|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Министерство образования и науки Донецкой Народной Республики Государственное профессиональное образовательное учреждение  «Донецкий техникум промышленной автоматики»  **МЕТОДИЧЕСКАЯ РАЗРАБОТКА**  **открытого занятия**  **учебной дисциплины**  **ОГСЭ.03 Иностранный язык (английский)**  **на тему: «Деловые и социальные контакты. Деловая встреча. Назначение встречи по телефону»**  **для студентов III курса специальности**  **09.02.05 Прикладная информатика ( по отраслям)**  2021  Методическую разработку открытого занятия учебной дисциплины “Иностранный язык (английский)” на тему **«Деловые и социальные контакты. Деловая встреча. Назначение встречи по телефону»** подготовила Кобылянская Н.А. - преподаватель иностранного языка, специалист высшей квалификационной категории Государственного профессионального образовательного учреждения «Донецкий техникум промышленной автоматики»  Рецензенты:  Горбунь Н.И. - методист, специалист высшей квалификационной категории Государственного бюджетного профессионального образовательного учреждения «Донецкий техникум промышленной автоматики»;  Козополянская З.Е. – преподаватель иностранного языка, специалист высшей квалификационной категории Государственного бюджетного профессионального образовательного учреждения «Донецкий политехнический колледж»  Методическая разработка учебной дисциплины “Иностранный язык (английский)” может быть использована преподавателями иностранного языка в учреждениях среднего профессионального образования во время изучения темы «Деловая переписка» для студентов III курса всех специальностей.  Одобрена и рекомендована  с целью практического применения  цикловой комиссией филологии  протокол № 3 от «26 » октября 2021 г.  Председатель ЦК\_\_\_\_\_\_\_\_\_\_ В.В. Чугаева  **УЧЕБНО-МЕТОДИЧЕСКАЯ КАРТА ЗАНЯТИЯ** | | | | |
| Группа 1ПИ-15 | | Дата | | № занятия 1 |
| **Тема Деловые и социальные контакты. Деловая встреча. Назначение встречи по телефону. В командировку.** | | | | |
| Цели занятия: |  | | | |
| Методическая | * внедрять в учебно-воспитательный процесc интерактивные методы обучения; | | | |
| Учебные | * формировать навыки использования изученной лексики в речи; * продолжать формировать навыки монологического и диалогического высказывания; * учить студентов составлять сообщения на основе речевой ситуации; * совершенсвовать умение работать в парах и группах; * обогащать словарный запас студентов;   - формировать навыки чтения текста;  - формировать коммуникативные навыки;  - понимать высказывание собеседника в различных ситуациях общения, в том числе при наличии незнакомых языковых средств | | | |
| Развивающие | * развивать творческие способности, память, логическое и критическое мышление студентов; * развивать интерес к обучению и активность на занятии; * развить навыки ведения деловых переговоров; * развивать мотивацию к дальнейшему овладению иноязычной культурой; * развивать настойчивость, умение преодолевать трудности для достижения намеченной цели | | | |
| Воспитательные | * воспитывать вежливое отношение к окружающим, ответственность и взаимопомощь;   - учить умению выслушать собеседника и ориентироваться в ситуации общения;  - использовать речевые клише и формулы вежливости;   * воспитывать культуру делового общения | | | |
| Вид занятия: | практическое | | | |
| Методы и формы проведения занятия | Интегрированное занятие | | * по особенностям учебно-познавательной деятельности студентов: наглядно-иллюстративный,   репродуктивный, исследовательский, групповой, поисковый, объяснительно-иллюстративный;   * по степени самостоятельной работы студентов:   выполнение творческих заадний;   * методы стимулирования и мотивации учебно-педагогической деятельности: создание ситуаций заинтересованности, познавтельной новизны; * методы контроля и самоконтроля в обучении:   индивидуальная, парная работа, фронтальный опрос. | |
| Методическое обеспечение: | | раздаточный материал, карточки с упражнениями, словари, мультимедийные презентации Power Point , методическая разаработка «Деловые и социальные контакты». | | |
| Литература: | | | | |
| Основная: | | 1. Богацкий И.С., Дюканова Н.М. Бизнес-курс английского языка. Словарь-справочник. Под общей ред. Богацкого И.С. – 5-е изд., испр. – К.: ООО «ИП Логос», 2004. – 352 с.; 2. методическая разработка по теме “Деловые и социальные контакты”; 3. Шпак В.К., Полулях В.Я., Кириченко З.Ф. и др. English for everyday communication: Учебник. – К.: Высшая школа, 2005. – 302 с.; | | |
| Дополнительная: | | 1. www.native-english.ru по состоянию на 01.01.2016. 2. www.wikipedia.ru по состоянию на 01.01.2016. | | |

