

**МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ**  
Федеральное государственное бюджетное  
образовательное учреждение высшего образования  
«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**УТВЕРЖДАЮ**

Заведующий кафедрой МК

\_\_\_\_\_ Погорелова С. Д.

«\_\_\_\_\_» \_\_\_\_\_ 2024 г.

**ФОНД ОЦЕНОЧНЫХ СРЕДСТВ**

дисциплины:

**Иностранный язык в профессиональной деятельности  
(Английский язык)**

направление подготовки:

**09.04.04 Программная инженерия**

направленность (профиль):

**Программная инженерия систем искусственного интеллекта**

форма обучения:

**очная**

Фонд оценочных средств рассмотрен на кафедре межкультурной коммуникации для направления 09.04.04 Программная инженерия направленность (профиль) Программная инженерия систем искусственного интеллекта

## 1. Формы аттестации по дисциплине

1.1. Форма промежуточной аттестации: зачет – 1, 2 семестр.

Способ проведения промежуточной аттестации: устный опрос

1.2. Формы текущей аттестации:

Таблица 1.1

№ п/п	Форма аттестации	
	ОФО	
1	Выполнение тестовых заданий	
2	Подготовка и защита презентации	
3	Выполнение устных и письменных практических заданий	
4	Участие в деловой игре	
5	Подготовка и защита презентация	

## 2. Результаты обучения по дисциплине, подлежащие проверке при проведении текущей и промежуточной аттестации

Таблица 2.1

№ п/п	Структурные элементы дисциплины		Код результата обучения по дисциплине	Оценочные средства	
	Номер раздела	Дидактические единицы (предметные темы)		Текущая аттестация	Промежуточная аттестация
1	1	Специалисты по информационным технологиям и системам: современные профессии.	31-33, У1-У3, В1-В3	Доклад в формате презентации	Вопросы к зачету
2	1	Как информационные и коммуникационные технологии изменяют нашу жизнь.	31-33, У1-У3, В1-В3	Письменный опрос (тест)	Вопросы к зачету
3	1	Компьютерная система. Системы искусственного интеллекта	31-33, У1-У3, В1-В3	Письменный опрос (тест)	Вопросы к зачету
4	1	Базы данных. Базы знаний	31-33, У1-У3, В1-В3	Письменный опрос (тест)	Вопросы к зачету
5	1	Система «Умный город». Передача информации.	31-33, У1-У3, В1-В3	Письменный опрос (тест)	Вопросы к зачету
6	1	Управление проектами.	31-33, У1-У3, В1-В3	Доклад в формате презентации	Вопросы к зачету
7	1	Языки программирования. Информационная безопасность. Система «Умный дом».	31-33, У1-У3, В1-В3	Письменный опрос (тест)	Вопросы к зачету
8	1	Деловые общественные мероприятия	31-33, У1-У3, В1-В3	Деловая игра	Вопросы к зачету
9	2	Риторическое мастерство.	31-33, У1-У3, В1-В3	Доклад в формате презентации	Вопросы и задания к зачету
10	2	Деловая письменность	31-33, У1-У3, В1-В3	Устный и письменный опрос, тест	Вопросы и задания к зачету
11	2	Прием на работу	31-33, У1-У3, В1-В3	Устный и письменный опрос, тест	Вопросы и задания к зачету
12	2	Встреча с деловыми партнерами. Заключение контрактов.	31-33, У1-У3, В1-В3	Устный и письменный опрос, тест	Вопросы и задания к зачету
13	2	Телефонные переговоры	31-33, У1-У3, В1-В3	Устный и письменный	Вопросы и задания к зачету

				опрос, тест	
14	2	Деловая поездка	31-33, У1-У3, В1-В3	Устный и письменный опрос, тест	Вопросы и задания к зачету
15	2	Деловое общение	31-33, У1-У3, В1-В3	Устный и письменный опрос	Вопросы и задания к зачету
16	2	Особенности деловой коммуникации	31-33, У1-У3, В1-В3	Устный и письменный опрос	Вопросы и задания к зачету

### **3. Фонд оценочных средств**

3.1. Фонд оценочных средств, позволяющие оценить результаты обучения по дисциплине, включает в себя оценочные средства для текущей аттестации и промежуточной аттестации.

