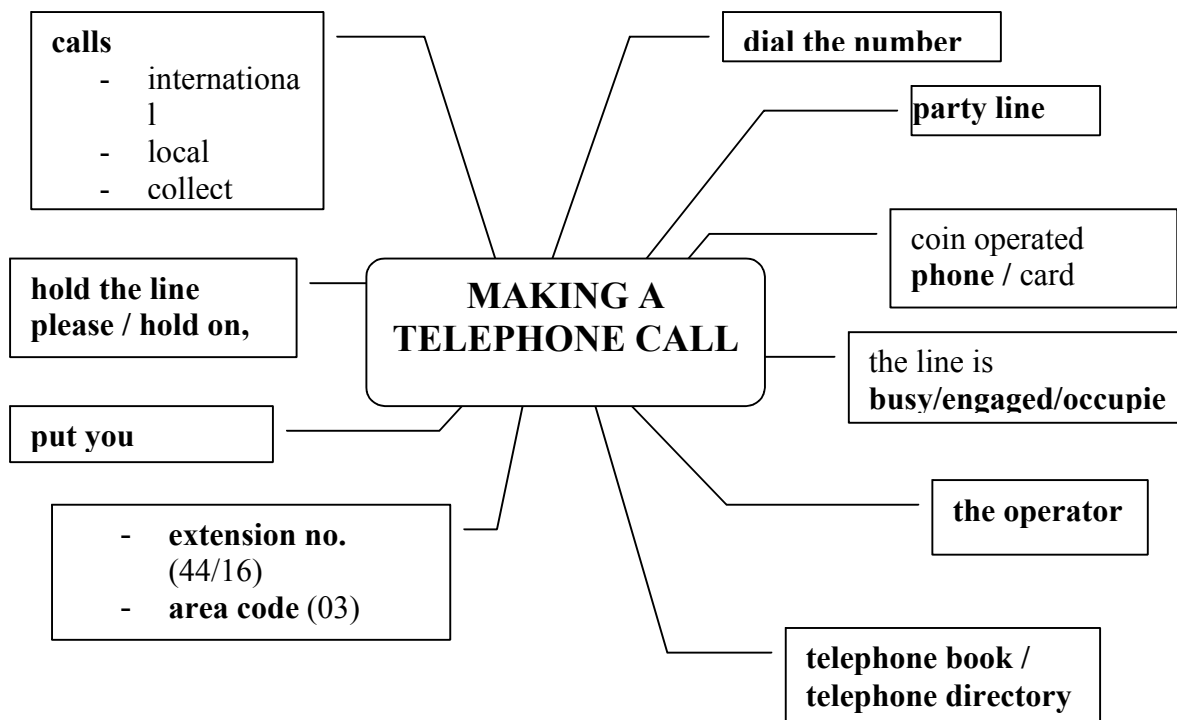
-<http://www.webfoot.com/advice/email.top.html>

7 TELEPHONING

Many companies can lose millions of dollars of business due to poor and bad telephone skills e.g. to reply to 10% of calls within 20 rings. As ninety percent of all sales enquiries begin on the telephone this is the opportunity to brush up your telephone skills.

Adapted from Ringing up the Millions by Brendan Walsh

Slika 5: Making a telephone call



⇒ THE INDIRECT WAY (USED OFTEN FOR BUSINESS CORRESPONDENCE)

First Sentence:

I am **calling** in **with**
writing

your fax dated March 27.
your letter of 22nd of May.
our recent phone conversation.
(+ A NOUN)
your electric bill.
the shipment we received.
an outstanding bill.

Second Sentence states the Problem:

It was very and Could you please send it again?
Thank you for your in our range of household appliances.
I have made for you to stay in the Copacobana Hilton. I would like to for overcharging you in the amount of \$20.35.
Several were missing and twenty pieces had been damaged by water.
Going over our records, we noticed that your last bill hasn't been yet.

📞 DRILL

Complete these sentences.

1. I'm calling to(odpovedati sestanek)
2. I'm calling to(dogovoriti se za sestanek)
3. I'm calling to(rezervirati hotelsko sobo)
4. I'm calling to(naročiti 25 strojev)
5. I'm calling to(preložiti sestanek)
6. I'm calling to(obvestiti o novih tel. štev.)

1. I'm afraid she(ni v pisarni)
2. I'm afraid he(šel ven)
3. I'm afraid but(ne morem vam pomagati)
4. I'm afraid she(na sestanku)
5. I'm afraid but(bo na službenem pot.)

1. Would you like to ?(poklicati nazaj)
2. Would you like to ?(odpovedati sestanek)
3. Would you like to ?(preložiti sestanek)
4. Would you like to ?(ostati na zvezi)
5. Would you like to ?(govoriti z g. Černetom)
6. Would you like ?(skodelico kave)
7. Would you like ?(enoposteljno sobo)
8. Would you like to ?(ostati še kakšen dan)
9. Would you like to ?(vzeti taksi)
10. Would you like to ?(se srečati z njim v mestu)

1. Could you ?(nam poslati kopijo pogodbe)
2. Could you ?(rezervirati tri enoposteljne sobe)
3. Could you ?(njega pričakati na letališču)
4. Could you ?(govorili počasneje)
5. Could I ?(govoriti z ga. Nunn)
6. Could I ?(dobiti vaš e-mail naslov)
7. Could you ?(črkovati vaš priimek)
8. Could you ?(preveriti, če je pogodba že podpisana)

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

1. Well, I'll have to(preveriti, če je v pisarni)
2. Well, I'll have to(najti kopijo pogodbe)
3. Well, I'll have to(vprašati, če ima v petek čas)
4. Well, I'll have to(ponovno napisati fax)
5. Well, I'll have to(poklicati ponovno)

1. I'll see if(Mr Dobbs v pisarni)
2. I'll see if(se lahko sreča z vami)
3. I'll see if(ima čas v torek)
4. I'll see if(bo nazaj do 12.00)
5. I'll see if(oni potrdili rezervacijo)

📞 TRANSLATION

1. Lahko govorim z gospodom Brownom, prosim?
2. Žal ga ni v pisarni.
3. Prišel bo čez 10 minut.
4. Mu želite pustiti sporočilo?
5. Prosim pokličite nazaj čez 20 minut.
6. Oprostite, lahko ponovite svoje ime?
7. Koliko je vaša interna številka?
8. Gospoda Novaka lahko pokličete direktno. Njegova interna številka je 8513.
9. Ali je to British Airways agencija?
10. Rezervirala bi eno povratno vozovnico Lj – London, London – Lj za 15. maj 2001.
11. Prosim sedež pri oknu.
12. Kdaj prileti letalo v London?
13. Koliko časa pred poletom je potrebno priti na letališče?
14. Hvala za vaš klic . Nasvidenje.
15. Od kod ste?
16. Kje je vaše stalno prebivališče?

17. Vaš podpis prosim?
18. Kdaj je rok za oddajo plačila?
19. Direktor je bil prejšnji teden na službeni poti.
20. Kdaj nam nameravate poslati vaš zadnji / najnovejši katalog?
21. Rok poteče 8. maja .
22. Sestanek se začne ob petih popoldne.
23. Pravkar sem poklicala taxi.
24. Avtobusi vozijo točno.
25. Lansko leto je bila konferenca na Hrvaškem.
26. Ste že poklicali g. Novaka?
27. Ste že obvestili g. Langa?
28. Gospoda Langa še nisem obvestila, ga pa bom obvestila čez 10 minut.
29. Pismo smo mu poslali v torek.
30. Odgovora še nismo dobili.
31. Rad bi govoril z g. Novakom.
32. Bi mu lahko sporočili, da me prihodnji teden ne bo v službo.

☎ NOW USE THESE PHRASAL VERBS TO COMPLETE THE SENTENCES.

- 1 I didn't know his number so I had to it up.
- 2 We were during the call so I had to
- 3 The man on me because he lost his temper.
- 4 I tried to to your office this morning but the line was engaged.
- 5 the embassy and ask them to you to the press department.
- 6 When I phoned the bank I had to for nearly 10 minutes.

TELEPHONING SCENARIOS

Fill in the missing expressions.

SCENARIO 1: (The person is available.)

Mary Smith: Good morning. IBM Slovenia, Mary Smith

CALLER: Good morning. This Bob Sills from IskraTel.
I..... to Mr Jones

Mary Smith: Just, please. I'll you.

CALLER: Thank you.

Mary Smith: You're

SCENARIO 2: (The person is not available.)

Mary Smith: Good morning. IBM Slovenia, Mary Smith

CALLER: Good morning. This is Bob Sills from IskraTel. I.....
to Mr Jones

Mary Smith: Just, please. (after 5 seconds) I'm sorry
..... at the moment.
..... a message?

CALLER: Yes. is Bob Sills, from Iskratel and my number is
:..... 04 and the number is 42 21 385,
..... 33. about the contracts,
whether they've been signed or not.

Mary Smith: I'll sure that Mr Jones the message.

CALLER: Thank you

Mary Smith:

SCENARIO 3: (making an appointment / setting up a meeting)

SECRETARY: Good morning. Dr. Lane's office, can ?

CALLER: Hello, is Ms Smith. I'd an
appointment to see the doctor.

SECRETARY: Of When would it you?

CALLER: Mornings are Would Wednesday morning OK?

SECRETARY: I'm, Dr. Lane doesn't office hours on
Wednesday mornings. about Thursday morning?

SECRETARY: time?

CALLER: 10:30 be all right?

SECRETARY: That be fine. I'll put you for 10:30 on
Thursday then.

CALLER: Thanks.

SECRETARY:

SCENARIO 4 (rescheduling an appointment / meeting)

SECRETARY: Good morning. Dr. Lane's, can I help?
 CALLER: Hello, is Mary Smith. I have an
 with Dr. Lane at 10:30 on Thursday morning, but I'm
 that I won't to make it.
 SECRETARY: Would you like to the appointment?
 CALLER: Yes, what time would be?
 SECRETARY: How next Monday at 1:15 in the afternoon?
 CALLER: That would me. Thanks very much.
 SECRETARY:

SCENARIO 5 (asking for a telephone number)


OPERATOR: Good morning, the local operator, how you?
 CALLER: the number for a Mr Bob Smith in New York
 City, New York.
 OPERATOR: Do you his address?
 CALLER: No, I'm, I don't.
 OPERATOR: I have listings for two Bob Smiths, one in South Street and one in Island
 Avenue.
 CALLER: The one in South Street is the one.
 OPERATOR: The number is code 221 and the number is 747-6868.
 CALLER: What's the country?
 OPERATOR: It's "1" in front of the area code.
 CALLER: Thanks.
 OPERATOR:

📞 Complete the sentences with words or phrases from the list. Use each word or phrase only once.