**ХОД ЗАНЯТИЯ**

1. **Организационный момент:**
2. **Приветствие.**
3. **Проверка присутствия студентов и их готовности к занятию.**

*T:* Good morning, dear students!

*S:* Good morning, teacher!

*T:* I’m glad to see you again. How are you today?

*S:* Fine, thank you.

*T:* Who is on duty today?

*S:* I’m on duty today.

*T:* Is anybody absent today?

*S:* All are present.

1. **Ознакомление аудитории с темой и целью занятия :**

Dear friends, we are going to have an unusual lesson. Business trips are just part of doing business. A company tries to choose only its best people to represent it. How do you think why?

To be the best you should be ready to discuss different points of a contract to your business partners. So today we are going to make acquaintance to Mr. Calder, a successful American businessman. We should help him, but to do it, we should learn new words first of all.

1. **Мотивация обучения:**

At first, we will check how well you know the words, you will tell what you know about the difference in meanings of the words, then you will share your impressions and ask some questions, do some tests, work in pairs and groups, listen to the presentations, and speak on the topic yourselves. At the end of our lesson you will be able to communicate with each other on business matters.

1. **Фонетическая зарядка. Речевая разминка**

Read the words after the teacher. (Приложение 1)

1. **Основная часть**
2. АКТУАЛИЗАЦИЯ ОПОРНЫХ ЗНАНИЙ:
   1. Game “ Agree or Disagree”

Look at different synonyms denoting travelling (Приложение 1) and agree or disagree with the following:

1. The job involves a considerable amount of foreign travel. T

2. The novel is based on his journeys to India. F

3. He works in a travel agent’s. T

4. Did you have a good journey? T

5. Bye! Safe travel! F

6. Which present would you like? Can it be a voyage in space? T

7. They took a trip down the river. T

8. It took me a five-minute travel by taxi. F

9. We were given a guided tour of a palace. T

10. The band is on voyage in France. F

1.2. Test (Приложение 2)

Let’s see how you understood the difference in meanings.

1. ПРЕДСТАВЛЕНИЕ СТУДЕНТОВ О КОМАНДИРОВКАХ.

РАБОТА В ГРУППАХ.

СОСТАВЛЕНИЕ ПЛАНА ОБ УСЛЫШАННОМ МАТЕРИАЛЕ (Приложение 3, 4)

1. ЧТЕНИЕ ТЕКСТА
   1. Look at new words and try to use them in your own sentences. (Приложение 5)
   2. Read the text. (Приложение 6)
   3. Complete the sentences from the text.

(Приложение 7)

* 1. The following sentences describe the events of the story. Read the story again and number the events in the order they appear in the story. (Приложение 8)

1. МОНОЛОГИЧЕСКОЕ ВЫСКАЗЫВАНИЕ

Look again at the sentences. You can notice that we have something like a plan of the text. So your task is to tell the story without using flashback narration.