3.2. Фонд оценочных средств для текущей аттестации включает:

- комплект тестовых заданий - 11 шт. (Приложение 1);
- перечень заданий для самостоятельной работы (фрагмент) - 7 шт. (Приложение 2);
- комплект устных и письменных заданий - 7 шт. (Приложение 3);
- комплект групповых и/или индивидуальных творческих заданий (темы докладов в форме презентаций и деловых игр) — 4 шт. (Приложение 4)

3.3. Фонд оценочных средств для промежуточной аттестации включает:

- комплект вопросов и заданий к зачету (1 семестр) - 8 шт. (Приложение 5).
- комплект тестовых заданий к зачету (2 семестр) - 1 шт. (Приложение 6).

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«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**Комплект тестовых заданий**

По дисциплине «Иностранный язык в профессиональной деятельности»

(английский язык)

**Тема 2. Как информационные и коммуникационные технологии изменяют нашу жизнь.**

**TEST**

Время выполнения задания – 40 мин.

Выберите правильный вариант.

1. In restaurants people pay \_\_\_\_\_ prepared by computers.
  - a) records
  - b) food
  - c) inventories
  - d) bills
2. Geologists use \_\_\_\_\_ computer programs in their work.
  - a) sophisticated
  - b) capable
  - c) administrative
  - d) able
3. Computers are used for data \_\_\_\_\_..
  - a) timing
  - b) dialing
  - c) processing
  - d) relying
4. Computers can \_\_\_\_\_ geologists with multiple kinds of information.
  - a) produce
  - b) design
  - c) provide
  - d) use
5. Using computers people can find out about the \_\_\_\_\_ of flights.
  - a) consumption
  - b) ignition
  - c) dispense
  - d) availability
6. Pilots use computers to provide them with data about fuel \_\_\_\_\_.  
.design  
.inventory  
.stopover  
.consumption
7. Many films use graphics \_\_\_\_\_ by a computer
  - a) encountered
  - b) reduced
  - c) produced
  - d) purchased
8. Paul is good at tennis. He \_\_\_\_\_ tennis very well.
  - a) does play

- b) is playing
- c) plays
- d) plaies

9. Excuse me, I \_\_\_\_\_ for a telephone box. Is there one near here?

- .am looking
- .looks
- .is looking
- .looks

10. What are you doing here? I \_\_\_\_\_ for my friend.

- a) waits
- b) am waiting
- c) is waiting
- d) wait

11. I \_\_\_\_\_ last summer in the village.

- .spent
- .spend
- .have spent
- .spended

12. She \_\_\_\_\_ a new dress yesterday.

- a) have bought
- b) bought
- c) buyed
- d) has bought

13. We \_\_\_\_\_ before.

- a) never meet
- b) has never met
- c) have never met
- d) did never meet

14. I don't know where he is, he hasn't arrived \_\_\_\_\_.

- .yet
- .just
- .already
- .ever

15. When \_\_\_\_\_?

- .will the lesson begin
- .will begin the lesson
- .the lesson will begin
- .begin will the lesson

16. English \_\_\_\_\_ all over the world.

- a) speaks
- b) is speaking
- c) spoken
- d) is spoken

17. The answer sheets \_\_\_\_\_ by a computer.

- a) are checked
- b) checking
- c) is checked
- d) check

18. The radio \_\_\_\_\_ by Popov in 1895.

- .will be invented
- .was invented
- .is invented

.invented

19. We \_\_\_\_\_ to the party three days ago.

- a) were invited
- b) are invited
- c) was invited
- d) invite

20. Children \_\_\_\_\_ foreign languages at school.

- a) are taught
- b) are taught
- c) teach
- d) taught

Key

- 1 D
- 2 A
- 3 C
- 4 C
- 5 D
- 6 D
- 7 C
- 8 C
- 9 A
- 10 B
- 11 A
- 12 B
- 13 C
- 14 A
- 15 A
- 16 D
- 17 A
- 18 B
- 19 A
- 20 B

**Критерии оценки**

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,5 балла.

