Moderné vzdelenie pre vedomostnú spoločnosť
Projekt je spolufinancovaný zo zdrojov EÚ

OBCHODNÁ KOREŠPONDENCIA
KOREŠPONDENCIA V ANGLICKOM JAZYKU
Učebné texty
PaedDr. Emília Gajdošová

Obchodná akadémia,
Akademika Hronca 8,
Rožňava
Dear Sirs

With reference to your advertisement in yesterday’s Times, would you please send me full details, prices and samples of your promotional gifts.

Yours faithfully

Signature

S BOWEN
Marketing Manager
THOMAS GREEN LTD
16 CLEAR STREET, TORQUAY, DEVON TQ1 6BD

Your ref: 
Our ref:......

8 January 2014

Borg Corporation
10 Oslo Avenue
MALMO
SWEDEN

Dear Sirs

Could you please send me a copy of your 2014 catalogue and details of any special trade discounts you are offering. I would also like to know whether all your models are now covered by your standard two-year guarantee.

Yours faithfully

Signature

L WATERS
Manager

LANGUAGE FOCUS

1 Replying to an advertisement (letter, enquiry, etc.)
With reference to your advertisement in...

With reference to your letter (enquiry) of ...

2 Requesting action (sending)
Would/ Could you please send me ...

Please send me ...

3 Requesting information
I/We would like to know whether ...
GENERAL SAMPLE LETTER OF INQUIRY

Logo, company name and address

2 April 2014

Name and address of the company to whom the letter is directed

Subject: ..........................................................

Dear Sir/Madam

We are a well established... (manufacturer; service-provider) ... that is looking for a new supplier. Having read your advertisement in the ... (newspaper; magazine; on the internet) ... we chose to contact you in this matter.

We are interested in...

The decision about a new supplier will depend on the ... (price offered; quality; delivery terms; simple payment...)...

We would be glad if you could send us... (your latest offer; some samples; price-list; pattern book) ... so that we can get a better idea of the... (conditions offered; advantages of your offer; quality and parameters of your products)...

We would like to point out that if we are satisfied with the suggested conditions we will place a ... (substantial order; ...) ... with your company.

We hope to receive your offer by ... (date).

Our trade and bank references will be provided with our first order.

We are looking forward to hearing from you soon.

Yours faithfully

Name
Position in the company

Enclosures
Manhattan-Windsor
STEWARD STREET, BIRMINGHAM B18 7AF

Your ref: .....  
Our ref:......

14 January 2014

Mr S Bowen  
Marketing Manager  
Justin Box Ltd  
14 Trist Road  
Hastings  
Sussex  HA3 6CE

Dear Mr Bowen

Thank you for your letter of 7 January enquiring about our promotional gifts.

We are pleased to enclose our new brochure and price list together with samples of our promotional gifts.

We look forward to receiving your first order.

Yours sincerely

Signature

MARY HARDY  
Sales Manager

Enc: 3
18 January 2014

Thomas Green Ltd
16 Clear Street
Torquay
Devon TQ1 6BD
ENGLAND

Dear Mr Waters

Thank you for your enquiry of 8 January.

We have pleasure in enclosing a copy of our latest catalogue and a leaflet giving details of our special trade discounts. All the items are now covered by our standard two-year guarantee.

We look forward to hearing from you.

Yours sincerely

Signature

F WILANDER
Sales Manager

Enc: 2
LANGUAGE FOCUS

1 Thanking (for a letter/enquiry)
Thank you for your letter (enquiry) of ...
Thank you .... is less formal than With reference to ...

2 Referring (to the contents of a letter)
With reference to your letter .... enquiring about ....
Thank you for ________________________________
Enquiring about can be replaced by any suitable verb +ing, e.g. requesting.
Letter enquiring about = the letter in which you enquired about.

3 Enclosing (sending)
We are pleased to enclose ...
We have pleasure in enclosing/sending ...
We enclose/We are sending ....

4 Closing a letter (with hope for future business)
We look forward to ________________________________ -ing ...
e.g. We look forward to hearing from you.
--------------------- receiving your first order/your reply.
Milways Toys Ltd  
10 Horndean Way, Bristol BS2 6CS

Your ref:  
Our ref: 05/2014/Ga

20 January 2014

Mr J Williams  
Home Stores  
16 Tootbridge Avenue  
Westwood  
Surrey SU2 1CH

Dear Mr Williams

We have pleasure in sending you a copy of our catalogue, which includes details and prices of our complete range of toys.

We would particularly like to draw your attention to our new Plastica range of model cars, which you will find on page 63 of the catalogue.

We can offer you a special discount of 5 per cent on all toys ordered before 1 March.

We look forward to receiving your first order.

Yours sincerely

Signature

DON YOUNG  
Sales Manager

Enc: 1
Milways Toys Ltd
10 Horndean Way, Bristol BS2 6CS

Your ref:
Our ref: 05/2014/Ga

20 January 2014

Home Stores
16 Tootbridge Avenue
Westwood
Surrey SU2 1CH

Dear Sir or Madam,

I enclose a copy of our latest catalogue and price-list.

May I draw your attention in particular to our new range of Plastica Cars which is illustrated on page 63.

We offering a special discount of 5 per cent on all orders received before 1 March. Please use the special order form at the back of the catalogue and deduct 5 per cent from the prices on our list.

We hope that you will be pleased with the catalogue and look forward to receiving your order.

Yours faithfully

Signature

DON YOUNG
Sales Manager

Enc: 1
**LANGUAGE FOCUS**

1 **Focusing attention**

We would (particularly) like to draw your attention to our ... (new range of cars).

May I

Note: May is a little more formal but both may and would like are very polite.

2 **Offering**

We are offering ...

We can offer...

We are able to offer...

3 **Expressing hope**

We hope (that) you will be (pleased with the catalogue).

**GENERAL SAMPLE LETTER OF OFFER**

Logo, company name and address

15 February 2014

Address

Subject: Offer of a product

Dear Sir or Madam,

We are writing to you to present you with an offer in the hope of future cooperation between our companies.

Our company deals with...

We have a quality certificate according to EN ISO 9002 ... and our products have been successfully established in ... (European; international) ... markets. All our products comply with the EU technical requirements.

We would like to offer you ... (cooperation in the following area: ...; our new product; service; portfolio of products)...

To give you a better idea of the ... (shape; size; looks; variety) ... of our products/service we are sending you a ... (photography; leaflet; brochure) ... with a description and quotation.

If you require any more information, please contact us ... (on phone number; on the following address; via e-mail) ...

We believe that you will find our offer of interest and we look forward to our cooperation.

Yours faithfully

signature

Name and position

Enclosures:
Redways Company Ltd
Unit 61, New Kowloon Industrial Estate, Kowloon, Hong Kong

Your ref:  
Our ref: 05/2014/Ga

20 February 2014

Manhattan-Windsor
Steward Street
BIRMINGHAM
ENGLAND
B18 7AF

Dear Sirs

Purchase Order No. 4462M

Thank you for your letter of 1 February, enclosing your catalogue, price-list and samples of paperweights.

We have tested the samples and are pleased with their quality.

We enclose our official purchase order and will open an irrevocable Letter of Credit as soon as we receive your pro forma invoice.

Yours faithfully

Signature

HUGH JONES
Marketing Manager

Enc: 1
Redways Company Ltd  
Unit 61, New Kowloon Industrial Estate,  
Kowloon, Hong Kong

To: Manhattan-Windsor  
Steward Street  
Birmingham  
B18 7AF  
2014

Purchase Order  
No: 4462/M  
Date: 20 February

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Unit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>large Cat paperweights</td>
<td>£1.75</td>
<td>350.00</td>
</tr>
<tr>
<td>100</td>
<td>large Bird paperweights</td>
<td>£1.75</td>
<td>175.00</td>
</tr>
<tr>
<td>300</td>
<td>small Rabbit paperweights</td>
<td>£1.00</td>
<td>300.00</td>
</tr>
</tbody>
</table>

Total: £825.00

Delivery Date Required:  
Terms  
For Redways Company Limited

22 March 2014  
30 days from receipt  
H. Walters
Redways Company Ltd
Unit 61, New Kowloon Industrial Estate, Kowloon, Hong Kong

Manhattan-Windsor
Steward Street
BIRMINGHAM
ENGLAND
B18 7AF

Your ref:
Our ref: 05/2014/Ga

20 February 2014

Dear Sirs

Purchase Order No. 4462M

Thank you for your letter of 1 February.