1. ДИАЛОГИЧЕСКОЕ ВЫСКАЗЫВАНИЕ
   1. Упражнение-подготовка к диалогу

I think you remember that Mr. Calder and Mr. Belov made an appointment. You see a card in front of you. That’s the beginning of their meeting. But the words are mixed. Correct them. (Приложение 9)

* 1. Составление диалогов с использованием опорных фраз

Let’s imagine the meeting of Mr. Calder and Mr. Belov. How could it be? You have cards in front of you. Use the words and expressions from the cards to continue the dialogues from the previous cards.

Before you get started, remember:

a. Always be positive (about self and others)

b. Speak clearly and simply (and not too fast!)

c. Be informative but brief

d. Give examples

1. АУДИРОВАНИЕ (Приложение 10)
   1. Pre-listening activities

Снятие лексических трудностей

Look at some words that can be difficult for understanding:

Tully project, to assign, to settle in

* 1. Listening
  2. Answer the questions:

1. What is the name of the project?
2. What is the name of an employee going on a business trip?
3. Where is Mark going?
4. What is Mark’s objective over there?
5. With who must Mark work?
6. What should he complete after receiving all documents?
7. How long is he supposed to work over this project?
8. Does Mark need assistance?
9. How will they connect?
10. With whom is Mark going?
11. Does the boss want to be informed?
12. **ЗАКРЕПЛЕНИЕ ИЗУЧЕННОГО МАТЕРИАЛА**

Well. It’s time to return. What is our result? How well do you know the process of going on a business trip?

* 1. **RIGHT OR WRONG**

1. Travelling is an important part of business nowadays.

Right Wrong

2. Business trips can be necessary to meet or entertain clients, visit other facilities within the same company, or attend trade shows and seminars.

Right Wrong

3. Employees are never paid to attend these events.

Right Wrong

4. A company chooses any people to represent it.

Right Wrong

5. Representatives of the companies involved usually make preliminary arrangements in order to meet.

Right Wrong

6. These days business trips are not important because face to face meetings are not valuable to profitable business as there are electronic means of communication.

Right Wrong

* 1. **ANSWER THE QUESTIONS**

Is business trip a means of communication?

What businessmen do during their trips??

Who is Mister Calder?

What city did he visit?

Did he go sightseeing?

Who is his Russian partner?

* 1. **FIND ENGLISH EQUIVALENTS**

Business trips can be necessary to meet or entertain clients, visit other facilities within the same company, or (посещать) trade shows and seminars.

(Представители) of the companies involved usually make preliminary arrangements in order to meet.

And no businessman (осмелятся) forget to buy gifts for relatives, friends and colleagues while on a business trip to an interesting, new location.

Often, colleagues from different countries (испытывают) cultural difficulties, that is, they are surprised by strange, to them, social conventions in a new place.

These days business trips are very important because (личные) meetings are more valuable to profitable business than any other type of strategy.

1. **Заключительная часть**
2. Подведение итогов.

T: We learnt a lot of new things about business-trips. I am very satisfied with your work. I think that this knowledge will help you in the future. I think you’ve learned many interesting facts.

You worked hard today. You spoke much, practiced asking questions, refreshed the words and did the tests.

I hope you liked our today’s lesson.

Now, tell me, please what we have just spoken about? (We have spoken about business-trips, and their importance. What new facts have you learnt? What did you like? What didn’t you like? What task was the most difficult for you? What was easy to do? What was the most interesting? What did you like the most?

1. Оценивание знаний студентов. Комментирование оценок на занятии.

You were very attentive. The majority of students were active at doing tasks. Your marks are … . I hope it was interesting for you to know more about business-trips. Thank you very much for your work! Our lesson is over. Good-bye!

1. Домашнее задание

Your home task for the next lesson is to make your own dialogues using the words and given dialogues on the cards. (Приложение 11,12)

ПРИЛОЖЕНИЕ 1

**Употребление существительных travel, journey, voyage, trip, tour**   
  
Существительные **travel, journey, voyage, trip, tour** стилистически нейтральны, но отличаются по дополнительной характеристике выражаемого ими понятия.