**Максимальный балла по каждой теме — 10 баллов.**

**Тема 3. Компьютерная система. Системы искусственного интеллекта.**

**TEST**

Время выполнения задания – 40 мин.

Выберите правильный вариант.

1. Укажите правильный эквивалент модального глагола must.

- a) have to
- b) be able to
- c) ought to
- d) needn't

2. Укажите правильно построенное предложение.

.You mustn't to swim here

.You don't must swim here.

.You mustn't swim here

.You must don't swim here

3. I ..... go to the bank. I haven't got any money.

- a) needn't

- b) must
- c) may
- d) ought

4. Lizzie.....spell her name before she was three.

- .could
- .might
- .must
- .have to

5. \_\_\_\_\_ is a set of computer programs that perform some tasks on a computer system.

- a) Hardware
- b) Software
- c) Network
- d) Stage

6. A mouse is a \_\_\_\_\_ moved by hand to indicate position on the screen

- a) processor
- b) device
- c) typewriter
- d) icon

7. \_\_\_\_\_ is the physical portion of a computer

- a) Microchip
- b) Icon
- c) Software
- d) Hardware

8. PCs have become commodity \_\_\_\_\_.

- a) networks
- b) items
- c) corporations
- d) icons

9. The \_\_\_\_\_ is processed by the computer very rapidly.

- a) storage
- b) data
- c) display
- d) agent

10. \_\_\_\_\_ you teach me to play hockey?

- a) might
- b) should
- c) could
- d) may

11. You \_\_\_\_\_ do this job. I have done it.

- .can
- .have to
- .needn't
- .ought

12. She \_\_\_\_\_ know nothing about it.

- a) is to
- b) must
- c) has to
- d) ought

13. You \_\_\_\_\_ visit your parents

- a) should
- b) needn't



- c) might
- d) ought

14. The lift didn't work and we .... walk up  
.were able to  
.should  
.had to  
.have to

15. This PC \_\_\_\_\_ with a processor speed of 33 MHz.
- a) came
  - b) ran
  - c) went
  - d) swam

16. In computing an \_\_\_\_\_ is generally a replacement of hardware or software with a newer or better version.

- a) upgrade
- b) acceleration
- c) load
- d) processing rate

17. The only three pieces of hardware that the user can upgrade to increase the computer \_\_\_\_\_ are disk drive, graphics card, and memory \_

- a) expansion
- b) performance
- c) application
- d) installation

18. Many users don't know what makes a computer \_\_\_\_\_ faster
- a) speed up
  - b) execute
  - c) increase
  - d) run

19. This program will let the user run any \_\_\_\_\_

- a) acceleration
- b) expansion
- c) performance
- d) application

20. A megahertz is the unit of \_\_\_\_\_ in the International System of Units
- a) acceleration
  - b) frequency
  - c) electric power
  - d) speed

#### Key

- 1 A
- 2 C
- 3 B
- 4 A
- 5 B
- 6 B
- 7 D
- 8 B
- 9 B
- 10 C
- 11 C
- 12 B

- 13 A
- 14 C
- 15 B
- 16 A
- 17 B
- 18 D
- 19 D
- 20 B

**Критерии оценки**

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,5 балла.

Максимальный балла по каждой теме — 10 баллов.

**Тема 4 . Базы данных. Базы знаний.**

**TEST**

Время выполнения задания – 40 мин.