We have examined your samples and would like to place the following order:

200 large `Cat´ paperweights (Red) Cat.Ref.B 1613
100 large `Bird´ paperweights (Blue) Cat.Ref.B 1617
300 small `Rabbit´ paperweights (Blue) Cat.Ref.B 1621

We shall pay for the goods by banker´s draft on receipt of your pro forma invoice.

Yours faithfully

Signature

HUGH JONES
Marketing Manager
**LANGUAGE FOCUS**

1 **Ordering/Placing orders**
   
   We would like to place the following order...
   
   We are pleased to -------------------------------------

   We enclose our (your) official order form/purchase order...

2 **Describing payment methods** *(conditional)*

   We will *(shall)* pay for the goods by... *(banker’s draft)* on receipt of ... *(documents)*

   Note: shall is much more formal.

   We will *(shall) ...*(open a letter of credit) as soon as we receive ... *(your pro forma invoice)*

<table>
<thead>
<tr>
<th>Method of payment</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Credit</td>
<td>Receipt of pro forma invoice</td>
</tr>
<tr>
<td>In cash</td>
<td>Within 30 days from date of delivery</td>
</tr>
<tr>
<td>Banker’s draft</td>
<td>Receipt of Shipping Documents</td>
</tr>
<tr>
<td>Banker’s transfer</td>
<td>Receipt pro forma invoice</td>
</tr>
<tr>
<td>Banker’s order</td>
<td></td>
</tr>
<tr>
<td>Irrevocable Letter of Credit</td>
<td>Receipt pro forma invoice</td>
</tr>
</tbody>
</table>
DEALING WITH ORDERS

Acknowledging and advising of despatch

Manhattan-Windsor
STEWARD ST., BIRMINGHAM B18 7AF

Your ref: HJ/MD
Our ref: MH/JW

28 February 2014

Redways Ltd
Unit 18
New Kowloon Industrial Estate
Kowloon
Hong Kong

Dear Sirs,

Purchase Order No. 4462M

We are pleased to acknowledge your order of 20 February for:

200 large Cat paperweights
100 large Bird paperweights
300 small Rabbit paperweights

We enclose our pro forma invoice as requested. The goods will be despatched by air on receipt of your banker’s draft.

Yours faithfully

Signature
MARY HAESY
Sales Manager

Enc: 1
Redways Company Ltd
Unit 61, New Kowloon Industrial Estate, Kowloon, Hong Kong
Your ref:
Our ref: 05/2014/Ga

Manhattan-Windsor
Steward Street
BIRMINGHAM
ENGLAND
B18 7AF

20 March 2014

Dear Sirs

Our order No. 4462M
Your confirmation R-141

Taking into account the confirmed time of delivery we had hoped that the goods might have been ready for dispatch by now.

However, up to now we have not received any information about the position of this order. May we add that in case of need we could accept an extension of the time of dispatch by ten days at the utmost. For later delivery we would have no use. May we have your information by return?

Yours faithfully

Signature

HUGH JONES
Marketing Manager
NON DELIVERY OD GOODS ON TIME

EiB Ltd
22 Great Easter Street
Cambridge
CB1 3 AD
Tel.: 0905 24 58 22
E-mail: .......

28 April 2014

Ref: Invoice PC/213/EIB

Frost & Sons Computer´s Ltd
79Hertford Street
Birmingham
BL1 3 DT

Dear Sir

On 9 March 2014 we ordered 15 personal computers and 3 laptops from your company. We regret to inform you that we are still awaiting delivery of the 3 laptops.

On placing the order we were told that although the 15 personal computers could be delivered in 1 week, we would have to wait for the 3 laptops a further 3 weeks and that they would be delivered in the middle of April. Today is 28 April and these laptops have yet to be delivered!

We must insist that you advise us by return when you intend to deliver these laptops.

Yours faithfully

signature

Mr A. N. ROBINSON
Director
Manhattan-Windsor
STEWARD ST., BIRMINGHAM B18 7AF

Your ref: HJ/MD
Our ref: MH/JW

8 March 2014

Redways Ltd
Unit 18
New Kowloon Industrial Estate
Kowloon
Hong Kong

Dear Sirs,

Purchase Order No. 4462M

We are pleased to advise you of the despatch of your order No. 4462M, which was collected today for transport by British Caledonian Airways to Hong Kong.

The air way-bill, insurance certificate and invoice for freight charges and insurance are enclosed.

We look forward to receiving further orders from you in the future.

Yours faithfully

Signature
MARY HARDY
Sales Manager

Enc: 3

**LANGUAGE FOCUS**

1 Acknowledging orders

*We are pleased to acknowledge ... (your order)*...

2 Advising of despatch

*We are pleased to advise you of the despatch of your order ....

------------------------------- that your order .... was despatched ....*
REMINDING  

Polite first reminder

Michel Artois Limited  
13 rue Jean, Dieppe, France

Your ref:  
Our ref: MW/EG

28 March 2014

The Sales Manager  
Loot Mills  
LEEDS  
ENGLAND  LE2 6MD

Dear Sir or Madam

On 19 February I wrote you a letter requesting details of your special trade discounts but I have not yet received your reply.

The details are required urgently and I should be grateful if you could send them without further delay.

Yours faithfully

signature

M WORSHIP  
Manager
Michel Artois Limited
13 rue Jean, Dieppe, France

Your ref: 
Our ref: MW/EG

12 April 2014

The Sales Manager
Loot Mills
LEEDS
ENGLAND LE2 6MD

Dear Sir or Madam

On 19 February I wrote to you and requested details of your special trade discounts. On 28 March I wrote again but have still not received your reply.

If I do not receive your reply by return, I will be forced to approach an alternative supplier.

Yours faithfully

signature

M WORSHIP
Manager

**LANGUAGE FOCUS**

1 **Expressing urgency**

(the details) ... are required urgently

... send them without further delay (only use this expression with a reminder)

... send them by return (of post)

2 **Threatening** (consequence of inaction)

If I do not ... (receive your reply by return), I will ... (be forced to approach an alternative supplier.)

If you do not ... (send your reply by return), -----------------------------------------------

Note: If you + present tense (negative): will + verb

If you do not reduce the price, I will cancel my order.

3 **Requesting action** (formal and polite)

I should be grateful if you could ... (send them).
APOLOGISING FOR A MINOR DELAY

LOOT MILLS
Leeds LS2 6MD, England

Your ref: MW/EG
Our ref: JA/LT

14 April 2014

The Manager
Michel Artois Limited
13 rue Jean
DIEPPE
FRANCE

Dear Sir

Thank you very much for your letter of 12 April, which we received this morning.

I must apologise for the delay in replying to your letter of 19 February. Unfortunately a number of our staff have recently been off sick. This, at a time when several of our employees take their annual holiday, has resulted in unavoidable delays in replying to letters.

I enclose the details of our trade discounts as requested and look forward to receiving your order.

Yours faithfully

signature

J AINSWORTH
Assistant Manager

Enc: 1
APOLOGISING FOR A MAJOR DELAY

LOOT MILLS

Leeds LS2 6MD, England

Your ref: MW/EG
Our ref: JA/LT

23 April 2014

The Manager
Michel Artois Limited
13 rue Jean
DIEPPE
FRANCE

Dear Sir

Thank you very much for your letter of 12 April.

We sincerely apologise for the delay in replying to this and your previous letter. We have recently moved our main office to a new location in the north of the city and this has resulted in some considerable delay in replying to enquiries. The move has now been completed and I can assure you that there will be no more delays in the future.

The details you require are enclosed and I hope that you will now continue to use us as your main supplier.

Yours faithfully

J AINSWORTH
Assistant Manager

Enc : 1
LANGUANGE FOCUS

1 Apologising
I/We must apologise for ... (the delay in replying to your letter).
---------------------------------- (not replying to your letter).

2 Expressing result
(This/The move to a new office) ... has resulted in ... (delays).

3 Assuring
I/We (can) assure you that ... (there will be no more delays in future).

Express these results:

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Staff have been absent</td>
<td>Deliveries have been delayed</td>
</tr>
<tr>
<td>b) The weather has been bad</td>
<td>Deliveries have been late</td>
</tr>
<tr>
<td>c) There have been shortages of clerical staff</td>
<td>There have been long delays in replying to enquiries</td>
</tr>
</tbody>
</table>
EiB Ltd  
22 Great Easter Street  
Cambridge  
CB1 3 AD  
Tel.: 0905 24 58 22  
E-mail: .......