**Travel** имеет наиболее общее значение и может обозначать путешествие, продолжительную или непродолжительную поездку на далёкое или близкое расстояние с любой целью и на любом виде транспорта:  
Travel was long and dangerous in old days.

**Journey** - путешествие, поездка любой длительности и дальности по суше при наличии определённого места назначения:

The journey to Spain will not take more than three weeks.

**Voyage** - путешествие, поездка любой длительности и дальности, совершённая по воде - по морю или реке - и по воздуху:

Henry announced that he was going to sea for another voyage as soon as he was well rested.

**Trip** - непродолжительное путешествие, поездка с любой целью, на любом виде транспорта обычно на небольшое расстояние:

A trip to the country will take no more than an hour and a half.

**Tour** - путешествие, поездка, турне, гастрольная поездка по определённому маршруту, предусматривающее остановку в ряде мест и возвращение на место отправления:

We made a tour of Italy last summer. We visited a number of wonderful towns and then returned to Rome.

ПРИЛОЖЕНИЕ 2

1. **He remember his brother going for a short sea ..... .**

a) travel

b) trip

c) tour

d) journey

e) voyage

**2.** **Jacky went on a short vacation ..... in July.**

a) travel

b) trip

c) tour

d) journey

e) voyage

**3.**  **We are going ..... New England’s towns next summer.**

a) travel

b) trip

c) tour

d) journey

e) voyage

**4.** **The young man took notes on everything he saw during his ..... to various** countries.  

a) travel

b) trip

c) tour

d) journey

e) voyage

**5.** **Good company on a ..... is worth a coach.**

a) travel

b) trip

c) tour

d) journey

e) voyage

ПРИЛОЖЕНИЕ 3

Business trip

1. A business trip is a type of travel that can be undertaken for a variety of job-related reasons. Business trips can be necessary to meet or entertain clients, visit other facilities within the same company, or attend trade shows and seminars. These trips can be either mandated or optional, and they are usually paid for by the employer.
2. Travel for business is an activity that can have a variety of different purposes, from scouting new business opportunities to entertaining clients. Many jobs require no travel at all, while others are likely to require a business trip from time to time, and certain professions involve constant travel. One reason many people are sent on business trips is to attend trade shows and conferences. Employees are often paid to attend these events, since insights into new technologies and concepts are often provided, and having employees there to represent the company may be useful to a business in a variety of ways.
3. Business trips are just part of doing business. A company tries to choose only its best people to represent it. Trips can happen in or out of the country. And there are as many reasons to go on a business as there are places to go: to sign contracts, to discuss terms of delivery, payment or shipment, to have tests, to consult, to improve one’s professional skills, to provide support. Representatives of the companies involved usually make preliminary arrangements in order to meet. After the trip, an employee is ordinarily expected to give a full financial accounting of the trip to his boss. Sightseeing, cultural events and just plain relaxing are a regular part of every business trip. And no businessman would dare forget to buy gifts for relatives, friends and colleagues while on a business trip to an interesting, new location. These trips are important because they contribute to the expansion of a company’s business relationships and help that company succeed in the competitive world market.
4. Business today is international in character, and business people often have to travel. On a business trip people might meet colleagues and business partners for the first time. Often, colleagues from different countries experience cultural difficulties, that is, they are surprised by strange, to them, social conventions in a new place. Different cultures do things differently! Management styles also differ from country to country. It’s often useful when doing business in a foreign land, to get some advice from a special agency which consults on questions of international business. These days business trips are very important because face to face meetings are more valuable to profitable business than any other type of strategy.

**General understanding**

1. What are the reasons of business trips?
2. Are they mandated or optional?
3. Are they paid for by employers?
4. What is the use of business trips?
5. Where can they happen?
6. What are the first and the last things of a business trip?
7. What do not businessmen forget to do?
8. Who can you meet during business-trips?
9. What should people do when going on a business-trip to a country with a different culture?
10. Why are business-trip so important nowadays?