**Выберите правильный вариант.**

- .The police found some of the \_\_\_\_\_ goods.
  - a) stealing
  - b) steal
  - c) stolen
  - d) stole
- .We saw him \_\_\_\_\_ for something on the ground.
  - a) looked
  - b) having looked
  - c) looking
  - d) being looked
- .The central processing unit supervises the computer's \_\_\_\_\_.
  - a) run
  - b) job
  - c) amount
  - d) operation
- .The central processing unit \_\_\_\_\_ program instructions.
  - a) measures
  - b) differs
  - c) emits
  - d) executes
- .The central processing unit \_\_\_\_\_ the activities taking place within the computer system.
  - .installs
  - .refers
  - .supervises
  - .stores
- \_\_\_\_\_ such a long distance she felt tired.
  - a) having run
  - b) run
  - c) being run
  - d) having been run
- .I saw him \_\_\_\_\_ along the bank of the river.
  - a) having walked
  - b) walking
  - c) being walked

- .The arithmetic logic unit \_\_\_\_\_ mathematical calculations.
- funds
  - performs
  - fails
  - transfers
- \_\_\_\_\_ are high-speed units of memory used to store and control information.
- .The clocks
- .The applications
- .The registers
- .The megahertz
- .A megahertz is a unit most commonly used to \_\_\_\_\_ transmission speeds of electronic devices, such as the clock speed of a microprocessor.
- .perform
- .turn off
- .measure
- .increase
- .Microprocessors \_\_\_\_\_ in the amount of information they can work with at a time.
- differ
  - run
  - execute
  - perform
- .I'll show you the article \_\_\_\_\_ by my brother.
- having written
  - written
  - writing
  - writed
- .Show me the list of students \_\_\_\_\_ English.
- having been learnt
  - learnt
  - have learnt
  - learning
- \_\_\_\_\_ all work they could have a rest.
- Finish
  - Having finished
  - Being finished
  - Finishing
- .The boy \_\_\_\_\_ in the garden didn't see me.
- worked
  - work
  - having worked
  - working
- .Going back to his office, Fisher had a \_\_\_\_\_ feeling of anger and upset.
- being mixed
  - mixing
  - having mixed
  - mixed
- .The registers are used to \_\_\_\_\_ data.
- store
  - measure
  - execute
  - differ

.In order to be processed information must be \_\_\_\_\_ into the main memory.

- .provided
- .loaded
- .increased
- .caused

\_\_\_\_\_ from the expedition, he made a very interesting report.

- a) Being returned
- b) Returned
- c) Having returned
- d) Having been returned

\_\_\_\_\_ are the connectors that allow the user to install boards to improve the computer's performance.

- a) Clocks
- b) Registers
- c) Program counters
- d) Expansion slots

### Key

- |    |   |
|----|---|
| 1  | C |
| 2  | C |
| 3  | D |
| 4  | D |
| 5  | C |
| 6  | A |
| 7  | B |
| 8  | B |
| 9  | C |
| 10 | C |
| 11 | A |
| 12 | B |
| 13 | D |
| 14 | B |
| 15 | D |
| 16 | D |
| 17 | A |
| 18 | B |
| 19 | C |
| 20 | D |

### ***Критерии оценки***

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,5 балла.

Максимальный балла по каждой теме — 10 баллов.

### **Тема 5. Система «Умный город». Передача информации.**

Время выполнения задания – 40 мин.

**Выберите правильный вариант.**

1. Some software is \_\_\_\_\_ to run under the control of specific operating system.

- a) designed
- b) stored
- c) accessed
- d) switched

2. Modern operating systems can run several application programs \_\_\_\_\_.

- a) capacity
- b) availability
- c) concurrently
- d) productivity

3. \_\_\_\_\_ is running of two or more programs in one computer concurrently.