12 May 2014

Ref: Invoice EiB4/2014

Books and CDs Ltd  
66 Smith Street  
London  
W1 3SX

Dear Sir

I am writing to inform you about our dissatisfaction concerning the above mentioned invoice that we received last week.

According to your price list, the “Speak English Well” CDs are priced at £5.99 whereas you have charged us a unit price of £6.99.

Please could you re-invoice us with the correct unit price so that we are able to process with payment.

Yours faithfully

signature

Mr A. N. ROBINSON  
Director
DELOS COMPANY

17 Paxox Avenue, Athens

Your ref: SN/EG
Our ref: JA/LT

2 May 2014

Roots Ltd
17 Argyle Way
Chelmsford
Essex
England ES1 6DP

Dear Sirs

Order MDX/14/15B

We took delivery of the above order this morning.

Everything seems to be correct and in good condition except for crate 17. We ordered 20,000 HB Itex pencils but the crate only contains 12,000.

We need the pencils to complete deliveries already promised to our customers. Therefore we must ask you to despatch the additional 8,000 pencils at once.

Yours faithfully

signature

S NICLOS
Manager
DELOS COMPANY
17 Paxox Avenue, Athens

Your ref: SN/EG
Our ref: JA/LT

2 May 2014

Roots Ltd
17 Argyle Way
Chelmsford
EXXXEX
ENGLAND  ES1  6DP

Dear Sirs

Order MDX/14/15B

We have received the documents and taken delivery of the above order which arrived at Pireaus on the M. V. Spitfire.

On checking the goods we found that crate 17 contained only 12,000 GB ITEX pencils, although 20,000 had been entered on both the packing list and the invoice.

The full consignment is urgently required to complete orders for two of our major customers so it is absolutely essential that you ship the additional 8,000 pencils on the earliest possible flight from London.

This is the third time in the last twelve months that you have short-shipped one of our orders. If there is any further repetition of this we will be forced to look for an alternative supplier.

Yours faithfully

signature
S  NICLOS
Manager
**LANGUAGE FOCUS**

1 **Expressing need**
We need (the pencils) ... to (complete deliveries)
(The full consignment) is urgently required to (complete orders)

2 **Expressing obligation**
We must ask you to despatch the additional 8000 pencils = you must despatch ...
It is absolutely essential that you ship the additional 8000 pencils = you must ship ...

3 **Expressing contrast**
Using but:
We ordered 20,000 HB Itex pencils but the crate only contains 12,000.
Using although:
... crate 17 contained only 12,000 HB Itex pencils although 20,000 had been entered on both the packing list and the invoice.

4 **Expressing reason**
Using therefore and so:
We need the pencils ... Therefore we must ask you to despatch the additional 8000 pencils...
The full consignment is urgently required ... so it is absolutely essential that you ship the additional 8000 pencils...
COMPLAINT OF DAMAGED GOODS

Logo, company name and address

30 April 2014

Ref.: order No 5548/2014

Sales Department
Excellent Company
Middle street 28
Limerick  LC1 3AF

Subject: Complaint

Dear Mr Durrel,

We wish to complain about the goods delivered on 28th April, as after unpacking we found that it had been badly damaged during transit.

The crates that were used for packing were not sufficiently resistant to water and therefore a considerable part of the ordered items were damaged.

If you wish you may send your trade representative to overlook the damages and then, we would like to suggest replacing the damaged goods.

Enclosed you will find a list of the damaged items and a preliminary estimate of the losses.

We hope that our complaint will be quickly dealt with.

Yours sincerely

signature

JAN VALACH
Purchasing Assistant
COMPLAINT OF LOW QUALITY GOODS

Logo, company name and address

30 April 2014

Ref.: order No 5548/2014

Sales Department
Excellent Company
Middle street 28
Limerick LC1 3AF

Subject: Complaint of low quality goods

Dear Mrs Wells

On 29th April we received the goods we ordered from you. Unfortunately, we have to inform you that a large part of your goods show a considerable variation in quality. Some of the products are incomparably worse than the received samples.

We are afraid that we cannot offer such goods to our more demanding customers. We would consent to keep the whole consignment if you allow us a 30% discount of the original price.

Otherwise, we would like you to pick the whole delivery up from our warehouse as soon as possible.

Thank you for your prompt reply.

Yours sincerely

signature

Renáta Suchá
Purchase Director
DELIVERY OF WRONG GOODS

Logo, company name and address

30 April 2014

Ref.: Order No 5548/2014

Sales Department
Excellent Company
Middle street 28
Limerick LC1 3AF

Dear Mrs Johnson,

Subject: Complaint - wrong goods delivered

We were surprised to find out that you delivered completely different goods from those we had ordered. Even though we clearly marked the requested goods in our order, we have received kitchen tables instead of office ones.

This is very unfortunate for us, as we do not have any use for such goods. Moreover, we lack appropriate facilities to store such stock. Therefore we would like to ask you for prompt delivery of the correct items as they were indicated in our order No 5548/2014 on 19th April.

The goods incorrectly delivered are in our storage waiting for your collection.

We hope to hear from you soon.

Yours sincerely

signature

Denisa Kováčová
Purchase Department
INCORRECT NUMBER OF ITEMS DELIVERED

Logo, company name and address

30 April 2014

Ref.: Order No 5548/2014

Sales Department
Excellent Company
Middle street 28
Limerick LC1 3AF

Subject: Complaint

Dear Mr Berley

Having received your consignment of 25th April we have found some discrepancies in the number of delivered items.

Your invoice shows delivery of 100 crates each containing 20 publications. This is in accordance with our order of 25th April. However, after receipt, we learned that some crates carried only 15 issues. Altogether there are 40 pieces missing.

The packaging was not damaged so we suppose that the mistake occurred during the packing phase.

We hope to receive the remaining items soon as the invoice for the complete consignment has already been paid. Otherwise, we will ask for a refund of the aliquot part of the payment.

Enclosed you will find the enumeration of the missing items and a copy of the paid invoice.

Your fast action will be highly appreciated.

Yours sincerely

signature

ROBERT URBANČÍK
Purchase Director

Enclousures: Enumeration of the missing items
Copy of the paid invoice
Subject: Complaint about service provide

Dear Mr Reiburn

We regret to say that the guaranteed repair service carried out by your technicians has proved to be unsatisfactory. Although the announced fault was removed, it appeared again the following day after the repair.

In order to keep the firm in operation it is necessary to use all the purchased appliances to be effective. The faulty appliances, however, inhibit the operation and cause considerable losses to our company. Therefore we wish to ask you for prompt repair or replacement of these devices.

Would you also please send us your sales representative so that we can talk over the next steps to take. At the same time we wish to remind you that you have guaranteed a maintenance service to us for two years. If the service remains unsatisfactory we will be forced to charge you for the accompanied losses.

We are looking forward to your prompt reply.

Yours sincerely

signature

Ema Gabajová
Director of Operations
ROOTS LIMITED
17 Argyle Way, Chelmsford, Essex ES1 6DP

Our ref: CM/dh
Your ref: SN/PP

5 May 2014

S Niclos
The Manager
Delos Company
17 Paxos Avenue
Athens

Dear Mr Niclos

Order MDX/14/15B

Thank you for your letter of 2 May. We are very sorry to learn that a mistake was made in packing your order.

The additional 8000 pencils have now been despatched by British Airways from Heathrow Airport and the documents have been mailed to you under separate cover.

Please accept our apologies for the inconvenience this error has caused you.

Yours sincerely

signature

COLIN MARSHALL
Export Manager
A. LETTERS BY POST

LETTERHEAD

Our ref: EG/ms

25 March 20..

Brighton Hotel
Cannon Court
32 Belsize Hill
London NW2 5BN
UNITED KINGDON

Dear Sir or Madam

We shall be glad if you will reserve the following accommodation for two of our directors, Ms Helena Pisárová and Ms Monika Mokrá: two single rooms with shower for four nights from 8 to 12 April. We expect them to arrive at the hotel at about 6.00 p.m.

We look forward to your confirmation by return.