1. Hello, who's that
2. Just a, please?
3. I'll if she's here.
4. I'll get the information you want;, please.
5. You asked me to when I was in town again.
6. Sorry, he's not at the moment.
7. You can him any evening six o'clock.
8. Well, I can ring later if it's convenient.

List: *after back calling hold the line in moment reach ring up see*

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

 Choose the best responses.

1. I'd like to speak to Mr Gibbs, please.
 - a) Yes.
 - b) I'm afraid he's not here at the moment.
 - c) Well, you can't.

2. Can I speak to Mr Gibbs, please?
 - a) Hold on, please.
 - b) Don't go away.
 - c) All right.

3. Who's speaking?
 - a) I am Peter Miller.
 - b) This is Peter Miller here.
 - c) Peter Miller speaking.

4. Could I speak to Mr Gibbs, please?
 - a) Who's calling?
 - b) Who are you?
 - c) What's your name?

5. Can I ring you back later?
 - a) Yes, ring me.
 - b) Yes, please do.
 - c) Of course ring, yes.

6. When can I reach you?
 - a) One hour.
 - b) When you want.
 - c) I'll be in all evening.

 Complete these two conversations with sentences from the list below. Use each sentence only once.

A: Hello is that 22342?

B:

A: Can I speak to Jim Bean, please?

B:

A: I see. Well, what time will he be there?

B:

A: Right, I'll ring again then. Thanks a lot.

B:

A: Goodbye.

C:

D: I'd like to speak to someone about bringing forward a delivery.

C:

E:

D: I'm phoning about our order for three motors.

E:

D: Yes, it's FC/172/Y. We'd like earlier delivery if possible.

E:

D: OK. Could you ring me back today?

E:

D: That'll be fine. Thanks very much.

List:

- a) I'll put you through to Order Inquiries.
- b) From about two this afternoon.
- c) Yes, late this afternoon, if that's convenient.
- d) Yes, it is. Can I help you?
- e) I'm afraid he's out of the office at the moment.
- f) Morgan Motors. Can I help you?
- g) Right. Well, I'll have to check with the workshop.
- h) Can you give me the order number?
- i) Order Inquiries. Can I help you?
- j) You're welcome. Goodbye.

📞 Complete the sentences with words or phrases from the list. Use each word or phrase only once.

List: *appointment checked confirm dialled directory extension problems pager stand troubled*

Isn't that 187 4523? That's what I, I think.

No, this is the wrong I'll put you on to the switchboard.

Sorry to have you.

He's not in the office at the moment. But I can try to find him on the

I don't have the new number. Shall I call inquiries?

This is how things at our end. I'm afraid there's nothing we can do about it.

I've up on the prices you asked about.

Now I can the arrangements we made.

There have been some lately, but I think we'll soon solve them.

Can we make another for next week, then?

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

Choose the best responses.

1. Can you put me through to Miss Peters, please?
 - a) I'll see if she's in her office at the moment.
 - b) I've got the wrong number.
 - c) I'll check again.

2. Isn't that Denver, then?
 - a) No, the number has changed.
 - b) No, you must have the wrong area code.
 - c) Sorry, I may have dialled the wrong extension.

3. You asked me to confirm the dates of delivery.
 - a) Yes, that's the best time for them.
 - b) Yes, let me just get a note pad to write them down.
 - c) Yes, they'll come to London soon.

4. No, this isn't the Plastic Bag Company.
 - a) So sorry to have troubled you.
 - b) I'll call again later.
 - c) Can you connect me with Mr Davids, please?

5. Miss Lucas asked me to call this morning.
 - a) Sorry, your number is the wrong one.
 - b) Do you know the area code?
 - c) But there is no person of that name here.

6. We can let you know what sizes are available.
 - a) Thank you. I know them.
 - b) Thanks. I'm glad that's OK now.
 - c) Thanks. I can order what we need then.

Exercise

Find the right synonym (given below) for the words in bold type.
call – engaged – reach - mobile – talk – vacation - not here – fine

1. She's **unavailable** at the moment.
2. I'm afraid Ms Gibbs is on **holiday** this week.
3. I'm trying to get through to **Fred Holtz**.
4. Could you ring again **tomorrow**?
5. I'd like to speak to someone in **production**.
6. I'm sorry, but her line is **busy**.
7. How are you doing? - I'm very well, thank you.
8. Do you have his **cell phone number**?

📞 Exercise

Insert the missing words:

speak – complain – mobile – nice – sure - listen

Jorg Jorg Seide.

Bob Hi Jorg. It's Bob here.

Jorg Oh, hi Bob. _____ to hear from you. How's business?

Bob Oh, can't _____. How are things with you?

Jorg Fine, thanks. _____ Bob, can I call you back in ten minutes? I'm actually talking to someone on the other line.

Bob _____ no problem. Have you got my number?

Jorg Yes, I do.

Bob Great. _____ to you then.

Jorg Bye.

📞 Exercise

Find the second part of the questions:

- | | |
|--------------------|------------------------------|
| 1. Could I speak | a. for a moment, please? |
| 2. Is Jessica | b. I help you? |
| 3. Shall I put you | c. that you Robert? |
| 4. Is it possible | d. to speak to Lisa, please? |
| 5. Can I just ask | e. to Peter Brown, please? |
| 6. Can you hold | f. there at the moment? |
| 7. Sorry, is | g. through to Ms Krajnc? |
| 8. How can | h. what it's about? |

📞 Exercise

Put this telephoning scenario in the correct order!

- I. Just a moment, please. I'll put you through.
- II. Yes, she is.
- III. That would be great.
- IV. I'm sorry, but she's on holiday this week.
- V. I'd like to speak to someone in Accounts, please.
- VI. Yes, speaking.
- VII. Yes, sure.
- VIII. It's about the trade fair in London.

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

Exercise

Insert the correct missing word:

up – cut – line – catch - wrong

Sorry, I didn't _____ that.

Sorry, we got _____ off.

Sorry, can you speak _____ a bit, please?

Sorry, I think you have the _____ number.

Sorry, this is a really bad _____.

Exercise

Find the most appropriate half of the question?

- | | |
|----------------------|---------------------------|
| 1. Would you like me | a. repeat that, please? |
| 2. Sorry, I didn't | b. to spell that for you? |
| 3. I'm calling about | c. your question? |
| 4. Let me just read | d. say 15 or 50? |
| 5. What would you | e. catch that. |
| 6. Are you the right | f. that back to you. |
| 7. I have a question | g. person to ask? |
| 8. Did you | h. like to know? |
| 9. What was | i. about the new model. |
| 10. Could you | j. the meeting. |

Exercise

Insert the correct preposition:

about - after - at - for - in - on - to - until

1. Unfortunately no one is available to take your call _____ the moment.

2. Please leave a message _____ the beep or send us a fax _____ 042 8236.

3. This is Adam Gray calling _____ Stefanie Renner.

4. I'm calling _____ the e-mail you sent me yesterday.

5. Maybe you can get back _____ me.

6. I'll be _____ the office _____ 5 pm today if you want to call me.

 Complete these two conversations with sentences from the list below.

A:

B: Good morning. Could I speak to Jill Brown, please?

A:

B: Larry Hagan.

A:

B: She said she'd be in all morning.

A:

C: Jill Brown.

B:

C: Ah, yes, it's about...

D: James Mason.

E:

D: Bates, did you say?.

E:

D: There's no one here by that name.

E:

D: Yes, this is 02 45 78 79?

E:

D: That's all right.

List:

- a) Yes, that's right.
- b) You asked me to call as soon as possible.
- c) Hold the line, please, and I'll see if she's in.
- d) Who's calling, please?
- e) Oh, isn't there? Could I check the number?
- f) Could I speak to Mrs Bates, please?
- g) Right, I can connect you now.
- h) Nolan Industries, good morning.
- i) Oh, I'm sorry. I must have dialled the wrong number.

***Further reading and resources**

- How to Phone Effectively, Rene Bosewitz and Robert Kleinschroth, Rowohlt, ISBN 3-499-61449-9.
- Make That Call!, Iain Maitland, Kogan Page, ISBN 0-7494-1911-3
- http://esl.about.com/library/speaking/bltelephone_tips.htm

8 GRAMMAR REVISION

It is up to you to use the Grammar Section explanations. For weaker students it may be advisable to do it before starting the exercises. This section contains only a short explanation of common grammar problem areas with accompanying exercises and should not be seen as a detailed review of grammar structures.

Students who encounter difficulties should use a reference book for more intensive studies.

8.1 PREPOSITIONS

➤ PREPOSITIONS OF TIME:

day		ex. on Monday, by Thursday
month		ex. in July
year		ex. in 1999
date		ex. on 17th May 2004
time		ex. at 5 pm, at midnight
holiday		ex. at Easter, at Christmas
parts of the day	*but AT night	ex. in the morning/evening...
seasons		ex. in autumn

Some phrases connected with time:

IN TIME	He came just in time to save her.
ON TIME	Films never start on time.
ON A WEEKLY/DAILY/MONTHLY BASIS	I telephone my parents on a daily basis.
FOR A TRIAL PERIOD OF	We'll hire you for a trial period of two months.
AT THE LATEST	I need this data by Monday at the latest.
AT THE WEEKEND	What do you usually do at weekends?
IN COMPLIANCE WITH/ IN ACCORDANCE WITH	In accordance with her wishes, she was buried in France.
AT THE END	I'm going away at the end of the week.
IN THE END	We waited ages for a taxi. We gave up in the end and walked home.
IN MINUTES	Hurry! The film starts in two minutes.
FROM TO / BETWEEN AND	Our office hours are from 10 am to 3 pm.

➤ PREPOSITIONS OF PLACE:

small town		ex. at/in Piran
big town/city		ex. in New York
street		ex. in Dunajska Street

Some phrases connected with place:

a meeting	
a business trip	
the second floor/storey	
work	
the faculty	

➤ OTHER PREPOSITIONS: VERBS + PREP, PREP + NOUNS:

interested	depend
good/bad	afraid
specialized	rely
famous	oppose
resign	angry
absent	count
graduate	suitable
accused	congratulate somebody
known	bus/train/plane *but: foot
typical	IN connection WITH
guilty	WITH reference TO
solution	email (or VIA email)

8.2 EXERCISES - PREPOSITIONS

1. Insert a preposition where needed:

Mr Miller is a meeting and Mrs Miller is a business trip.	Will you behomethis evening? How about tomorrow evening?
There is no need to be afraid this test.	Tom is away holiday.
Children eat chocolate eggsEaster. They also get sweetsChristmas Day.	I'm really angry them for not letting us know the results sooner.
I will send you this chart email?	Hurry! The train leaves..... five minutes.
Sam's office is the second floor.	I never stay out latenight.
The concert starts 10 p.m..	What does your company specialise ?
Shakespeare was born 1564.	Jim is not here..... the moment.
We go skiing winter.	I have a dentistTuesday afternoon.
I play with my dog the weekends.	It was very busy last Friday.
I am interested football.	Jack is bad dancing.
She came just time to get what she wanted.	I didn't know what to do at the beginning, but it all worked out the end.
Films never starttime.	I'm leaving..... the end of the month.