ПРИЛОЖЕНИЕ 4

Plan

1. Business trip
2. Purposes of business-trips:

* meet or entertain clients,
* visit other facilities within the same company,
* attend trade shows, seminars and conferences,
* scout new business opportunities,
* sign contracts,
* discuss terms of delivery, payment or shipment,
* have tests,
* consult,
* improve one’s professional skills,
* provide support

1. Procedures
2. A regular part of every business trip:

* sightseeing,
* cultural events,
* just plain relaxing,
* gifts for relatives, friends and colleagues

1. Importance of business-trips:

* they contribute to the expansion of a company’s business relationships,
* help company to succeed in the competitive world market,
* face to face meetings are more valuable to profitable business than any other type of strategy

ПРИЛОЖЕНИЕ 5

to do business with – заниматься бизнесом

to be busy – быть занятым

to look through – просматривать

price – цена

goods – товар

term – условие

payment – оплата

shipment – отгрузка, погрузка, отправка

delivery – поставка

business matters – деловые вопросы

enquiry – запрос

equipment – оборудование

to sell – продавать

to make an appointment – назначать встречу

to be interested in – быть заинтересованным в

quotation – расценка, цена

ПРИЛОЖЕНИЕ 6

Mr. Calder is a successful American businessman. He has been in business for about 13 years. His company produces good equipment. The equipment is sold well in his own country. But he needs more customers. He has an idea. Why not sell his equipment abroad? He began to look for new customers in foreign markets. He knows that it may take him months or years to become a successful exporter. He decided to go to Russia to get export orders.

Mr. Calder believes that one of the best preparations for a trip is reading magazines about the country to which he intends to go. He learned a lot about the Russian economy, the country’s trade, the main suppliers, customers, customs and traditions of the people.

Before he left for Russia he had contacted the commercial representatives of his country in Russia to get some information about the market and import duties.

His secretary booked tickets, a room at a hotel and made some business appointments for her boss.

Mr. Calder is an experienced businessman and he hasn’t forgotten to get letters of introduction, lots of business cards and pictures of the equipment and his plant.

Mr. Calder has arrived in Omsk to discuss some business matters with the people of the plant. The company is interested in buying Mr. Calder’s equipment.

Mr. Belov, a representative of the plant, phone him.

Belov: Good morning Mr. Calder, glad to know you are in Omsk at last. Did you have a good trip?

Calder: Oh, yes. Thank you. Everything was all right.

B: Is it your first visit to Omsk?

C: Yes, it is.

B: Oh, I’m sure Omsk will impress you greatly. There are many places of interest here and you’ll enjoy sightseeing I think. I’m sure, I will. Thank you. And now I’d like to discuss with you some points of the contract.

C: I think it’s better for us to make an appointment.

B: Absolutely agree with you. Could I meet you on Monday?

C: Oh, I’m very busy on Monday. How about Wednesday morning at 10 o’clock?

B: Good. See you on Wednesday. Good bye!

ПРИЛОЖЕНИЕ 7

**Complete the sentences from the text.**

1. Mr. Calder is ...
2. He has been in business for about ...
3. His company produces ...
4. He began to look for ...
5. He decided to go to ...
6. Mr. Calder believes that one of the best preparations for a trip is ...
7. He learned a lot about ...
8. His secretary booked ...
9. The company is interested in...
10. Mr. Belov is ...
11. C: Oh, I’m very busy on ... How about Wednesday morning at …?

ПРИЛОЖЕНИЕ 8

**Read the story again and number the events in the order they appear in the text.**

1. Mr. Calder spoke to Mr. Belov, a representative of the plant.
2. Mr. Calder decided to go to Russia.
3. Mr. Calder has been a successful American businessman for about 13 years.
4. Mr. Calder arrived in Omsk.
5. He is going to sell his equipment in foreign markets.
6. Mr. Calder and Mr. Belov made an appointment on Wednesday.
7. He looked through a lot of magazines about the country.
8. Mr. Calder prepared the latest catalogues and quotations.
9. Mr. Calder’s secretary booked tickets, a room at a hotel, and some business appointments for her boss.