Yours faithfully

Signature

Mária Siváková
Personal Assistant
CONFIRMING A RESERVATION  

LETTERHEAD

Your ref: EG/pl
Our. ref: SK/ml

30 March 20..

Inside address

Dear Ms Sivakova

Thank you for your letter of 25 March.

We are please to confirm that we have reserved the accommodation required for your directors, Ms Pisarova and Ms Mokra: 2 single rooms with shower from 8 to 12 April, as requested. All rooms in our hotel are equipped with satellite TV and Internet connection.

We look forward to welcoming Ms Pisarova and Ms Mokra at about 6 p.m. on 8 April and can assure you we will make their stay in London enjoyable.

I enclose a brochure for your further information.

Yours sincerely

Signature

Paul Lewis
Accommodation Manager

Enc: information brochure
New Message
From: paul.lewis@brighton.hotlon.com
To: mariasivakova@azet.sk

Dear Ms Sivakova,

Thank you for your letter of 25 March
I have reserved the accommodation for Ms Pisarova and Ms Mokra as requested:
2 single rooms with shower for 4 nights from 8 to 12 April.

Yours sincerely

Paul Lewis
Accommodation Manager

DATAFILE
DATABANKA
Môžete, prosím, rezervovať...
1. We shall be glad if you will reserve/book the following accommodation...
2. Please let me know whether you can reserve this accommodation from 1 – 5 June inclusive.
3. Could you please book/reserve a single room with...

Prosím, potvrďte rezerváciu...
1. Please (do) be so kind as to let us have an early reply by return, with details of your charge.
2. We look forward to your confirmation by return.
3. I shall beg lad to have an early reply by return.
4. I look forward to your early reply.

Potvrdzujeme rezerváciu ubytovania
1. We are pleased to confirm that we have reserved...
2. We have reserved the accommodation required for...
3. With reference to your fax of 28 February we confirm that we have reserved...
4. Further to your e-mail of 28 February we confirm that...
The Chairman and Directors
Of Waterson PLC
Request the pleasure of the company of
Ms Eva Poláková
on the occasion of the thirtieth anniversary of the foundation
of the company at a Banquet to be held at the Grosvenor
House, Grosvenor Park, SW1W 0DU, London on Friday,
25 April 20.. – at 8.30 p.m.

Evening Dress

R.S.V.P. to the Secretary

Pozn.: R.S.V.P. – fr. skratka frázy répondez, s’il vous plait, ktorú prekladáme – odpovedzte, prosím (please reply). Niekedy je pod skratkou v zátvorke regrets only – iba ospravedlnenie, v kladnom prípade sa počíta s účast'ou a nie je potrebné ju potvrdzovať.
REPLY

Accepting an invitation

Kladná odpoveď

Odpoveď na formálne pozvanie je tiež v 3. osobe a bez podpisu, neuvádzame meno a adresu firmy, neoslovujeme (napr. Dear Sirs) a nepíšeme záverečnú frázu (napr. Yours faithfully).

B. Less formal invitation

Menej formálne pozvanie

Menej formálne pozvanie píšeme formou listu, ktorý má všetky náležitosti úradného listu, hlavičku firmy, adresu, referenčné číslo a pod.

Specimen

UKÁŽKA

Dear Ms Poláková

We would like to invite you to attend a banquet we are organizing to mark the thirtieth anniversary of the foundation of our company. The banquet will be held at the Grosvenor House, 25 Grosvenor Park, SW1W 0DU in London at 8.30 p.m. on Friday, 25 April 2014. Dress will be formal.

If you require hotel accommodation in London, please send us a fax or e-mail and we will make an appropriate reservation.

We hope that you will be able to attend the banquet and look forward to meeting you on 25 April.

Yours sincerely

Paul Newman
Managing Director
Dear Mr Newman

Thank you very much for your kind invitation to the banquet marking the thirtieth anniversary of your company at the Grosvenor House in London on 25 April. I would be delighted to accept and would like you to reserve a single room with shower at a convenient location for the night of 25 April.

I look forward to meeting you all again.

Yours sincerely

Eva Polakova
Managing Director

Dear Mr Newman

Ms Eva Polakova, our Managing Director, has asked me to write to thank you and accept your kind invitation to the banquet ...

Maria Sekerkova
Secretary to Ms Polakova
Dear Mr Newman

Thank you very much for your kind invitation to the banquet marking the thirtieth anniversary of your company at the Grosvenor House in London on 25 April.

Unfortunately, I will be on a business trip in Moscow on 25 April and will not, therefore, be able to attend your banquet.

Please send my best wishes and apologies to the Directors of the company.

Yours sincerely

Eva Polakova
Managing Director
FORMÁLNE POZVANIE

1. The Chairman and Board of Directors of ... request the presence of... on the occasion of (event)...
2. The Chairman and... request the pleasure of the company of... at a Reception on Friday,...
3. The Chairman and... have the pleasure in inviting you to attend a Banquet at (place) on (date) at... p.m. in honour of (event).
4. The Chairman and ... request the pleasure of your company at a Banquet to be held at (place) at... p.m. on (date).

KLADNÁ ODPOVEĎ

1. Ms Eva Poláková has the pleasure in accepting the invitation of the Chairman and... to a reception at (place on(date from 7 to 9 p.m.
2. Ms Eva Poláková thanks the Chairman and... for their kind invitation to... and accepts with pleasure.
3. Mr Robert Gula accepts with pleasure the kind invitation of the Chairman...
4. Mr Robert Gula would be delighted to accept and...
**Odmietnutie pozvania**

1. Mrs Carol Bodnar – has (much) pleasure in accepting/receiving the invitation to..., 
   - thanks the Chairman and... for – the invitation to..., but 
   - regret sincerely/very much that she is unable to accept 
   - owning to a prior engagement on that evening. 
   - due to a prior engagement. 
   - as she will be on a business trip abroad at that time

2. Mrs Carol Bodnar very much regrets that she is unable to accept the invitation to... due to...

3. Mrs Carol Bodnar thanks the Chairman and... for their kind invitation to..., but 
   - sincerely regrets that a previous engagement prevents her from accepting.

4. Mrs Carol Bodnar would be delighted to accept, but she has already make 
   - arrangements to attend another...

**Osobnejšie, menej formálne pozvanie**

1. We hope that you will be able to join us in this opportunity to meet...

2. We hope that you will be able to join us at this conference and give us the 
   - benefit of your experience.

3. We would like to invite you to attend the workshop which is being held on 12 April.

**Kladná odpoveď**

1. Mr Paul Newman, our Managing Director, has asked me to write to thank you 
   - and accept your kind invitation to attend the ceremony at (place) on (date).

2. Mr Paul Newman has asked me to thank you for your kind invitation to 
   - attend... which he has much pleasure in accepting.

3. Thank you very much for your kind invitation to attend...
   - I would like be delighted to accept and look forward to meeting you all again.

**Záporná odpoveď**

1. Mr Paul Newman, our Managing Director, thanks you very much for the kind 
   - invitation you sent to attend the (even) at (place) at (hour) on (date).
   a) – Unfortunately, he will be on a business trip abroad on(date) and will not, 
      - therefore, 
      - be able to be present at the (event).
   b) – Although he would have liked to come, he will be abroad at that time.

2. Thank you very much for your invitation to... Although I would have liked to 
   - come, I will be abroad at that time.
   Please – send my best wishes and apologies to...
   - accept my best wishes and apologies for not being able to come.
Dear Mr Smith

May we congratulate you on your being elected Chairman of your Trade Association. I should like to say that no one has done more to deserve the honour or has worked harder to promote the interests of your company. I wish you every success for the future.

Yours sincerely

Roman Sedmak
Managing Director

SPECIMEN

(INFORMAL STYLE)

Dear Robert,

I was very pleased to hear that you had been appointed Chief executive Officer of your company. Looking back on your activities so far, I know that your skills and experience are the very qualities that are needed for this position. I wish you every success and personal satisfaction.

My colleagues join me in sending you our warmest congratulations.

Yours sincerely,

Eva Polakova

V styku medzi dlhoročnými obchodnými partnermi, ktorí sa oslovujú krstnými menami, sa v liste tohto typu neuvádza pracovné zaradenie a bežne sa používa čiarka (,) po oslovení a záverečnej fráze.
Dear Dr. Jones,

May we say how delighted we were at the distinction you received. We should like to say that we feel it is a fitting reward for your outstanding work over many years.