2. Translate:

1. Ali lahko računamo na vašo pomoč?
2. Od česa je to odvisno?
3. Zakaj se zanimate? Za umetno inteligenco.
4. Ljubljana je znana po Plečnikovi arhitekturi.
5. Čestitam vam za vaš uspeh.
6. G. Ambruš je odstopil z mesta direktorja inšpektorata.
7. Prostor naše fakultete so na Dunajski. Naša učilnica pa je v prvem nadstropju.
8. Angleščino imamo enkrat na teden. (z basis)
9. To poročilo oddajte najkasneje do petka.
10. Te računalnike imamo za poskusno obdobje treh mesecev.
11. Je ta predpis v skladu s slovensko zakonodajo?
12. Moj mož bo konec aprila na poslovnem potovanju.
13. Koncert se začne ob petih popoldne in konča ob osmih zvečer.
14. Peter je v službi od osmih zjutraj do šestih zvečer.
15. Zavist je tipična za Slovence.
16. Prepositions - some phrase used in business English:

Prepositions - some phrase used in business English:**8.3 VPRAŠALNICE IN VPRAŠALNE POVEDI**

who	-kdo
what	-kaj
where	-kje, kam
why	-zakaj
when	-kdaj
what time	-ob kateri uri
how	-kako
how much	-koliko (če stoji za njo samostalnik v ednini oz., če gre za neštevne samostalnike)
how many	-koliko (če stoji za njo samostalnik v množini oz., če gre za števne samostalnike)
how long	-kako dolgo
how often	-kako pogosto
how far	-kako daleč
since when	-od kdaj
which	-kateri
whose	-čigav

Primeri:

What do you do?

I'm a production manager.

Who do you work for?

I work for Media Market.

How much does the ticket cost?

It costs around 2,000 SIT.

How long does it take to get to Maribor?

It takes around an hour and a half.

EXERCISE**Complete the questions with the correct word.**

Where do you work?

_____ the time?

_____ do you do?

_____ department do you work in?

_____ do you start work?

_____ is your boss?

_____ do you get to work?

_____ do you take a break?

_____ people work in your company?

_____ do you come to work?

_____ is your surname?

_____ is your nationality?

_____ language do you speak?

_____ does it cost?

_____ does Maribor train leave?

_____ is the exchange rate for 1 Euro?

_____ is Koper from Ljubljana?

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

_____ is the most convenient time for you?
_____ are your premises?

Exercise - VSTAVITE USTREZNO VPRAŠALNICO.

- | | |
|------------------------------|-------------------------|
| 1. are you going? | To Paris. |
| 2. are you visiting? | Our main French client. |
| 3. are you going to do? | To discuss prices. |
| 4. are you leaving? | On Monday. |
| 5. are you staying? | Two days. |
| 6. are you travelling? | By train. |
| 7. are you returning? | On Tuesday. |

Exercise - FORM QUESTIONS

- What.....? I'm looking at some conference brochures.
- What.....? I work as a consultant in Gorenje.
- What.....? She's good-looking, but very unpleasant.
- What.....? It's called a 'spade' in English.
- What.....? It's a Porsche.
- What.....? She's French.
- What.....? I think they are arriving at 22:00.
- What.....? It's January 29th.

Form questions:

1. Mr Jones is writing *a letter of complaint*.

.....
2. The tickets cost *100 pounds*.

.....
3. My grandmother bought *five* apples.

.....
4. He was warned *three times* before they arrested him.

.....
5. Our family has been living in Ljubljana *for eight years*.

.....
6. I didn't call you back, *because I was at work*.

.....
7. Me and my friends visit the gym *twice a week*.

.....
8. This medal belongs to my *brother*.

.....
9. Jim started writing his masters degree *three months ago*.

.....
10. John starts work at 9 a.m.

.....
11. Mr Miller informed our representative in Prague.

.....
 12. I didn't attend the meeting, because I was late.

We started our business 5 years ago.

The lecture starts at 8 o'clock in the morning.

8.4 NEGATIVE AFFIXES

un- : uncontested (nesporen), unpunctual, untimely (prezgoden), unburden (razbremeniti)

dis-: dislocate, dissimilar, disoriented

in-: inorganic (anorganski), inattentive, incorrigible (nepopravljiv, zadržt), inappropriate, inexpensive, inequality, insufficient, inconsiderate,

ir-: irregular, irrevocable (nepreklicen), irrepressible (nezadržan), irreconcilable (nespravljiv)

non-: non-violence, non-existent, non-committal (zadržan), non-intervention (nevmešavanje), nonentity (ničla, ničje)

mis-: misfire (ne uspeti), misnomer (napačno imenovanje),

de-: degradation

a-: aseptic (razkužen)

im-: immeasurably (neizmerno), impatient, imprudent (nepremišljen), impassable, imbalance, immaterial (nebistven)

mal-: maltreat (maltretirati), maladjusted (neprilagojen), malpractice (zloraba), malnutrition (nezadostna prehrana)

-less: bloodless (brezkrven, uvel)

ab-: abnormal

EASILY CONFUSED NEGATIVE PAIRS

mislay – to put something somewhere, then forget where you put it

misplaced – misplaced feelings of trust, love etc are wrong and unsuitable, because the person that you have these feelings for does not deserve them

illegible – difficult or impossible to read

unreadable – an unreadable book or piece of writing is difficult to read because it is boring or complicated

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

incredible – too strange to be believed or very difficult to believe

incredulous – unable or unwilling to believe something

immoral – morally wrong

non-moral – having no relation to morality; neither moral nor immoral

irreligious – showing indifference or hostility to religion

non-religious – opposed to religion or not having any religious feeling

8.5 TENSES

➤ Časi za izražanje sedanjosti

1. Present simple

Present simple je **sedanjik**, ki označuje **navado, ponavljanje, stanje oz. neko ugotovitev in splošno veljavno resnico**.

1. *stanje oz. ugotovitev in trditev*

Where do you come from?

I come from Ljubljana

2. *ponavljanje*

When do you drink coffee?

We drink coffee at 11.00.

3. *navada*

When do you get up?

I get up at 7.00.

4. *splošno veljavne resnice*

Water boils at 100 degrees.

5. *vnaprej določeni urniki, načrti*

When does your plane leave?

My plane leaves at 12.45.

Tvorba

I / you / we / they work

He / she / it works

I / you / we / they don't work

He / she / it **doesn't** work

Do I / you / we / they work?

Does he / she / it work

Prislovi rabljeni s časom Present Simple

always, often, sometimes, hardly ever, never, yearly, half yearly, quarterly, monthly, weekly, daily, every year, twice a week, once a month, three times a day

Nekatere glagole vedno uporabljamo v Present Simple času

- be, have in njihove sopomenke (need, own, possess, exist)
- glagoli, ki izražajo zaznavanje, mnenje, mišljenje (understand, believe, think, taste, smell)
- glagoli, ki izražajo občutke (like, hate, wish, want, hope)

2. Present continuous

'Present continuous' je sedanjik, ki označuje trajajoče dejanje, ki poteka v trenutku govorjenja (dejanska sedanjost) ter opisuje dejanja, ki potekajo v določenem obdobju v sedanjosti, vendar ne ravno v trenutku govorjenja (splošna sedanjost). Ta glagolski čas označuje tudi bližnjo prihodnost, ki je vnaprej dogovorjena (sestanki, srečanja).

1. dejanje v trenutku govorjenja

What are you doing at the moment?

Right now I'm writing an e-mail.

2. splošna sedanjost

What are you doing these days?

I'm working on a new project.

3. dogovorjena prihodnost

When are you going to Maribor?

I'm going to Maribor on Friday.

Tvorba

I'm (not) **leaving**

You're / we're / they're not leaving

He / she / it's not leaving

Am I / Are you / Is she leaving?

Prislovi rabljeni s časom Present continuous

at the moment, at present, currently, for the moment

POZOR!

I work for Media Market. = sem uslužbenec podjetja Media Market

I'm working for Media Market. = sem na začasnem delu pri podjetju Media Market

I'm going to Maribor tomorrow. = vse je že dogovorjeno, imam vozovnico

I'll go to Maribor tomorrow. = ravno sem se tako odločil, nič še ni dogovorjeno

➤ Časi za izražanje preteklosti

1. Past simple

Uporaba: 'Past simple' je preteklik, ki

1. označuje dejanje, ki se je zgodilo v točno določeni preteklosti in je zaključeno
2. Uporablja se tudi za opisovanje preteklih dogodkov oz. zgodb
3. za izražanje preteklih navad

Tvorba

Trdilne povedi s pravilnimi glagoli: glagol + ed

Naučite se nepravilne glagole!

Nikalne povedi: didn't + glagol

Vprašalne povedi: did + glagol

Primeri:

I visited my mother last Saturday.

I didn't visit my mother last Saturday.

Did you visit your mother last Saturday?

Prislov rabljeni s časom Past simple

yesterday, a year ago, at the weekend, last night, in the morning, on Tuesday

Primer rabe: Pogovor z gosti

When did you come in Ljubljana? Kdaj ste prispeli v Ljubljano?

I came yesterday evening. Prispel sem včeraj zvečer.

How was your stay? Kako vam je bilo všeč?

It was very nice. Zelo mi je bilo všeč.

Did you have any problems? Ste imeli kakšne težave?

No, we didn't have any problems. Ne, nobenih težav nismo imeli.

What did you do last night? Kaj ste počeli včeraj zvečer?

We went for a drink. Šli smo na pijačo.

2. Past continuous

Uporaba: 'Past continuous' je preteklik, ki označuje trajajoče dejanje, ki se je vršilo v nekem določenem obdobju v preteklosti. Največkrat gre za trajajoče (nedovršno) dejanje, ki ga potem prekine neko drugo trenutno (dovršno) dejanje. Ta čas tvorijo nedovršni glagoli, ki zaznamujejo trajajoča dejanja.

1. Trajajoče preteklo dejanje

I was working all afternoon.

Celo popoldne sem delal.

2. Prekinjeno trajajoče preteklo dejanje

I was talking with the manager when the phone rang.

Pogovarjal sem se z direktorjem ko je zazvonil telefon.

Tvorba

I / he / she / it **was** working

We / you / they **were** working

I / he / she / it **wasn't** working

We / you / they **weren't** working

Was I / he / she / it working?