ПРИЛОЖЕНИЕ 9

**Вариант 1**

— Hello, Calder Mr.! Nice to you see.

—Mr. Hello, Belov! Glad you to too see.

—your How business is?

—is My doing business well. It’s best the of for trade kind me.

—know I. Your is used in of equipment economy all fields: industry and agriculture, medicine and space research transport and sport …

**Вариант 2**

**— Morning. Good Mr. Calder, to see you glad in Omsk. Did have you a trip good?**

**— Oh, yes. you Thank. Everything all right was.**

**— it Is your first visit Omsk to?**

**— Yes, is it.**

ПРИЛОЖЕНИЕ 10

АУДИРОВАНИЕ

A: "Hey Mark, I'm assigning you on the Tully project. You'll have to go to California in two weeks."

B: "What is my objective over there?"

A: "You have to review financial documents over there. If you find something missing, work with their accountants to get the documents you need to complete the analysis."

B: "How large is this project?"

A: "It's pretty big, so take someone with you. I think you can finish in a week if two of you are working on it."

B: "Do we have to arrive there at a certain time?"

A: "Not really, but you should get there before lunch to settle in. Then you can get in half a day."

B: "Who should I contact when I get there?"

A: "I'll email you the details, but you should go book your flight soon."

B: "Will do. Do you have a recommendation on who should go with me?"

A: "Either Seth or Josh."

B: "Ok. I'll find out who has more time."

A: "Great. Keep me informed."

B: "Got it."

ПРИЛОЖЕНИЕ 11

**Вариант 1**

to do business with – заниматься бизнесом

price – цена

term – условие

payment – оплата

shipment – отгрузка, погрузка, отправка

delivery – поставка

business matters – деловые вопросы

enquiry – запрос

equipment – оборудование

to sell – продавать

to be interested in – быть заинтересованным в

quotation – расценка, цена

**Вариант 2**

to be busy – быть занятым

to look through – просматривать

goods – товар

term – условие

payment – оплата

shipment – отгрузка, погрузка, отправка

delivery – поставка

business matters – деловые вопросы

enquiry – запрос

equipment – оборудование

to sell – продавать

to make an appointment – назначать встречу

quotation – расценка, цена

**Вариант 3**

to spell smth – говорить по буквам

deposit – задаток; вклад в банк, депозит

Are you flying alone? – Вы летите один?

return ticket – билет «туда» и «обратно»

to arrive - прибывать

to depart - отправляться

Can I help you? – Чем я могу быть Вам полезен?

I’d like to speak to Mr. White, please. – Я бы хотел поговорить с мистером Уайтом.

Wait a minute, please. – Одну минуту, пожалуйста.

to be in – быть на месте

to be out - выйти

What is it? – В чем дело?

**Вариант 4**

This is Mr. White speaking. – Говорит мистер Уайт.

Is that TST Systems? – Это компания ТСТ Системз?

to accept smb’s proposal – принимать предложение

to travel by air – лететь на самолете

As far as I know… - Насколько мне известно…

to be on time - успеть(быть вовремя)

to be in time – успеть (прибыть заранее)

If it isn’t too much trouble…- Еслт Вас не затруднит…

Remember me to Mr. Pospelov. – Передайте от меня привет мистеру Поспелову.

Have a good trip. – Желаю приятного пути.

single/double room – одно/двухместный номер

available - имеющийся в наличии

to pay in cash – платить наличными

ПРИЛОЖЕНИЕ 12

**Вариант 1**

Victor Klimenko, the new Commercial Director of TST Systems, is going to England on business. He is telephoning John Cartwright. Victor is asking John to reserve a room at a hotel. After that Victor is buying an air ticket to London.