My colleagues join me in sending you every good wish of personal happiness.

Your sincerely,

Robert Gula
Chief Executive Officer

---

**DATAFILE**

1. We wish to express our great pleasure on hearing of your...
2. It was with great pleasure that we heard of your appointment as (position - uvedieme príslušnú funkciu).
3. It was with great pleasure that we read in the papers that you had received the (name of the honour conferred – uvedieme dané vyznamenanie) and want to congratulate you at once.
4. We were delighted to read in the papers that you had received the...
5. May we congratulate you on your appointment/success.
6. We want to send you our very good wishes of personal happiness.
7. I wish you every success for the future.
8. May we express our sincere good wishes.

**Povýšenie/vyznamenanie považujeme za zodpovedajúce uznanie/ocenenie Vašej práce.**
1. May we say that we think no one has done more to deserve this reward.
2. We should like to say that we feel it is a fitting reward for your work.
Dear Dr Bocko

It is great pleasure for me to convey to you on behalf of our company and in my own name our warmest congratulations upon the occasion of the 60th anniversary of your birthday.

Your eminence in your field, your sound judgement and advice you have often given us are a good cause to express our most sincere gratitude and good wish of personal well-being and further success in your research work.

Yours sincerely

Walter Rovny
Managing Director

Menej formálne

Dear Mr Smith,

I’d like to wish you all the best for health and success in your personal and professional life on this, your fortieth birthday. I have enjoyed working with you and look forward to working with you for many more years to come.

Best wishes,

Signature

DATAFILE

Blahoželáme Vám k narodeninám
Spoločensky

1. It is great pleasure for me to convey to you on behalf of... and in my name our warmest congratulations on the occasion of the... the anniversary of your birthday
2. I have great pleasure in conveying to you on behalf of...
3. Let me join (your numerous friends) in offering you congratulations and wishes on the occasion of...
4. Allow me to offer you my warmest congratulations and every good wish on the occasion of...
5. Please accept my heartiest congratulation on...

Neformálne (gratuláciu vloženú do obálky)
1. With All Good Wishes for Your Birthday
2. Many Happy Returns of the Day
3. To wish you a very Happy Birthday

D. COMPANY’S ANNIVERSARY

Dear Mr Miller

We should like to send you our congratulation on the occasion of your company´s thirtieth anniversary and look forward to continuing our long and fruitful association.

Your sincerely
Edita Adamova
Managing Director

E. CONGRATULATIONS ON THE BIRTH OF A BABY

Dear Mr. And Mrs. Miller,

Congratulations on the birth of your daughter Melissa. May you enjoy all the blessings of parenthood.

With very best wishes,
Signature
Dear Martha and John,

What wonderful news! I was delighted to hear about the baby and send you most sincere congratulations to you both, and our best wishes to the baby for health, happiness and prosperity throughout her life.

Love,
Signature

F. CONGRATULATIONS ON GRADUATION

Dear Mr. Harrison,

Congratulations on the completion of your doctoral degree. May I wish you every success in your new career.
Sincerely,
Signature

G. CONGRATULATIONS ON A NEW JOB

Congratulations on your new job! We were all really happy to hear the good news and wish you the best of luck. Let us know how you’re getting along - and when you’re coming through Poprad again. Soon, we hope!
As ever
Signature

H. CONGRATULATION ON A BIRTHDAY

Dear Kamila,

Happy Birthday, and many happy returns of the day!

Love,

I. CONGRATULATION ON A FIFTIETH WEDDING ANNIVERSARY

Dear Mr. and Mrs. Brock,

Congratulations on your golden wedding anniversary!

With warmest best wishes,
Letter of Condolence

Specimen (formal style)

Dear Mr Nelson,

I was deeply distressed to hear of the sudden death of your partner, Mr Paul Smith, and offer my condolence. His passing must be a great loss to your company and his staff.

Please pass my sincerest sympathies also on to his family.

Yours sincerely,

Frank Pisar
Managing Director

Less formal, you are on first names

Dear Brian,

It was a great shock to hear the sad news of Mr Paul Smith’s death. He was a well-liked man who will be sadly missed by all who knew him.

Please convey my heartfelt sympathy also to his family.

Yours sincerely,  

Frank Pisar

Ak si obchodní partneri tykajú, neuvádzá pisateľ svoj pracovnú pozíciu/titul. Kondolencia nie je obchodný list, má mať ľudský účasťný tón a čo sa týka interpunkcie, tu dávame prednosť tradičnému písaniu čiarky po oslovení a v závere listu. Nie je to norma, ale otvorená interpunkcia (bez čiarky) je charakteristická pre obchodnú a úradnú korespondenciu.
Veľmi nás zarmútila správa o (náhloom) úmrtí...
1. We were deeply/most grieved to hear of the (sudden) death of...
2. I was deeply distressed to learn of the death of...
3. It was a great shock to hear the sad news of Mr Paul Smith´s sudden death.

Prijmite našu úprimnú sústrasť.
1. I am writing immediately to express my sincere sympathy.
2. We want to express our heartfelt sympathy.
3. You have the deepest sympathy of everyone on our staff.
4. Please accept the expression of our deepest sympathy.

Vyslovte, prosím, našu úprimnú sústrasť jeho rodine.
1. Please pass my sincerest sympathies also on to his family.
2. Please convey/express our sympathy also to his family.

Vyslovenie sústrasti priamo rodine zomrelého
1. May I offer you my sincere condolences. If there is anything I can do to help you, please do not hesitate to let me know.

Východob (sústredenie)

Väčšina firme si dáva natlačiť novoročenky a doplní sa iba podpis.

1. Our directors and staff join in thanking you for your custom in the past year and wish you health and happiness in 2015.
2. I am really glad to have the opportunity of saying „Thank you“ for your regular custom and please accept my best wishes for Christmas and the New Year.

VÝBER SLOVNEJ ZÁSOBY

<table>
<thead>
<tr>
<th>anniversary</th>
<th>výročie</th>
</tr>
</thead>
<tbody>
<tr>
<td>assistance</td>
<td>pomoc</td>
</tr>
<tr>
<td>appoint</td>
<td>menovat'</td>
</tr>
<tr>
<td>appreciate</td>
<td>oceňovať', vysoko hodnotiť', vážiť si</td>
</tr>
<tr>
<td>association</td>
<td>spolupráca; spoločnosť', asociácia</td>
</tr>
<tr>
<td>banquet</td>
<td>banket, hostina</td>
</tr>
<tr>
<td>condolence</td>
<td>prejav sústrasti, kondolencia</td>
</tr>
<tr>
<td>letter of condolence</td>
<td>sústrastný list</td>
</tr>
<tr>
<td>confer</td>
<td>udeliť', prepožičať' (titul, hodnosť)</td>
</tr>
<tr>
<td>English</td>
<td>Slovak</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>confirm</td>
<td>potvrdiť</td>
</tr>
<tr>
<td>confirmation</td>
<td>potvrdenie</td>
</tr>
<tr>
<td>consider</td>
<td>považovať</td>
</tr>
<tr>
<td>convey (greeting to sb)</td>
<td>vyjadríť, vyslovíť, tlmočíť (niekomu pozdrav)</td>
</tr>
<tr>
<td>custom</td>
<td>priazeň zákazníkov, klientela</td>
</tr>
<tr>
<td>delight</td>
<td>potešiť</td>
</tr>
<tr>
<td>be delighted</td>
<td>byť potešený, mať veľkú radost'</td>
</tr>
<tr>
<td>I shall be delighted</td>
<td>s radosťou, veľmi rád</td>
</tr>
<tr>
<td>deserve</td>
<td>zaslúžiť si</td>
</tr>
<tr>
<td>distress</td>
<td>spôsobiť bolest', rozrušiť</td>
</tr>
<tr>
<td>eminence</td>
<td>vynikajúce postavenie, sláva</td>
</tr>
<tr>
<td>engagement</td>
<td>záväzok, schôdzka,</td>
</tr>
<tr>
<td>extend (hospitality to sb)</td>
<td>ponúknuť, poskytnúť (pohostinnosť komu)</td>
</tr>
<tr>
<td>favour</td>
<td>láskavosť, priateľská služba</td>
</tr>
<tr>
<td>grieve</td>
<td>cítiť zármutok, smútok, trúchliť</td>
</tr>
<tr>
<td>heartfelt</td>
<td>srdečný, úprimný</td>
</tr>
<tr>
<td>hospitality</td>
<td>pohostinnosť, priateľské prijatie,</td>
</tr>
<tr>
<td>inclusive</td>
<td>vrátane</td>
</tr>
<tr>
<td>introduction</td>
<td>predstavenie, predstavovanie</td>
</tr>
<tr>
<td>letter of introduction</td>
<td>odporúčajúci list</td>
</tr>
<tr>
<td>pass (sincerest sympathies to)</td>
<td>vyslovíť (úprimnú sústrast komu)</td>
</tr>
<tr>
<td>promotion</td>
<td>povyšenie</td>
</tr>
<tr>
<td>reciprocate</td>
<td>odplatiť, revanšovať sa</td>
</tr>
<tr>
<td>regard</td>
<td>vážiť si</td>
</tr>
<tr>
<td>regret</td>
<td>šťastosť, žiaľ, smútok; žutovať, rmútiť sa</td>
</tr>
<tr>
<td>reward</td>
<td>ocenenie, uznanie</td>
</tr>
<tr>
<td>R.S.V.P.</td>
<td>odpovedzte, prosím</td>
</tr>
<tr>
<td>specimen</td>
<td>vzor, ukážka</td>
</tr>
<tr>
<td>wish</td>
<td>priat', želat'</td>
</tr>
<tr>
<td>I wish you every success.</td>
<td>Prajem Vám veľa úspechov.</td>
</tr>
</tbody>
</table>
A *resume* or *CV* is a summary of your educational qualifications and work experience. Companies usually want to see your resume when you apply for a job.