Were we / you / they working?

Prislovi rabljeni s časom Past continuous

all day yesterday, all the morning, all the time

1 Past perfect tense

Uporaba: 'Past perfect tense' je preteklik, ki označuje dejanje, ki se je zgodilo v točno določeni preteklosti pred nekim drugim dejanjem v preteklosti.

I didn't have any money because someone had stolen my wallet.

Nisem imel denarja, ker mi je bil nekdo ukradel denarnico (nisem imel denarja – preteklost, ukradli pa so denarnico še pred tem – predpreteklik).

Tvorba

I / you / we / they / he / she / it had worked

I / you / we / they / he / she / it hadn't worked

Had I / you / we / they / he / she / it worked?

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

- **Zanimivost:** Pri predlogih **AFTER** in **BEFORE** uporaba predpreteklika ni potrebna, saj že predloga sama izražata predhodnost.

After we had lunch we went back to work. (After we had had lunch...)

Before I went home I went to the supermarket. (I had gone to the supermarket)

➤ Čas, ki povezuje preteklost in sedanost

1. Present perfect simple

Uporaba: Present perfect simple tense na različne načine povezuje preteklost s sedanostjo.

1. *nedokončana dejanja, ki so se začela v preteklosti, se nadaljujejo v sedanost in morda tudi v prihodnost*

How long have you worked for Mobitel? Kako dolgo že delaš za Mobitel?

I have worked for Mobitel for 5 years. Za Mobitel delam že pet let.

2. *izražanje posledice oz. rezultata dejanja, ki se je zgodilo v preteklosti*

Who has closed the window? Kdo je zaprl okno? (posledica: okno je zaprto)

3. *izražanje izkušnje*

Have you ever been to Australia? Si že bil v Avstraliji?

No, I haven't been to Australia yet. Ne, nisem še bil v Avstraliji.

4. *izražanje novic (časopisi!), napredka*

Have you finished the report yet? Si že končal poročilo?

Yes, I have just finished it. Ja, ravnokar sem ga dokončal.

Tvorba

I / you / we / they have worked

He / she / it has worked

I / you / we / they haven't worked

He / she / it hasn't worked

Have I / you / we / they worked?

Has he / she / it worked?

Prislovi rabljeni s časom Present perfect simple, ki izraža posledico in izkušnjo
recently, lately, yet, already, just, never, ever

<p>Predloga FOR in SINCE</p> <p>Predlog since označuje začetek dejanja since 1990, since January, since Monday</p> <p>I've worked here since October. Tukaj delam od oktobra.</p> <p>Predlog for označuje trajanje dejanja for ten years, for a month, for a week</p> <p>I've worked here for six months. Tukaj delam šest mesecev.</p>

➤ **Časi za izražanje prihodnosti**

1. Urniki – Present simple

What time does the meeting start tomorrow? The meeting starts at nine o'clock.	Kdaj se jutri začne sestanek? Sestanek se začne ob devetih.
---	--

2. Dogovorjena prihodnost – Present continuous

What are you doing tomorrow? I'm going to Maribor in the morning.	Kaj boš jutri počel? Zjutraj grem v Maribor.
--	---

3. Načrti, odločitve

- **Going to future** (trdna namera v prihodnosti)

Any plans for tonight? I'm going to plan my presentation.	Imaš za danes kakšne načrte? Pripravil bom svojo predstavitev.
--	---

- **Future simple/Will future** (odločitev v trenutku govorjenja)

We've run out of copying paper. I'll get you some when I go out.	Zmanjkalo nam je kopirnega papirja. Prinesel ga bom, ko bom šel ven.
---	---

4. Predvidevanja, napovedi

Going to future (nekaj, za kar predvidevamo, da se bo vsak hip zgodilo)

Look at the clouds. It's going to rain.	Poglej te oblake. Gotovo bo deževalo.
---	---------------------------------------

Future simple/Will future (nekaj, za kar predvidevamo, da se zgodilo enkrat v prihodnosti)

I think the weather will get better.	Mislim, da se bo vreme izboljšalo.
--------------------------------------	------------------------------------

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

5. Izražanje gotovosti

Will	= 100%	This will create a problem.	To bo povzročilo problem.
Should	= 80%	This shouldn't create a problem.	To ne bi smelo povzročiti problema.
Likely to	= 80%	This is likely to create a problem.	To bo prav lahko povzročilo problem.
May	= 40%	This may create a problem.	
Might	= 40%	This might create a problem.	To lahko povzroči problem.
Could	= 40%	This could create a problem.	

Tvorba časa Future simple

Trdilne povedi: **will** + glagol
I will help you.

Nikalne povedi: **won't** + glagol
I won't help you.

Vprašalne povedi: will + glagol
Will you help me?

Tvorba časa Going to future

I **am going to** help you
He / she / it **is** going to help you
We / you / they **are** going to help you

I **am not** going to help you
He / she / it **isn't** going to help you
We / you / they **aren't** going to help you

Am I going to help you?
Is he / she / it going to help you?
Are we / you / they going to help you?

*Further reading and resources

-R. Murphy, English Grammar in Use. New Edition. Cambridge: CUP, 1994.

9 APPENDIX

Many students require examples of some personal correspondence for their private use. In my practice I helped students with writing their CVs, covering letters, references, requests, presentations... This appendix offers examples that have been tried out and proved successful for many of them.

PRIPOROČILA (REFERENCES)

Priporočilo je pismo oz. dokument, ki ga na vašo željo napiše oseba, ki bo za vas napisala pozitivno mnenje o vašem delu in o vas samih.

Ponavadi je ta oseba eden izmed profesorjev na fakulteti, lahko tudi nekdo, ki vas je poučeval v srednji šoli, vaš športni trener, predsednik študentske organizacije, tutor.

Priporočilo je lahko napisano za natančno določen primer (štipendijo, potovanje, del. mesto), lahko je dano za določen čas ali pa trajno.

Vsebovati mora podatke o kandidatu (ime, priimek, rojstni podatki in kontaktni podatki) in podatke o osebi (ime, priimek, naziv oz delovno mesto, naslov oz email in telefonsko številko), ki je napisala priporočilo.

Pred vami je nekaj uporabnih primerov v slovenščini in angleščini, ki si jih lahko že sami pripravite kot osnutek.

☛ PRIMER PRIPOROČILA V SLOVENŠČINI

PRIPOROČILO

(ime priimek študenta), rojen (datum) je študent Fakultete za elektrotehniko. Ves čas študija je s svojim delom na vajah in prisotnostjo na predavanjih dokazoval natančnost in marljivost, kar potrjujejo ocene in priznanja, ki jih je v času študija prejel na fakulteti. Poleg študija je bil aktiven tudi v izvenštudijskih dejavnostih. Glede na to, da si želimo čim več vsestransko usmerjenih mladih strokovnjakov z dobro strokovno podlago in obvladanjem vsaj enega tujega jezika, menim, da moramo narediti vse za povečanje števila takšnih mladih strokovnjakov in (ime, priimek študenta) je eden izmed njih. Zato njegovo prošnjo za podelitev štipendije toplo priporočam.

Marina Štros-Bračko
lektorica za angleški jezik

☞ PRIMER PRIPOROČILA, KI GA LAHKO NAPIŠE ČLAN VAŠE ŠTUDENTSKE ORGANIZACIJE

To Whom It May Concern

I have known Petra since the winter of 2004, when she began working for our union. Her work in the Union has been outstanding. She worked in the area of educational courses for students. She ran up to three courses/ workshops at a time. Her class sizes ranged from f5-25 students, aged 19-26 years. She was also responsible for designing course structure, selecting materials and determining the classes syllabus.

She has also successfully run a student summer camp, and various other classes with focus on telecommunications.

I appreciate not only her diligence and discipline at work but especially her enthusiasm for the job she is doing. She helps improve the students' ability to implement and broaden their knowledge of the subject. Her approach to them is very individual even in a big class.

At all times here students were asked to complete questionnaires and all expressed not only satisfaction with her work but also appreciation of her excellent personal qualities.

It is a pleasure to write this reference letter for Paula. She is thorough, reliable, enthusiastic, works co-operatively with people, and has a cheerful disposition.

I have no hesitation in recommending Paula as a candidate for studies or employment. I wish her success in her next career.

Yours Faithfully

Mira Grašič,

Member of Student Union at the Faculty of Electrical Engineering

☞ PRIMER PRIPOROČILA, KI GA NAPIŠE ASISTENT

March 7, 1992

To Whom It May Concern:

I have been asked to write a letter of recommendation on behalf of Prof. Marjan Kovač. Jože Porenta completed a BSc program at the Faculty of Electrical Engineering in 2004 and has subsequently added to his extensive educational experience. This includes responsibility for lab practice at almost every level of the respective subjects. He was responsible for first year students in our lab and was a very conscientious member of the lab staff. This vast experience has given him a sense of education in its broadest sense.

My own work with him is related to his life as a student. In this capacity I was able to work with him as a researcher. Jože is extremely careful in his work and insists on exceptional quality. His writing style is good, flowing, and of the highest standard.

Jože Porenta is presently seeking a position which would allow him to express his skills and talents in the most productive manner. I support his desire and hope you will give his serious consideration.

Sincerely

Miha Potočnik, PhD
Associate Professor

CURRICULUM VITAE

A curriculum Vitae (CV) or resumé provides a prospective employer with a summary of your professional life. It lists your achievements – both educationally and in terms of your experience.

Prospective employers use CVs and/or covering letters to decide whom they will invite to the interview. As CVs are your first introduction to the company, it means that it's worth getting them as perfect as possible.

Your CV is your own personal marketing tool. You sell yourself to prospective employers and take time to produce a good CV.

The examples below might help you.

Primer: CURRICULUM VITAE

Personal Details

Melanie Henderson
Date of birth
3.11.1978

Address

99 Newlands Park London
SE30 8Uj
Tel: 0171 25650

Education

1997 - present

Degree in French and Film Studies, University of London

Degree performance to date: 2.1

Specialist subjects: British Cinema, The Narrative Technique

1992 - 1997

Royal Latin School, Aylesbury

4 A Levels: French (8), German (C), English (B), Film studies (A)

7 GCSEs: French (A), German (A), English (A), History (B), Art (A), Maths (8), Economics (8)

Work experience

1999

Information Officer, Futuroscope, France

Responsible for dealing with enquiries in a busy office, responding to 2,000 enquiries a week. This demonstrated my ability to retain a professional approach and a sense of humour while working under pressure.

1998

Customer Services Assistant

Provided support for customer enquiries. Dealing with customers' complaints demonstrated my ability to remain calm under pressure. Explaining complex issues simply and clearly helped me to develop my communication skills.