**Telephone conversation with the British Firm**

* Continental Equipment. Can I help you?
* I’d like to speak to Mr. Cartwright.
* Mr. Cartwright? Who’s calling, please?
* This is Victor Klimenko, from TST Systems.
* Hold on, please. I’ll find out if he’s in.
* What is it, Miss Elliot?
* Mr. Klimenko wants to talk to you, sir.
* I’m very busy at the moment. Ask him to phone later.
* Yes, sir.
* Oh, wait a minute, Miss Elliot. Who is Mr. Klimenko?
* He said he was from TST Systems.
* From TST Systems? Oh, ask him what his telephone number is. I’ll ring him back.
* Hello? This is Mr. Cartwright’s secretary speaking.
* Yes, Klimenko, here.
* I’m sorry, Mr. Cartwright’s very busy at the moment. Can you tell me your telephone number, Mr. Klimenko? Mr. Cartwright will call you later.
* Of course. Double five-nine-three-six-four-two.
* And where are you calling from?
* From …
* Could you tell m the code for…?
* ….
* Thank you, Mr. Klimenko.

**Вариант 2**

Victor Klimenko, the new Commercial Director of TST Systems, is going to England on business. He is telephoning John Cartwright. Victor is asking John to reserve a room at a hotel. After that Victor is buying an air ticket to London.

**Telephone conversation with the British Firm**

* Hello. Is that TST Systems?
* Yes.
* This is John Cartwright from Continental Equipment. May I speak to Mr. klimtnko?
* Yes. Klimenko speaking…
* Did you want to speak to me?
* Yes, Mr. Cartrwright. I’m the new Commercial Director of TST Systems. I’ve pleasure in informing you that we carefully studied your materials and decided to accept your proposal.
* Thank you, Mr. Klimenko.
* I am planning to come to Brighton and discus the main points of our agreement in detail with you.
* When are you going to come?
* On Wednesday, next week.
* That’s fine. Are you going to travel by air?
* Of course. The plane arrives at Gatwick Airport at about 10 o’clock, as far as I know.
* O.K. There is the 12.20 train from London to Brighton. If you take a train or a bus to the railway station, you’ll be in time to catch the train. We’ll meet you at the station in Brighton.
* Thank you, Mr. Cartwright. Which hotel in Brighton do you recommend?
* I’d recommend the Northern Star Hotel. It’s very nice and isn’t very expensive. Shall we reserve a room for you?
* Yes. If it isn’t too much trouble. I’d like to book a single room with private bathroom for three nights.
* O.K. Remember me to Mr. Pospelov.
* Certainly, I will.
* Goodbye, Mr. Klimenko. Have a good trip.
* Goodbye, Mr. Cartwright. See you next week.

**Вариант 3**

**Reserving a room at the hotel**

* Hello. Northern Star Hotel. Can I help you?
* Yes. I’d like to reserve a single room with bathroom for three nights from Wednesday, the 12th of February to Friday, the 14th of February, inclusive.
* Let me see…yes, sir. A single room for three nights with English breakfast, is that right?
* Yes, that’s right.
* What is your name, please?
* It’s for Mr. Klimenko.
* Could you spell it, please?
* Yes, of course. K-L-I-M-E-N-K-O.
* Thank you, sir.
* Shall I send a deposit?
* No, it isn’t necessary.
* Thank you very much.

**Вариант 4**

**Buying a ticket**

* Good morning. What can I do for you?
* I want to fly to London. Are there any seats available on Wednesday, next week?
* Are you flying alone, sir?
* Yes.
* What class?
* Economy.
* Just a moment, sir…I’ll check…yeah…there are a few seats left.
* Fine.
* What is your name, sir?
* Victor Klimenko.
* As a rule, we sell return tickets. You can buy an open return.
* O.K. how much is it?
* It’s…,including airport taxes.
* May I pay in cash?
* Certainly, sir. Here you are. Flight PS501.
* What time is the flight due to depart?
* It leaves at 8.55 a. m., but you must check in one hour prior to departure, sir.
* And what time does it arrive to London?
* 10.30 local time. There’s 2 hours difference, you know.
* Thank you very much.