1. **Covering letter** is the letter that accompanies your resume when you send it to a company. Both of the document are vitally important in the application process. A covering letter sent with a CV/resume is also called a *letter of application*.

### Content

Covering letter – should be short, concise and relevant. It should not be too formal or complicated.

Your letter should:

1. confirm that you are applying for the position
2. say where you learned about the position
3. say why you want the position
4. say why you would be a benefit to the company
5. request an interview

### Format

Your address is at the top, on the right or in the middle. The rest of the letter can be in block format, with each line starting on the left. Try to keep the whole letter on one single page, with plenty of white space.

*The typical format for your covering letter*
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Your address</strong> telephone - email</td>
<td></td>
</tr>
<tr>
<td><strong>2 Date</strong></td>
<td>Do not write the date as numbers only.</td>
</tr>
<tr>
<td><strong>3 Destination name and address</strong></td>
<td>This is the name of the person to whom you are writing, he/her job title, the company name and address. This should be the same as on the envelope.</td>
</tr>
<tr>
<td><strong>4 Reference</strong></td>
<td>This is the reference number or code given by the employer in their advertisement or previous letter. You write the employer’s reference in the form: Your ref: …… If you wish to include your own reference, you write: My ref: …</td>
</tr>
</tbody>
</table>
| **5 Salutation (Dear…)** | Dear Sir  
Dear Mr Smith ….. |
| **6 Subject** | The subject of your letter, which for a job application is normally the Job Title. |
| **7 Body** | The letter itself, in 3 to 6 paragraphs. |
| **8 Ending (Yours…)** | Yours sincerely/faithfully/truly |
| **9 Your signature** | Sign in black or blue ink with a fountain pen |
| **10 Your name** | Your first name and surname, for example: Maria Polakova |
| **11 (Your title)** | If you are using company headed paper, write your Job title here.  
If you are using personal paper, write nothing here. |
| **12 Enclosures** | Indicate that one or more documents are enclosed by writing ´Enc: 2´ (for 2 documents, for example). |
The Principal
Interplay Languages
14 bd Sant Germain
75006 PARIS

5 March 2014

Dear Madam

Director of Studies

I am interested in working as Director of studies for your organisation. I am an EFL language instructor with nearly 10 years’ experience to offer you. I enclose my resume as a first step in exploring the possibilities of employment with Interplay languages.

My most recent experience was implementing English Through drama workshops for use with corporate clients. I was responsible or the overall pedagogical content, including the student course book. In addition, I developed the first draft of the teacher’s handbook.

As director of Studies with your organisation, I would bring a focus on quality and effectiveness to your syllabus design. Furthermore, I work well with others, and I am experienced in course planning.

I would appreciate your keeping this enquiry confidential. I will call you in a few days to arrange an interview at a time convenient to you. Thank you for your consideration

Your faithfully

Mária Končeková
2 YOUR CV/RESUME

Curriculum Vitae – a brief account of one’s education, qualifications and previous occupations. (Latin = course of life). CV is also called a résumé, resumé or resume (especially in American English).

CV must be clear, well-organised, easy to read, concise, relevant to the job offered.

Content

Your CV is the summary of your professional life. You should include everything that is relevant to your employment or career and nothing that is irrelevant. Exactly what you include depends partly on your type of work. There are usually 5 general headings of information to include:

- **personal details** – name, address, email and telephone number (and sometimes nationality, age/date of birth and marital status)

- **objective** – a headline that summarises the job opportunity you are seeking

- **work experience** – your previous employment in reverse chronological order – with most detail for your present or most recent job

- **education** - details of secondary and university education- including the establishments and qualifications (but excluding any that are irrelevant to your career)

- **personal interests** - demonstrating that you are a balanced, responsible member of society with an interesting life outside work

Sometimes, you may need to give additional information for a particular job or because you have special qualifications.
Thomas Crown

Objective
Seeking an International sales Management position in Information Technology where my extensive sales experience will be used to the full

1996–2001 Intelel London, UK National Sales Manager
- Increased sales from £60 million to £100 million.
- Doubled sales per representative from £5 to £10 million.
- Implemented Internet sales grossing £25 million

1991-95 Teletrona Systems Edinburg, UK Northern Sales Manager
- Increased regional sales from £1000 to £200 million.
- Expanded sales team from 30 to 50 representatives.
- Suggested new services adding £5 million to revenue.

1989-90 ESS Holdings Cambridge, UK Senior Sales Representative
- Increased sales by 300% annually.
- Closed deals with 100 major new accounts.
- Won over 25 competitor clients – adding £50 million to revenue.

1986-89 ESS Holdings Cambridge, UK Sales Representative
- Increased sales by 300% annually.
- Awarded company’s highest sales award each year.
- Developed ‘Winning Presentations’ training course.

Education 1982-86 London University London, UK
- BA, Business Administration and Information Systems
- Captain of university Rugby Club.

1978-82 St Andrew’s School Plymouth, UK
- 4 GCE ´A´ Levels.
- President of school´s Drama Society.

Interests: St Andrew´s Board of Governors, rugby, drama, chess

110 King´s Terrace, Richmond, Surrey, UK
Tel:+44 181 258 963
Sometimes you will want to use more heading – when applying for a particular job for which additional information is appropriate.
Here is a CV layout with most of the possible headings that you can choose from:

White – standard heading that you find on most CVs.
grey – extra headings that you can add if necessary.