Positions of responsibility

In my final year at school, I helped organise a careers fair for all final year students.

Skills

Good working knowledge of Microsoft Word and Excel Spreadsheets Working knowledge of French and Italian
Current clean driving licence

Interests

Travel: I have travelled extensively and independently in Europe.
Music: I play the guitar in a semi-professional band and have done a number of 'gigs' for school and student clubs.

Referees

Hamish Roberts
(Tutor at University of London)
17 Woodland Avenue
Oxford
OX11 7GGR

Richard Gayle
(Customer Services
Manager/DAT) 31 Pleasant Street
London
Sb8 3LSR

Employability skills profile

MANAGEMENT SKILLS

POSITIVE ATTITUDES AND BEHAVIOURS

- Self-esteem and confidence
- Honesty, integrity and personal ethics
- A positive attitude toward learning, growth and personal health;
- Initiative, energy and persistence to get the job done.

RESPONSIBILITY

- The ability to set goals and priorities in work and personal life;
- The ability to plan and manage time, money and other resources to achieve goals;
- Accountability for actions taken.

ADAPTABILITY

- A positive attitude toward change;
- Recognition of and respect for people's diversity and individual differences;
- The ability to identify and suggest new ideas to get the job done - creativity.

TEAMWORK SKILLS

WORK WITH OTHERS

Understand and contribute to the organization's goals;
Understand and work within the culture of the group;
Plan and make decisions with others and support the outcomes;
Respect the thoughts and opinions of others in the group;
Exercise "give and take" to achieve group results;
Seek a team approach as appropriate;
Lead when appropriate mobilizing the group for high performance.

ACADEMIC SKILLS

COMMUNICATE

Understand and speak the languages in which business is conducted;
Listen to, understand and learn;
Read, comprehend and use written materials, including graphs, charts and displays;
Write effectively in the languages in which business is conducted.

THINK

Think critically and act logically to evaluate situations, solve problems and make decisions;
Understand and solve problems involving mathematics and use the results;
Use technology, instruments, tools and information systems effectively;
Access and apply specialized knowledge from various fields (e.g., skilled trades, technology, physical sciences, arts and social sciences).

EUROPASS ŽIVLJENJEPIS

Europass življenjepis

Priložite fotografijo (neobvezno).

Osební podatki

Ime / Priimek

Ime Priimek

Naslov

Ulica, hišna številka, poštna številka, kraj, država

Telefon

Če rubrika ni bistvena, jo odstranite (glejte navodila). (Če rubrika ni bistvena, jo odstranite.)
Prenosni telefon:

Telefaks

Če rubrika ni bistvena, jo odstranite (glejte navodila).

E-pošta

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Državljanstvo

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Datum rojstva

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Spol

Če rubrika ni bistvena, jo odstranite (glejte navodila).

**Zaželena zaposlitev /
zaželeno poklicno
področje**

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Delovne izkušnje

Obdobje

Ločeno vnesite vsako bistveno delovno izkušnjo. Začnite z zadnjo.
Če rubrika ni bistvena, jo odstranite (glejte navodila).

Zaposlitev ali delovno
mesto

Glavne naloge in
pristojnosti

Naziv in naslov
delodajalca

Vrsta dejavnosti ali sector

Izobraževanje in usposabljanje

Obdobje

Ločeno vnesite vse izobraževalne programe, ki ste jih zaključili.
Začnite z zadnjim (glejte navodila).

Naziv izobrazbe in/ali
nacionalne poklicne
kvalifikacije

Glavni

predmeti/pridobljeno

znanje in competence

Naziv in status ustanove,
ki je podelila diplomo,
spričevalo ali certifikat

Stopnja izobrazbe po
nacionalni ali mednarodni
klasifikacijski lestvici

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Druga znanja in competence

Materni jezik(i) Navedite materni jezik (po potrebi navedite več maternih jezikov, glejte navodila)

Drug(i) jezik(i)
Samovrednotenje
Evropska raven (*)

Razumevanje		Govorjenje		Pisanje
Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	

Jezik
Jezik

(*) Skupni evropski referenčni okvir za jezike

Socialna znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Organizacijska znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Tehnična znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Računalniška znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Umetniška znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Ostala znanja in kompetence in Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Vozniško dovoljenje Navedite, ali imate vozniško dovoljenje, in dodajte, za katero kategorijo motornih vozil velja. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Dodatni podatki Vključite druge koristne podatke, npr. kontaktne osebe, priporočila itd. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Priloge Naštejte morebitne priloge. Če rubrika ni bistvena, jo odstranite (glejte navodila).

EUROPASS JEZIKOVNA IZKAZNICA



Europass jezikovna izkaznica
Del Evropskega jezikovnega listovnika, ki ga je razvil Svet Evrope



Ime in Priimek	<input type="text"/>				
Datum rojstva (*)	<input type="text"/>				
Materni jezik(i)	<input type="text"/>				
Drug(i) jezik(i)	<input type="text"/>				
Jezik	<input type="text"/>				
Samoocenjevanje jezikovnih znanj	Razumevanje		Govorjenje		Pisanje
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Diplome, spričevala ali certifikati (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Naziv diplome, spričevala ali certifikata	ali	Ustanova podeljevalka	Obdobje	Evropska raven (***)
Jezikovne izkušnje (*)	<input type="text"/>		<input type="text"/>	<input type="text"/>	
	Opis		Od	Do	
Jezik	<input type="text"/>				
Samoocenjevanje jezikovnih znanj	Razumevanje		Govorjenje		Pisanje
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Diplome, spričevala ali certifikati (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	Naziv diplome, spričevala ali certifikata	ali	Ustanova podeljevalka	Obdobje	Evropska raven (***)
Jezikovne izkušnje (*)	<input type="text"/>		<input type="text"/>	<input type="text"/>	
	Opis		Od	Do	

Jezik						
Samoocenjevanje jezikovnih znanj	Razumevanje		Govorjenje		Pisanje	
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje		
Evropska raven (**)						
Diplome, spričevala ali certifikati (*)						
	Naziv spričevala ali certifikata	diplome, ali	Ustanova podeljevalka	Obdobje	Evropska raven (***)	
Jezikovne izkušnje (*)						
	Opis			Od	Do	

Evropske stopnje – samoocenjevalna lestvica

		A1	A2	B1	B2	C1	C2
Razumevanje	1.1 Slušno razumevanje	Pri počasnem in razločnem govoru razumem posamezne pogosto rabljene besede in najosnovnejše besedne zveze, ki se nanašajo name, na mojo družino in neposredno življenjsko okolje.	Razumem besedne zveze in pogosto besedišče, ki se nanaša na najbolj temeljne reči (npr. najosnovnejši osebni in družinski podatki, nakupovanje, neposredno življenjsko okolje, zaposlitev). Sposoben/sposobna sem ujeti glavno misel kratkih, jasno oblikovanih sporočil in obvestil.	Pri razločnem govorjenju v standardnem jeziku razumem glavne točke, kadar gre za znane reči, s katerimi se redno srečujem na delu, v šoli, prostem času itd. Če je govor razmeroma počasen in razločen, razumem tudi glavne misli mnogih radijskih in televizijskih oddaj, ki se ukvarjajo s sodobnimi problemi in temami, ki me osebno ali poklicno zanimajo.	Razumem daljše govorjenje in predavanja in sem sposoben/sposobna slediti celo bolj zahtevnim pogovorom, pod pogojem, da je tema dovolj splošna. Razumem večino televizijskih poročil in oddaj o aktualnih zadevah. Razumem večino filmov v standardnem jeziku.	Razumem daljše govorjenje, četudi ni natančno razčlenjeno in razmerja niso izražena jasno, temveč so samo nakazana. Brez posebnega napora razumem televizijske oddaje in filme.	Nimam težav pri razumevanju jezika, govornega v živo ali posredovanega preko medijev, četudi je tempo govorjenja hiter. Potrebujem zgolj nekaj časa, da se navadam na narečje.
	Bralno razumevanje	Razumem posamezna pogosto rabljena poimenovanja, besede in preproste povedi, npr. na obvestilih, plakatih in v katalogih.	Sposoben/sposobna sem brati zelo kratka, preprosta, vsakdanja besedila, kot so reklame, prospekti, jedilniki in urniki. V njih znam poiskati natančno določen, predvidljiv podatek. Razumem kratka in preprosta osebna pisma.	Razumem besedila, katerih jezik je pretežno vsakdanji ali povezan z mojim delom. Razumem opise dogodkov, občutij in želja tudi v osebnih pismih.	Berem in razumem članke in poročila, v katerih pisci zastopajo določena stališča ali poglede. Razumem sodobno literarno prozo.	Razumem dolga zahtevna besedila z veliko podatki, pa tudi literarna besedila ter zaznavam slogovno razliknost. Razumem strokovne članke in daljša tehnična navodila, četudi se ne nanašajo na moje strokovno področje.	Z lahkoto berem vse vrste zapisanih besedil, tudi ko gre za abstraktna, po jeziku in zgradbi zahtevna besedila, npr. priročnike, strokovne članke in literarna dela.
Govorjenje	Govorno sporazumevanje	Znam se preprosto pogovarjati, če je sogovornik pripravljen svoje izjave ponoviti počasneje ali jih pojasniti in če mi je pripravljen pomagati pri izražanju misli. Znam postavljati in odgovarjati na preprosta vprašanja, ki se nanašajo na trenutne potrebe ali splošne teme.	Sposoben/sposobna sem se sporazumevati v preprostih situacijah, kadar gre za neposredno izmenjavo informacij o splošnih vsakodnevni stvareh. Znajdem se v krajših družabnih pogovorih, čeprav ponavadi ne razumem dovolj, da bi se lahko samostojno pogovarjal-a.	Znajdem se v večini situacij, ki se pogosto pojavljajo na potovanju po deželi, kjer se ta jezik govori. Sposoben/sposobna sem se tudi nepripravljen-a vključiti v pogovor, povezan s splošnimi temami, temami, ki me osebno zanimajo, ali takimi, ki se tičejo vsakdanjega življenja (npr. družine, hobijev, dela, potovanja in aktualnih dogodkov).	Sposoben/sposobna sem se precej tekoče in spontano izražati, tako da se brez večjih težav sporazumevam z rojninimi govorci. Lahko se vključim v razprave o splošnih temah in z umeteljivimi zagovarjam svoje stališče.	Sposoben/sposobna sem se tekoče in naravno izražati, ne da bi pri tem preveč očitno iskal-a primerne izraze. Jezik znam uporabljati učinkovito in prilagodljivo tako v družabne kot tudi poklicne ali učne namene. Znam natančno izražati svoje misli in poglede ter svoj prispevek spretno povezovati s prispevki drugih.	Z lahkoto sodelujem v vsakem pogovoru in razpravi. Dobro poznam pogovorni jezik in besedne zveze. Govorim tekoče in znam natančno izraziti tudi majhne pomenske odtenke. Če pri sporazumevanju naletim na kakšno težavo, jo znam spretno zaobiti in preoblikovati težavno mesto tako, da sogovorniki to malo verjetno opazijo.
	Govorno sporočanje	Uporabljati znam preproste besedne zveze in povedi, s katerimi lahko opišem, kje živim, in ljudi, ki jih poznam.	Uporabiti znam vrsto besednih zvez in povedi, s katerimi lahko na preprost način opišem svojo družino in druge ljudi, življenjske pogoje ali svojo izobrazbo in predstavim svojo trenutno ali prejšnjo zaposlitev.	Tvoriti znam preproste povedi iz besednih zvez, s katerimi lahko opišem svoje izkušnje in dogodke, sanje, želje in ambicije. Na kratko znam razložiti svoje poglede in načrte. Sposoben/sposobna sem pripovedovati zgodbo ali obnoviti vsebino knjige oziroma filma in opisati svoje odzive.	Jasno in natančno znam opisati mnogo stvari s področij, ki me zanimajo. Razložiti znam svoj pogled na določen problem in podati prednosti in pomanjkljivosti različnih možnosti.	Sposoben/sposobna sem jasno in natančno opisati zahtevne vsebine, pri tem smiselno povezati tematske točke, razviti in poudariti posamezne vidike ter napraviti ustrezen zaključek.	Sposoben/sposobna sem jasno in tekoče podajati tudi daljše opise ali razlage. Govoru znam dati logično obliko, ki poslušalca opozarja na pomembna mesta. Slog govorenja znam prilagoditi situaciji in poslušalcem.
Pisanje	Pisno sporočanje	Pisati znam kratka, preprosta sporočila na razglednice, npr. s počitniškimi pozdravi. Izpolnjevati znam obrazce, ki zahtevajo osebne podatke, npr. vnesti ime, državljanstvo in naslov na hotelski obrazec.	Sestavljati znam kratka, preprosta obvestila in sporočila, ki se nanašajo na trenutne potrebe. Pisati znam zelo preprosta osebna pisma, npr. se komu za kaj zahvaliti.	Pisati znam preprosta, povezana besedila v zvezi s splošnimi temami ali temami s področja osebnega zanimanja. Pisati znam osebna pisma in v njih opisati izkušnje in vtise.	Pisati znam jasna in natančna besedila v zvezi s številnimi temami in vprašanji, ki me zanimajo. Pisati znam eseje ali poročila, v katerih moram podati informacije ali zagovarjati oziroma zavračati določena stališča. Pisati znam pisma, v katerih moram poudariti pomen določenih dogodkov in izkušenj.	Sposoben/sposobna sem tvoriti jasna, slogovno dobra besedila in obširneje izraziti svoja stališča. V pismih, esejih ali poročilih znam natančno razložiti zahtevne vsebine in pri tem primerno poudariti tista dejstva, ki se mi zdijo najpomembnejša. Oblikovati znam različne vrste besedil v prepričljivem in osebnem slogu, primernem za bralca, ki mu je tako besedilo namenjeno.	Tvoriti znam jasna, tekoča, slogovno primerna besedila. Sestaviti znam zahtevna pisma, poročila in članke v zvezi z zahtevnimi vsebinami, ki morajo imeti logično zgradbo in bralca voditi tako, da dojamem pomembne točke. Pisati znam povzetke in kritike strokovnih in literarnih del.

EVROPSKE STOPNJE –

10 REVISION

How to revise: Everyone's approach to revision will differ. There is no right or wrong way to revise, only what works for the individual.

To be successful revision must be active. The following test practice will also give you the idea how the final test looks.

REVISION TESTS

REVISION MOCK

1 TRANSLATE:

1. Pišem Vam, da se opravičim za zamudo.
2. Z veseljem Vam sporočamo, da
3. Pišem, da potrdim sestanek 23. januarja.
4. Vaš podpis prosim.
5. Kličem, da Vas obvestim o...
6. Lahko prosim govorim z g. Petersonom.
7. Žal ga ni tukaj.
8. Prosim, če mu sporočite da.....
9. Ker še nismo prejeli vašega plačila, vas obveščamo...
10. Prosim, da se obrnete na našo pravno pisarno.

2 PREPOSITIONS:

- | | |
|-----------------------|------------------------------|
| 1.....2.00 o'clock | 3.....weekly basis |
| 2.....end of the week | 4.....Sundaythe latest |

3. WRITE 3 IN phrases: e.g.: In advance

4. WHAT WOULD YOU ASK A VISITOR, who comes to your office: e.g. kako je potoval, kako je zadovoljen s hotelom, če mu je všeč Ljubljana, če bi kaj popil in kaj konkretno kaj

5. COMPLETE THE QUESTIONS:

- | | |
|---------------------------------|-------------------------------|
| 1.....do you live? | 3.....will sign the contract? |
| 2.....do you get to work? | 4.....is the next venue? |
| 5.....does your home look like? | |

6. FORM QUESTIONS:

- | | |
|---------|---|
| 1 | I paid 2000 SIT. |
| 2..... | I don't need it much. |
| 3..... | He lives in England. |
| 4..... | I couldn't pay because I didn't have any money. |
| 5. | They didn't call me. |

7. TRANSLATE:

cenik, stranke, storitve, predlog, menj. tečaj, prostori, oddelek

8. ANSWER:

Who runs the meeting?

What does the secretary write?

Who deals with telephone calls?

Who deals with quality of goods?

Which department deals with sales?

9. COMPLETE THE SENTENCES:

1. The director of the company is called a..... 3. We are interested in your

2. Krka employs 3,000..... 4. I will..... for this position.

5. I'm sorry I don'tyou.

10. WRITE A LETTER TO Marina Štros, Ažbetova 5, thanking her for her mail, asking about the payment and school catalogue and possible discount.

11. WRITE THE NUMBERS:

1. two thousand five hundred and twenty-five
2. four hundred and four
3. oh poin three six two
4. seventy nine percent
5. seven dash two dash double three

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

A

A. Translate the following sentences.

Rad bi se dogovoril za sestanek z g. Millerjem.

.....
Gospod Miller pride čez 10 minut.

.....
Lahko pustim sporočilo za g. Millerja?

.....
V torek bom v Bostonu.

.....
Žal vašega plačila še nismo prejeli.

.....
Opravičujemo se zaradi zamude pri dobavi blaga.

.....
Želela bi potrditi svojo rezervacijo.

.....
Pišem vam v zvezi z vašim oglasom v »Delu« z dne 24. marca.

.....
Žal vas moramo obvestiti, da . . .

.....
Potrjujemo prejem vašega dopisa in se vam želimo opravičiti zaradi poznega odgovora.

.....
Poudariti moramo, da . . .

.....
Ugodili bomo vaši želji.

.....
To je vse, kar lahko naredimo v tem trenutku.

.....
Pošiljamo vam cene za . . .

.....
Žal naše podjetje ne more sprejeti tega znižanja.

B. Correct the mistakes.

1. Mr Brown is calling you back in 20 minutes.
2. You have to pay on advance.
3. Jill Hopkins is on a meeting.
4. We are apologise for any . . .
5. I call to cancel the meeting with Mr Smith on Monday.
6. I write in connection with your advertisement . . .
7. I didn't see him for two years.
8. I have checked the data yesterday.
9. We would regret to tell you that . . .
10. This is owing to the fact that the fall of the dollar.

D. Fill in the missing words.

- 1) The chairman leads the
- 2) to our telephone conversation this morning. . .

- 3) I to tell you that the spare parts you ordered haven't arrived yet.
- 4) We are extremely sorry losing your order.
- 5) With once again.
- 6) If you require any further information, please do not to get in touch with us.
- 7) Thank you for your letter and in our products.
- 8), we have not yet received the goods.
- 9) I would be if you could send us details of your software.
- 10) The mistake was to a clerical error.

E. Choose the correct word to complete each sentence.

- 1) This is owing to the fact that a network breakdown / a network breakdown.
- 2) We require payment in / within 30 days.
- 3) That's inconvenient / inconvenient.
- 4) The parcel will arrive in at last / at least two days time
- 5) Should / Could you sign here, please?
- 6) Could you please inform me of what kind of instruments you are interesting / interested in?
- 7) They refused / denied to pay for the goods.
- 8) What's on / at the agenda?
- 9) We have to do / make a decision.
- 10) We deal / are dealing with your order now.

F. Telephoning. Fill in the missing expression.

Assistant: Royalty Shops. Alison Jones

Caller: This is Jon Hayes. I speak to someone in Customer Service.

Assistant: on. I'll you

C.S: Customer Service. Jane Roul. Can I you?

Caller: Good morning. I bought a lamp at your store three weeks

It worked for 2 days and then it broke.

C.S.: I'm, but it's not our responsibility if it broke after being used.

Caller: Could I to your manager, please.

C.S. Just a

Manager: Hello. Ken Sikes

Customer: I bought a lamp which worked for two days and then broke.

Manager: No problem. you like a refund?

Customer: Yes, please.

Manager: you give me your name please?

Customer: It's John Hayes.

Manager Could surname , please?

Caller: That's Hayes.

Manager: ?

Caller: My telephone number is 536790.

Manager: ?

Caller: I bought it at your store in Brighton Street.

Manager: Please bring the lamp back and we will give you a refund.

Caller: Thank you very

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

G. Synonyms. Find another expression for:

- 1) call off -
- 2) further details -
- 3) convenient -
- 4) in reply to -

H. Letter writing

a) Fill in the prepositions.

<p>SILVER OFFICE SUPPLIES 14 North Street London EC1 7AD 5 May 2002</p>
<p>Mr. A. Suzuki Sales Manager 1-33 Kitashinjuku 7-chome Tokyo 160 Japan</p>
<p>Dear Mr Suzuki</p>
<p>We thank you your letter 17 April, which you enclosed your catalogue and price list. Your offer 10 % cash discount is quite satisfactory.</p>
<p>We have contacted Mr Nixon and we need least four processors. We are therefore, placing an order 4 SCROLL 2000 word processors.</p>
<p>We would be grateful if you could deliver the processors 30 May. We are sending you a copy of our order fax. We ask you confirm receipt of the order soon as possible.</p>
<p>We look forward receiving the shipment and doing business you in the future.</p>
<p>Yours sincerely</p>
<p>Mark Twain Managing Director</p>

b) Write a short letter of reply to this fax enquiry. Use the notes given.

FAX

To: Books Inc.