<table>
<thead>
<tr>
<th>Your name</th>
<th>Include a good <strong>photo</strong> if you want or if requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name Surname</td>
<td>(Ivan Hudak)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>Košická 25, 048 01 ROŽNAVA, SLOVAKIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>+421 949 171 225</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ivanhudak@gmail.com">ivanhudak@gmail.com</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Personal Information</th>
<th>Marital status:</th>
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<td></td>
<td>• single</td>
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<tr>
<td></td>
<td>• married</td>
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<td></td>
<td>• divorced</td>
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<td>• widowed</td>
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<table>
<thead>
<tr>
<th>Nationality</th>
<th>Slovak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of birth</td>
<td>17 March 1984 or March 17th, 1984</td>
</tr>
<tr>
<td>Age</td>
<td>30</td>
</tr>
<tr>
<td>Place of birth</td>
<td>Košice, Slovakia</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Objective</th>
<th>State the position or opportunity that you are looking for. (This must be <strong>short</strong>, 1 or 2 lines only.)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Summary of qualifications</th>
<th>Make a short list of the qualifications you have for this job. (This should be short. Your full qualification will appear later under ´Education´)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Professional experience</th>
<th>List your jobs in reverse chronological order (last is first)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>List your university/school in reverse chronological order (last is first)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Specialized skills</th>
<th>Any additional special abilities you have (for example, computer programming) that may be <strong>of interest</strong> to the employer.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Patents and publications</th>
<th>List any <strong>relevant</strong> inventions you have made or books, articles and papers you have published.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Additional professional activities</th>
<th>List any <strong>relevant</strong> work activities not listed elsewhere.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Professional memberships</th>
<th>List any <strong>relevant</strong> professional associations or clubs of which you are a member</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Extracurricular activities</th>
<th>List any <strong>relevant</strong> activities that you have outside work</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Volunteer experience</th>
<th>List any <strong>relevant</strong> activities (present or past) that you have done unpaid.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Award received</th>
<th>List any <strong>relevant</strong> award or prizes.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accreditations</strong></td>
<td>List any official recognition of you by a <strong>relevant</strong> organization.</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Security clearance</strong></td>
<td>For certain jobs with government or companies contracted by government, it may be necessary to state your level of authorization to work on classified or confidential projects.</td>
</tr>
<tr>
<td><strong>Civil service grades</strong></td>
<td><strong>If relevant</strong>, list your grades or levels as a civil servant (that is, state, employee).</td>
</tr>
<tr>
<td><strong>Community activities</strong></td>
<td>List anything you do for your local community (for example church or school) <strong>if it is important or relevant</strong> for this job.</td>
</tr>
</tbody>
</table>
| **Languages** | If necessary, list the languages you can speak. You can use the following descriptions:  
  - mother tongue  
  - fluent  
  - excellent  
  - good  
  - some knowledge |
| **Travel** | Details of travel and exposure to cultural experiences that may **support** your application. |
| **Interests and activities** | List things that you like or like doing (for example governor of local school, going to opera, drama or tennis). |
| **Hobbies** | List your favourite leisure-time activities (for example, stamp-collecting). You should include this only **if you think it will be interesting** for the employer. You may prefer to include this under ‘Interests and activities’. |
| **Additional information** | Add any additional information that is **necessary and relevant** for a particular job. |
| **References** | If required, give the names and addresses of (2) people who can give you a reference. Alternatively, you can stat ‘Available on request.’ |

Use action verbs.  
Use short words and short sentences.  
Do not use technical vocabulary.  
Talk about facts.  
Use verbs in the active voice, not passive voice (to sell, to manage, to be, to exist...).
<table>
<thead>
<tr>
<th>Communication skills</th>
<th>Management skills</th>
<th>Research skills</th>
<th>Technical skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>address</td>
<td>assign</td>
<td>collect</td>
<td>assemble</td>
</tr>
<tr>
<td>arbitrate</td>
<td>attain</td>
<td>critique</td>
<td>build</td>
</tr>
<tr>
<td>correspond</td>
<td>chair</td>
<td>define</td>
<td>calculate</td>
</tr>
<tr>
<td>draft</td>
<td>coordinate</td>
<td>detect</td>
<td>devise</td>
</tr>
<tr>
<td>edit</td>
<td>delegate</td>
<td>diagnose</td>
<td>engineer</td>
</tr>
<tr>
<td>lecture</td>
<td>direct</td>
<td>evaluate</td>
<td>fabricate</td>
</tr>
<tr>
<td>mediate</td>
<td>execute</td>
<td>examine</td>
<td>maintain</td>
</tr>
<tr>
<td>motivate</td>
<td>organise</td>
<td>explore</td>
<td>operate</td>
</tr>
<tr>
<td>negotiate</td>
<td>oversee</td>
<td>extract</td>
<td>overhaul</td>
</tr>
<tr>
<td>persuade</td>
<td>plan</td>
<td>identify</td>
<td>program</td>
</tr>
<tr>
<td>present</td>
<td>recommend</td>
<td>inspect</td>
<td>remodel</td>
</tr>
<tr>
<td>publicise</td>
<td>review</td>
<td>interpret</td>
<td>repair</td>
</tr>
<tr>
<td>reconcile</td>
<td>strengthen</td>
<td>investigate</td>
<td>solve</td>
</tr>
<tr>
<td>speak</td>
<td>supervise</td>
<td>summarise</td>
<td>upgrade</td>
</tr>
<tr>
<td>write</td>
<td>train</td>
<td>survey</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Creative skills</th>
<th>Financial skills</th>
<th>Sales skills</th>
<th>Teaching skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>conceptualise</td>
<td>administer</td>
<td>sell</td>
<td>advise</td>
</tr>
<tr>
<td>create</td>
<td>allocate</td>
<td>convert</td>
<td>clarify</td>
</tr>
<tr>
<td>design</td>
<td>analyse</td>
<td>close</td>
<td>coach</td>
</tr>
</tbody>
</table>
JOB ADVERTISEMENT

Personal Assistant to the Managing Director

We are looking for someone with fluent English and Italian, and preferably another language such as French or German. The applicant should have at least five years’ secretarial experience, preferably in an international environment. The work includes the usual secretarial duties, customer liaison, and acting as an interpreter for application form, phone Paula Prentiss, reference PP 391.

International Publishing Ltd
60 Girton Street, Cambridge DB2 3EU

Carla Giuliani has decided to apply for the post of Personal Assistant to the Managing Director at International Publishing Ltd.

Covering letter
Your ref. PP391
29 May 2014
Dear Ms Prentiss

I would like to apply for the vacancy of PA to the Managing Director.

As you will see from my application form, Italian is my mother tongue and I studied English and French at university. I also speak good German. In my current job as PA to the Sales Director of Morgan Brice Ltd, I accompany her on trips to our offices in Italy and France, where I am often required to translate and interpret.

I am very interested in this post as I would like to develop my career in an international environment. On a more personal level, I would also like, if possible, to move away from London.

I look forward to hearing from you.

Yours sincerely

Carla Giuliani (Ms)

Enc. Application form
Paula Prentiss has read Carla´s application form and covering letter and would like to interview her.

**INVITATION FOR INTERVIEW**

**International Publishing Ltd**  
60 Girton Street, Cambridge DB2 3EU

Our ref: PP/KW  
2 June 2014  
Miss  
Carla Giuliani  
114 Ellesmere Walk  
Finchley  
London NW3 1DP

Dear Ms Giuliani

Thank you for your application of 29 May for the post of PA to the Managing Director.

We would like you to come for interview in Cambridge on Thursday 18 June at 14.30. There will be a short Italian and French translation test before the interview. I enclose a map with details of how to reach us by car. Alternatively, there are frequent trains to Cambridge form Liverpool street.

I would be grateful if you could phone me on 01223 5814, Ext. 412 to confirm that you will be able to attend, or to arrange an alternative date if you cannot attend on that day.

I look forward to hearing from you.

Yours sincerely
Paula Prentiss (MS)
Personnel Manager

Enc. Map

Following a successful interview, Kevin Wheeler, Managing Director of International Publishing, would like the post of Personal Assistant to be offered to Carla and has sent an email to Paula Prentiss.

To: Paula Prentiss
Subject: Appointment of PA

Dear Ms Prentiss

With reference to our discussion this afternoon, I’d like you to offer the post to Carla Giuliani on a starting salary of £18,000. Start 23 July if possible – get her to ring you asap if there are problems about this. Please send 2 copies of contract as usual – say we’re looking forward to seeing her. Thanks. KHRW

Kevin Wheeler
18 June 20--

asap - abbreviation as soon as possible

Making a job offer

Dear Ms Giuliani

I have much pleasure in offering you the post of Personal Assistant to Kevin Wheeler.

I can confirm that your starting salary will be £18,000. We would like, if possible, for your employment to commence on 23 July. Can you please ring me as soon as possible if you are unable to start on this date?

Please sign both copies of the enclosed Contract of Employment and return one to me, keeping the other for your records.

We look forward to welcoming you to the company.

Yours sincerely

Paula Prentiss (Ms)
Personnel Manager

Enc. Contract of Employment (x2)
Dear Mr Frost

Thank you for your telephone enquiry about upgrading the central heating system in your offices. I have pleasure in enclosing our estimate.

<table>
<thead>
<tr>
<th>Draw down system</th>
<th>£40.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fit 7 thermostatic valves @ £20.00 per valve</td>
<td>£140.00</td>
</tr>
<tr>
<td>Fit 1 lockshield valve</td>
<td>£20.00</td>
</tr>
<tr>
<td>Fill and balance system</td>
<td>£50.00</td>
</tr>
<tr>
<td>Subtotal</td>
<td>£250.00</td>
</tr>
<tr>
<td>plus VAT @ 17.5%</td>
<td>£43.75</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>£293.75</strong></td>
</tr>
</tbody>
</table>

Prices quoted include materials and labour with VAT added as shown.