Date: 28 April

From: Leo Trone

Re: Book Availability

Could you let me know if you have twenty copies of *The Effective Manager* in stock? I need them for a course I'm running next month. If you have, can you get them to me by 7 May? It would also be useful if you could send me your latest catalogue.

Regards,

Leo Trone

will get some more by 25 May

will send by DHL

18 copies will be there by 4 May

need address

enclose catalogue

Notes:

only 18 copies in stock

B

A. Translation.

1) Lahko govorim z gospodom Stevensom, prosim?

2) Prosim pokličite nazaj čez pol ure.

3) Kdaj je rok za oddajo poročila?

4) Sestanek se začne ob petih popoldne.

5) Pravkar sem poklicala taksi.

6) Žal Vam ne morem pomagati.

B. Correct the mistakes.

1) Mary go to work by bus.

2) I'd like make an arrangement.

3) Excuse me, we can't help you.

4) Could you tell that again, please?

5) I'm afraid but Friday don't suit me.

6) We work together since 1988.

7) Will I send you a copy of the contract?

8) I pleased to hear that.

C. Telephoning. Fill in the missing expressions.

Operator: GTS Motors. ?

Mr Black: Good morning. DELphi Brighton here. I'd like to speak
..... an order.

Operator: Right. to Mr Green.

Mr Black: Thank you.

Mr Green: Green

Mr Black: CPS Industries. Mr Black Good morning Mr Green. Err ...
can I ask you to forward our order?

Mr Green: Well, we'll see. What's the, please?

Mr Black: Ah ... yes, I've got it. Err ... TR / 7721.

Mr Green: Right. You 72 KS pump motors and a series of spare parts.

Mr Black: That's it. Could ... could you possibly bring forward delivery next month?
We need them than we

Mr Green: Next month. And ... umm ... you originally specified delivery the end of
May. I'll see what Can you back,

Mr Black?

Mr Black: Yes, I'd be very if you would. We thought May would be OK, but
we've been given shorter deadlines ourselves. We'd very much like to have the
order in April at all possible.

Mr Green: Right. me your phone number? Or is it the one
on the order?

Mr Black: Yes, that's the number. Let me give you my, too. It's 433.

Mr Green: OK. You'll be hearing from me tomorrow at the latest.

Mr Black: Ah, that's Thanks very much. Goodbye.

D. Letter writing

Choose the correct word

Plextor & Fressange
1146 Belle Rue
C-7633 Marseilles
France

16 April 2001

Gimpex Ltd.
125 St.Michael Rd
Stratford 5BS 3TY
ENGLAND

Dear Sir or Madam

We were impressed by the *selection / exhibition* of sweaters that were displayed on your stand at the "Fashion 2002" trade fair held in Milan last month.

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

As we usually *place / offer* very large orders, we would expect a *large / quantity* discount. Our *condition / terms* of payment are normally 30-day bill of exchange, documents against acceptance.

If these conditions interest you please send us your current catalogue and a price-list. We hope to hear from you soon.

Yours *sincerely / faithfully*

Jacques Maurice
Sales Manager

C

A. Put the verbs into the correct tense.

Hi, Stefan. It's Maggie. I (get) your e-mail yesterday, but I (be not) able to open the attached report yet. You'll have to tell me which program you (use) when you (do) it. I (try) to open up the document with different programmes, but none of them (work) so far. I also think we need to discuss one or two things before the meeting. I agree with what you (say) in your e-mail about the department training budget being far too small. I (tell) Chris that ages ago but he still (not do) anything about it. Anyway, I'd better go. I (speak) to you soon. Bye.

B. Use »do« and »make«.

- | | |
|-------------------|----------------------|
| 1. progress | 4. the shopping |
| 2. money | 5. an offer |
| 3. an effort | 6. your best |

C. Negate the sentences using negative prefixes.

The figures areaccurate. You'll have to correct them.
When did Slovenia become andependent country?
Don't be sopatient. You'll get your money back soon.
He's the mostresponsible person I've ever met.
Our supplies aresufficient. We have to make a new order.
Ibelieve the promises of the new government.
His parentsapprove of his friends.
Your handwriting is completelylegible.
Parents often think that their children aregrateful.
10. The offer wasresistible. I start the new job on Monday.

D. Correct the mistakes.

Did you call him yet?
This is typical for Slovenes.
Thank you for your letter from 26 January.
I look forward to hear from you.
He congratulated me for the success.
What's the solution for our problem?
I enclose details to the contract.
I will be in Canada in the end of this month.
When do you get your weekly salary?
Short-listed candidates are invited on an interview.

E. Translate.

Seminarsko nalogo bi moral oddati do roka.
Ali si prebral zapisnik prejšnjega sestanka?
Uporaba mobilnega telefona je lepa ugodnost.
Kje so prostori fakultete?

Nisem opravil sprejemnega izpita.
Kako dolgo si že v tem podjetju?
Mi lahko prosim poveste, kje je najbližja banka?
Ko diplomiram, bom diplomirani inženir računalništva.
Moral sem si podaljšati mesečno vozovnico.
Kako izgleda diplomatska naloga?

F. Explain the following expressions in English.

e.g.
fee
directory
PhD
collect call

G. Telephoning - find another expression for:

to look up
to get through
to speak up
to hold on
to be cut off

H. Complete each sentence with a word formed from the word in bold.

What is the (wide) of that road?
I can't see you at three because I have another (appoint).
He wrote a (complain) to the manager.
There's no (compare) between a Toyota and a BMW.
We have to measure the (long) of the road before the works begin.

I. Write the following numbers in words.

8.924
7,231
BA 342
82%
7²

K. Write a LETTER to your faculty, asking for the position of an assistant.

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

D

Use »do« and »make«.

1. me a favour
2. a good impression
3. an arrangement
4. business
5. complaint
6. damage

Negate the sentences.

1. Hespelled my name.
2. The chair's question was absolutelyrelevant.
3. Our business partners came at a(n)convenient time.
4. The new ownerstrust him.
5.responsible managers are to blame for the crisis.
6. They don't like John because he issincere.
7. We aresatisfied with your results.
8. Why don't youwrap the parcel?
9. What you are doing islegal.
10. Slovenia is a(n)dependent state.

Correct the mistakes.

1. He congratulated me for the success.
2. This is typical for Germans.
3. What's the solution for our problem?
4. I look forward for meeting you in Hong Kong.
5. I am writing with connection to your advertisement in the latest edition of »GMC«.
6. Further to your letter from 23 November . . .
7. Let me offer my excuses for the delay.
8. Mr Miller is on a meeting.
9. I think about changing my job.
10. Please remind me of the meeting on Tuesday.

Fill in the correct preposition.

1. He did this purpose.
2. What's the agenda?
3. The lift is of order.
4. This model is different the old one in some important ways.
5. I'm really angry them for not letting us know sooner.

Translate.

1. Cena surove nafte se je znižala za 4%.
2. Je tale predpis v skladu s slovensko zakonodajo?
3. Nasprotujemo vaši odločitvi.
4. Kličem vas, da prestavim sestanek na naslednji torek.
5. Kdo vodi zapisnik?
6. Opravičujemo se Vam za zamudo pri dobavi blaga.
7. Pišemo Vam v zvezi z Vašim dopisom z dne 17 decembra 2004.
8. Če želite dodatne informacije, ne oklevajte in nas pokličite.

9. Kako dolgo si že v tem podjetju?
10. Poklical vas bom čez pol ure.

Explain the following expressions in English.

1. e.g.
2. i.e.
3. RSVP
4. perks
5. AOB

Synonyms – find another expression for:

1. postpone
2. shipment
3. cancel
4. in connection with
5. in compliance with

Complete each sentence with a word formed from the word in bold.

1. Nowadays it's very important to get a good (educate).
2. Our company helps (employ) people to find jobs.
3. I hope to leave school with some useful (qualify).
4. Peter's (know) of computer science is amazing.
5. All the (employ) in this company are given free meals.

Translate the letter

Spoštovana gospa Janja Dolenc!

Pišem vam, ker bi rad naročil knjigo z naslovom »IT in 2005«. Prosim, da mi jo pošljete na zgornji naslov. Plačal bom z gotovino.

Že v naprej hvala in upam, da mi boste čimprej odpisali.

Slavko Gorenc

Synonyms – match each word with a suitable definition from the column on the right:

1. in accordance with	a) perk
2. to hire	b) to raise to a better, higher position
3. AOB	c) salary
4. AGM	d) to resign
5. benefit	e) to lift
6. to pick up	f) venue
7. to quit	g) to find out
8. to promote	h) annual general meeting
9. to discover	i) to employ
10. place	j) to wait
	k) in compliance with
	l) any other business

E

How do you say these numbers in English?

1. 441
2. 6,350
3. 5th April 1984
4. 9.82
5. 7/11

Correct the mistakes.

1. How many information did they give out?
2. To my opinion . . .
3. What's the solution for our problem?
4. The thesis are well-written.
5. What's the high of this mountain?
6. I've seen him last week.
7. This is typical for the Germans.
8. With connection to your inquiry...

Synonyms – find another expression for:

- in accordance with –
- ring back –
- consignment –
- put off –
- to disconnect –
- salary –
- to sack –

Use »do« and »make«.

- | | |
|-------------------|----------------------|
| 1. progress | 7. the shopping |
| 2. without | 8. the figures |
| 3. an effort | 9. trade |
| 4. housework | 10. progress |
| 5. harm | 11. a discovery |
| 6. a course | 12. peace |

Translate.

1. Prosim, da zadevo uredite takoj.
2. Kje so podružnice vašega podjetja?
3. Kdo vodi zapisnik? Tajnica.
4. Potrdite pisno, prosim.
5. Žal Vam moramo sporočiti, da se ne strinjamo z Vašimi pogoji dostave.
6. Zanima nas, če nudite dodatni popust.
7. V zvezi z vašim dopisom z dne 5. maja Vam sporočamo, da . . .
8. Opravičujemo se za napako v fakturi, ki je nastala zaradi . . .
9. Sporočamo Vam, da bomo poskrbeli za prevoz g. Browna od letališča do hotela.
10. Krka je objavila tri prosta delovna mesta za inženirje računalništva.

Write the abbreviations for:

1. found at the end of a list and means »and others« -
2. put this before an example -
3. found on an invitation meaning please reply -
4. that is -
5. care of -

Answer:

1. What do you enclose when applying for a job? (5x)
2. What type of classes does the faculty offer to students (4x)?
3. What do you have to produce at the end of your post-graduate study?

Complete this letter. Use the following expressions:

.....¹ Ms Peters

Further² your letter³ 5 June, we regret to⁴ you that we are unable to provide five single rooms from 23 – 27 July. However, we can⁵ three single rooms and one large twin room.