We confirm that we can complete the work before the end of September. If the work is to be carried out on a Saturday, you would need to add a total of £80.00 to this bill for overtime.

If you have any further questions, please contact me. I look forward to hearing from you.

Yours sincerely

Steve Smart
MG Heating Engineers
To: Jill Bradley
Subject: RE: European deliveries

Dear Mr Bradley

Thank you for your email yesterday. I am sending you the schedules and sample quotations you requested. They should reach you by tomorrow.

With regard to your enquiry about documentation, we suggest you use our combined transport bill as the goods will then be covered by road and ferry. I am also sending you our EXPORT CARGO PACKING INSTRUCTIONS. These should be handed to our driver when he calls. Consignment will be delivered to our depot for consolidation, and you will be charged at our very competitive groupage rates (see sample quotations).

We will take the usual responsibilities for handling cargo, but suggest you take out all-risk insurance cover on a door-to-door basis.

Please let us know if there is any other details you require.

Yours sincerely
Brian Close
Freight Manager
National Containers Ltd
16 June 20--

1 full stop after yesterday; 2 schedules, not schedules; 3 tomorrow, not tomorrow; 4 suggest, not sugest; 5 export cargo packing instructions in lower-case, not capitals; 6 Consignments, not Consignment; 7 sample, not smaple; 8 responsibilities, not responsibilites; 9 all risk or all-risk, not allrisk; 10 are any other details, not is any other details
Languages in the European Union.
The European Union has 27 Member States and 23 official languages. When it joins the Union, each Member State stipulates which language or languages it wants to have declared official languages of the European Union. So the Union uses the languages chosen by its citizens’ national governments, not a single language or a few languages chosen by itself and which several people in the Union might not understand.

Whatever you want to know about languages in the EU, from the Union’s policies to encourage learning language and linguistic diversity, by way of a review of language skills in the European Union today, to the rules using the EU’s own official languages, you should find all the answers here.

Our official multilingualism policy as a tool of government is unique in the world. The EU sees the use of its languages as one of the factors which make it more transparent, more legitimate and more efficient. The EU works actively at the level of culture and of enhancing the quality of life, too, to promote the best knowledge and use of all its official languages.
throughout the Union. The European Union recognised the importance of its language policy by appointing a top official to champion the cause at the highest level. The portfolio held by Leonard Orban includes responsibility for multilingualism.

Linguistic Diversity
The Union is based on the principle of diversity of cultures, customs and beliefs. This is natural on a continent where so many languages are spoken.

The official languages of EU countries represent three language families:

Indo-European, Finno-Ugric and Semitic. And compared to other continents, this is relatively few. Linguistic diversity has become much more visible because people now have a lot more contacts with foreigners than ever before. They face situations where they have to speak different languages, whether through student exchanges, migration and business in Europe’s increasingly integrated market, tourism or even general globalisation.

Article 22 of the EU’s charter of fundamental rights, adopted in 2000, requires the Union to respect linguistic diversity and Article 21
prohibits discrimination based on language. Openness towards other cultures, tolerance for others, respect for linguistic diversity is a core and value together with respect for individuals. This principle applies not only to the twenty-three official EU languages but also to the many regional and minority languages spoken by segments of its population. It is this that makes the EU what it is - not a ‘melting pot’ that reduces differences, but a place where diversity can be celebrated as an asset.

According to the Treaty of Lisbon, signed by the Heads of State or Government of all EU Member States in December 2007, the EU shall respect its rich cultural and linguistic diversity, and shall ensure that its cultural heritage is safeguarded and enhanced. 

Linguistic Diversity - Policies

While the EU is committed to European integration, it is also a keen advocate of maintaining linguistic and cultural diversity. It does so by promoting the language teaching and learning, as a way of enhancing mutual understanding among Europeans from different countries and regions. This is why it has projects funded to protect and promote regional and minority languages.

While recognising the emergence of English as the most widely spoken language in Europe, the
wants to ensure that this does not, over time, reduce linguistic diversity within its borders. This is why it wants as many Europeans as possible to speak more languages in addition to their own—an ambitious goal that is at the core of the Commission’s policy on language skills. Some 28% of Europeans claim that they know their own language and two others. According to the most recent figures on European language usage, the challenge for the EU is to expand this base as quickly and sustainably as possible.

**Linguistic Diversity - Services**

The European Union, as an entity operating in many official languages, generates a number of language-related services—such as multilingual collections of reference material and databases on terminology—which it makes available for consultation by the public. This page will link you to them. These services are not just useful to professional linguists but also, for example, to people who have to prepare a text in a foreign language, or to lawyers and researchers looking for official texts in particular languages.

**Language Learning**

The European Union encourages its citizens to learn other European languages, for reasons of professional and personal mobility within its single market.
The European Union has 27 Member States and 23 official languages. Each Member State, when it joins the Union, stipulates which language or languages it wants to have declared official languages of the EU. So the Union uses the languages chosen by its citizens’ own national governments, not a single language or a few languages chosen by itself and which many people in the Union might not understand.

Whatever you want to know about languages in the European Union, from the Union’s policies to encourage language learning and linguistic diversity, by way of a review of language skills in the Union today, to the rules for the use of the EU’s own official languages, you should find the answer here.

Our policy official multilingualism as a deliberate tool of government is unique in the world. The European Union sees the use of its citizens languages as one of the factors which make it more transparent, more legitimate and more efficient.

At the level of culture and of enhancing the quality of life, too, the EU works actively to promote the wider knowledge and use of all this official languages throughout the Union.

The European Union has recognized the importance of its special language policy by appointing a top official – Leonard Orban – to champion the cause at the highest level. His portfolio includes responsibility for multilingualism.

**LINGUISTIC DIVERSITY**

The European Union is founded on the principle of diversity of cultures, customs and beliefs. This includes languages. On a continent where so many languages are spoken, this is natural. The official languages of EU countries alone represent three language families: Indo-European, Finno-Ugric and Semitic. Compared to other continents, this is relatively few. Linguistic diversity has become more visible than ever because people now have much more contact with foreigners than ever before. They increasingly face situations where they have to speak languages other than their own, whether through student exchanges, migration and business in Europe’s increasingly integrated market, tourism or even general globalization.

Article 22 of the European Union’s charter of fundamental rights, adopted in 2000, requires the Union to respect linguistic diversity and Article 21 prohibits discrimination based on language.
Together with respect for individuals, openness towards other cultures, tolerance for others, respect for linguistic diversity is a core value of the European Union. This principle applies not only to the 23 official EU languages but also to the many regional and minority languages spoken by segments of its population. It is this that makes the EU what it is – not a ‘melting pot’ that reduces difference, but a place where diversity can be celebrated as an asset.

According to the Treaty of Lisbon, signed in December 2007 by the Heads of State or Government of all EU Member States, the European Union shall respect its rich cultural and linguistic diversity, and shall ensure that Europe’s cultural heritage is safeguarded and enhanced.

LINGUISTIC DIVERSITY – POLICIES

While the EU is committed to European integration, it is also a keen advocate of linguistic and cultural diversity. It does so by promoting language teaching and learning, as a way of enhancing mutual understanding among Europeans from different countries and regions. This is why it has funded projects to protect and promote regional and minority languages. While recognizing the emergence of English as the most widely-spoken language in Europe, the European Union also wants to ensure that this does not, over time, reduce linguistic diversity within its borders. This is why it wants as many Europeans as possible to speak two languages in addition to their own, an ambitious goal that is at the core of Commission policy on language skills. According to the most recent figures on European language usage, some 28% of Europeans claim that they know their own language and two others. The challenge for the EU is to expand this base as quickly and sustainably as possible.

LINGUISTIC DIVERSITY – SERVICES

As an entity operating in many official languages, The European Union generates a number of language-related services – such as multilingual collections of reference material and terminological databases – which it makes available for public consultation. These services are useful not just to professional linguists but also, for example, to people who have to draft a text in a foreign language, and to lawyers and researchers looking for official texts in particular language version.
Zdroje:
www.intersteno.org súťažný text