Our normal⁶ are \$45 per person per night. However, we can⁷ you a 20%⁸, hence \$36 per person per night. This⁹ breakfast.

We hope this is¹⁰, and look forward to¹¹ from you.

Yours¹²

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

F

Fill in the missing words.

- 1) The leads the meeting.
- 2) During the meeting the secretary keeps the
- 3) Could you please tell me the date and of the meeting?
- 4) The meeting will take place on 15 May instead of 13 May. It has been.....
- 5) Today there are five items on our to discuss.
- 6) Ms Brown will contact you directly to arrange a time for her visit.
- 7) I look forward to from you soon.
- 8) Thank you for your enquiry 12 June.
- 9) With to your recent advertisement in PC HIT...
- 10) We receipt of your order dated 17 September 2001 for...

Telephoning. Fill in the missing expression.

Assistant: Galaxy Computer Supplies.

Caller: 277, please.

Assistant: on. I'll you

Sales: Overseas Sales. Linda Noon

Caller: Good morning. I'm interested your firesafe cabinets. you have a sales office in Spain?

Sales: I'm we don't, but I can arrange for a sales visit from our agent.

Caller: No. That's not necessary. you quote me a price for 20 BZ11 cabinets?

Sales: Could you your name, please?

Caller: Oh, Jose Rosales.

Sales: , please?

Caller: That's R-O-S-A-L-E-S.

Sales: ?

Caller: My fax number is 1 430 6687.

Sales: ?

Caller: It's Telefonica Espania.

Sales: Telefonica Espania.

Caller: Right.

Sales: I'll work out the price and fax it you.

Caller:

Sales: You're welcome. Bye.

Synonyms. Find another expression for:

- 1) connect you -
- 2) postpone -
- 3) further details -
- 4) shipment -

What is the English expression for:

prejeti -	dobavitelj -
udeležiti se -	oklevati -
predstavnik -	na ime -
čimprej (okrajšava) -	zaseden (tel. linija) -

11 VOCABULARY

VERBS – GLAGOLI

write	pisati	suggest	predlagati
read	brati	require	zahtevati
Go	iti	offer	ponuditi
come	priti	deliver	dostaviti
call	klicati	confirm	potrditi
send	poslati	cancel	odpovedati
ask	vprašati, prositi	postpone	preložiti
inquire	poizvedovati	supply	dobaviti
receive	prejeti	forward	dati naprej
enclose	priložiti	reply	odgovoriti
know	vedeti	apologise	opravičiti se
arrive	prispeti	lose	izgubiti
hope	upati	accept	sprejeti
contact	kontaktirati	cause	povzročiti
need	potrebovati	check	preveriti
visit	obiskati	give	dati
tell	povedati	get	dobiti, pridobiti
say	reči	inform	obvestiti
pay	plačati	arrange	urediti, dogovoriti se
talk	govoriti	express	izraziti
sell	prodati	operate	delovati
want	hoteti	take	odnesti, odpeljati
meet	srečati	forget	pozabiti
assure	zagotoviti	report	poročati

produce	proizvajati	stay	stati, ostati
resolve	razrešiti	think	misliti
complain	pritožiti se	spell	črkovati
explain	razložiti	eat	jesti
improve	izboljšati	drink	piti
increase	naraščati	understand	razumeti
reserve	rezervirati	see	videti, srečati
book	rezervirati	cost	stati (cena)
hesitate	oklevati	attend	udeležiti se
intend	nameravati	look	gledati
provide	nuditi	watch	gledati TV (film)
change	spremeniti	establish	ustanoviti
begin	začeti	become	postati
start	začeti	appoint	imenovati
end	končati	sign	podpisati
finish	zaključiti, končati	fill in	izpolniti
spend	porabiti, preživeti	submit	predati, izročiti
have	imeti	show	pokazati
leave	zapustiti, oditi	type	tipkati
work	delati	speak	govoriti
deal	ukvarjati se	purchase	kupiti, nabaviti
travel	potovati	make	narediti
use	uporabljati	connect	vezati

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA**SYNONYMS – SOPOMENKE**

Call	ring, telephone (phone)	klicati
Connect	put sb through	vezati
Cancel	call off	odpovedati
Postpone	put off	preložiti
Reserve	book	rezervirati
Delivery	consignment, shipment	pošiljka
Busy	engaged	zaseden
Suitable	convenient	primeren, ustrezen

NOUNS – SAMOSTALNIKI

letter	pismo / črka	copy	izvod
date	datum	goods	blago
address	naslov	conference	konferenca
addressee	naslovník	business trip	službeno potovanje
company	podjetje	business	posel
reply	odgovor	post	delovno mesto
answer	odgovor	invoice	faktura
order	naročilo	application	prijava (del. mesto)
product	izdelek	form	obrazec
information	informacija	newspaper	časopis
question	vprašanje	magazine	revija
price	cena	conversation	pogovor
catalogue	katalog	tax	davek
price list	cenik	value added tax	DDV

brochure	brošura	payment	plačilo
branch	podružnica	delivery	pošiljka, dobava
meeting	srečanje, sestanek	shipment	pošiljka
appointment	sestanek (1to1)	consignment	pošiljka
discount	popust	staff	osebje
range (of products)	paleta izdelkov	apology	opravičilo
advertisement	oglas	inconvenience	nevšečnosti
customer	stranka	office	pisarna
market	trg	reason	razlog
problem	težava	passport	potni list
representative	predstavnik	venue	kraj, lokacija
distribution	distribucija	airport	letališče
sales	prodaja	railway station	železniška postaja
service	storitev, usluga	hotel room	hotelska soba
terms	pogoji	single room	enoposteljna soba
bulk orders	naročilo večjih količin	double room	dvoposteljna soba
stand	stojnica	breakfast	zajtrk
trade fair	sejem	half board	polpenzion
commission	provizija	full board	polni penzion
details	podrobnosti	confirmation	potrditev
replacement	nadomestilo	reservation	rezervacija
complaint	pritožba	accommodation	bivanje, nočitev
inquiry	poizvedba	contract	pogodba
error	napaka	signature	podpis
delay	zamuda	area code	klicna številka
mistake	napaka	extension	interna številka
explanation	razlaga	arrangement	dogovor

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

supplier	dobavitelj	report	pročilo
plant	tovarna	equipment	oprema
loss	izguba	spare parts	nadomestni deli
postage	poštnina	moment	trenutek
opportunity	priložnost	flight	polet
ticket	vozovnica	surname	priimek
exhibition	sejem, razstava	message	sporočilo
call	klic	switchboard	centrala

List of irregular verbs

#	infinitive	past simple	past participle	prevod
1	write	wrote	written	pisati
2	read	read	read	brati
3	go	went	gone	iti
4	come	came	come	priiti
5	send	sent	sent	poslati
6	know	knew	known	vedeti
7	tell	told	told	povedati
8	say	said	said	reči
9	pay	paid	paid	plačati
10	sell	sold	sold	prodati
11	meet	met	met	srečati
12	lose	lost	lost	izgubiti
13	give	gave	given	dati
14	get	got	got	dobiti, pridobiti
15	take	took	taken	vzeti

16	forget	forgot	forgotten	pozabiti
17	begin	began	begun	začeti
18	spend	spent	spent	porabiti, preživeti
19	have	had	had	imeti
20	leave	left	left	zapustiti, oditi
21	deal	dealt	dealt	ukvarjati se
22	think	thought	thought	misliti
23	eat	ate	eaten	jesti

24	drink	drank	drunk	piti
25	understand	understood	understood	razumeti
26	see	saw	seen	videti
27	cost	cost	cost	stati (cena)
28	become	became	become	postati
29	speak	spoke	spoken	govoriti
30	make	made	made	narediti
31	do	did	done	delati, narediti

GLOSSARY OF TERMS USED IN ACADEMIC TEXTS

1)	biti mnenja, verjeti	
2)	biti sestavljen iz	
3)	cilji, namen	
4)	čeprav	
5)	dajati poudarek nečemu	
6)	dobiti	
7)	dograjevati	
8)	dogovor	
9)	dokaz	
10)	dokazati	
11)	določiti	
12)	doseči	
13)	dvom	
14)	glavni	
15)	izdelati	
16)	izhajati iz dejstva da	
17)	izpeljati, voditi raziskavo	
18)	kategorija, tip, vrsta, skupina	
19)	ker, zaradi	
20)	klasičen, običajen	
21)	končati	
22)	končno	
23)	krepiti nekaj	
24)	ločevati, razlikovati	
25)	meriti,	
26)	naprimer	
27)	na splošno	
28)	nakazati	
29)	nanašati se na	
30)	namenjen	
31)	naslednji	
32)	naštevati	
33)	ne strinjati se	
34)	nekateri/različni (avtorji)	
35)	nosilec (projekta)	
36)	obravnavati	
37)	obseg	
38)	ocenjevati	
39)	očitno	
40)	odstraniti	
41)	odvijati se, pojaviti se	
42)	omeniti, na kratko opisati	
43)	omogočiti	
44)	osredotočiti se (na)	
45)	po drugi strani, sicer	
46)	podobno	
47)	podpirati (teorijo)	

48)	pojasniti	
49)	poleg tega	
50)	pomagati	
51)	pomankljivost	
52)	pomemben	
53)	ponazoriti	
54)	poročati	
55)	poskušati	
56)	poudariti	
57)	povečati	
58)	povezati	
59)	povzeti (ugotovitve)	
60)	predlagati	
61)	preprečevati, zavirati	
62)	prepreka	
63)	preučevati, raziskovati	
64)	preveriti	
65)	pridobiti	
66)	prvi	
67)	razdeliti,klasificirati	
68)	razlagati (si rezultate)	
69)	rezultirati(voditi do)	
70)	S tem...	
71)	sestavni del	
72)	shema	
73)	sklepati (o)	
74)	sodelovati	
75)	spodbujati	
76)	sprejeti, strinjati se	
77)	še posebno	
78)	študija	
79)	tekoči (projekt)	
80)	trditi	
81)	tvoriti	
82)	učinkovit	
83)	ugotoviti	
84)	uporabiti (rezultate)	
85)	upoštevati	
86)	vključevati	
87)	vpliv	
88)	vsklajen, ustrezati	
89)	vzbuditi zanimanje	
90)	z drugimi besedami	
91)	z ozirom na (prejšnje rezultate)	
92)	začeti	
93)	zadevati (gre za)	
94)	zadnji	
95)	zagotavljati	

POSLOVNI TUJI JEZIK 1 – ANGLEŠČINA

96)	zaključiti (štipendijo)	
97)	zato	
98)	zavedati se	
99)	zbrati (podatke)	
100)	zdeti se	
101)	zdraviti	
102)	zmanjšati	
103)	značilnost	

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