- a) Malfunction
- b) Commitment
- c) Multitasking
- d) Scheduling

4. Booking of hotel \_\_\_\_\_ or control of warehouse stocks are examples of real-time operations.

- .accommodation
- .enquiry
- .reservation
- .circumstance

5. Recovery System allows the user to perform the recovery process in the event of \_\_\_\_\_.

- a) malfunction
- b) scheduling
- c) multiprogramming
- d) multifunction

6. The operating system \_\_\_\_\_ batching processing operations to deal with real-time inquiries.

- a) resides
- b) recommences
- c) restarts
- d) interrupts

7. The users are denied access until the record is \_\_\_\_\_.

- .unlocked
- .dealt
- .designed
- .exceeded

8. The software usually requires to \_\_\_\_\_ a system during an update.

- .design
- .attempt
- .entail
- .restart

9. Many users want to \_\_\_\_\_ access to spammers and break up spam floods.

- .allocate
- .deny
- .attain
- .provide

10. An operating system is \_\_\_\_\_ on disk.

- a) interrupted
- b) attained
- c) designed
- d) stored

11. Paula has given up \_\_\_\_\_.

- a) smoked
- b) to smoke
- c) smoke
- d) smoking

12. I promised \_\_\_\_\_ in time.  
 a) having come  
 b) comes  
 c) come  
 d) to come
13. I saw him yesterday. He seems \_\_\_\_\_ weight.  
 .to have lost  
 .losing  
 .having lost  
 .to have been lost
14. Let me \_\_\_\_\_ your bag.  
 a) carry  
 b) carrying  
 c) carried  
 d) to carry
15. I don't enjoy \_\_\_\_\_ very much.  
 a) dance  
 b) dancing  
 c) having danced  
 d) danced
16. It was funny. I couldn't help \_\_\_\_\_.  
 a) laugh  
 b) laughing  
 c) to laugh  
 d) laughed
17. Would you mind \_\_\_\_\_ the door, please?  
 .closes  
 .closed  
 .closing  
 .close
18. I'd prefer \_\_\_\_\_ a taxi.  
 a) having got  
 b) get  
 c) getting  
 d) to get
19. He is very good at \_\_\_\_\_ languages.  
 a) learned  
 b) learning  
 c) to learn  
 d) learn
20. David insisted on \_\_\_\_\_ for the meal.  
 a) paying  
 b) paid  
 c) having paid  
 d) to pay

### Key

- 1 A  
 2 B  
 3 C  
 4 A  
 5 A  
 6 D

- 7 A
- 8 D
- 9 B
- 10 D
- 11 D
- 12 D
- 13 A
- 14 A
- 15 B
- 16 B
- 17 C
- 18 D
- 19 B
- 20 A

**Критерии оценки**

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,5 балла.

**Максимальный балла по каждой теме — 10 баллов.**

**Тема 7. Языки программирования. Информационная безопасность. Система «Умный дом».**

Вариант 1.

Время выполнения задания – 40 мин.

**Выберите правильный вариант.**

1. \_\_\_\_\_ the traffic was bad, I arrived on time.
  - a) Since
  - b) Although
  - c) But
  - d) After
2. I didn't get the job \_\_\_\_\_ I had all the necessary qualifications.
  - a) after
  - b) when
  - c) though
  - d) because
3. I love music \_\_\_\_\_ I can't play a musical instrument.
  - a) who
  - b) after
  - c) since
  - d) although
4. \_\_\_\_\_ not having eaten for 24 hours, I didn't feel hungry.
  - .when
  - .if
  - .in spite of
  - .but
5. I'm not tired \_\_\_\_\_ working hard all day.
  - .but
  - .when
  - .if
  - .in spite of
6. An architect is someone \_\_\_\_\_ designs buildings.
  - a) which
  - b) who

- c) if  
d) when
7. The man \_\_\_\_\_ lives next door is friendly.  
a) why  
b) who  
c) what  
d) which
8. I gave her my telephone number \_\_\_\_\_ she might call me.  
a) when  
b) who  
c) in order that  
d) although
9. \_\_\_\_\_ you have finished your work, you may go home.  
.since  
.who  
.so that  
.but
10. I went away \_\_\_\_\_ there was no one there.  
a) because  
b) who  
c) so that  
d) but
11. A \_\_\_\_\_ is a program written in one of the high-level languages.  
.object program  
.load module  
.source program  
.linkage editor
12. A program written in a high-level language must be \_\_\_\_\_ into machine code.  
a) used  
b) involved  
c) interpreted  
d) supported
13. A program designed to perform a specific task is called \_\_\_\_\_.  
a) an application program  
b) an object program  
c) an original program  
d) a source program
14. \_\_\_\_\_ is a program that converts a high-level language into machine code.  
.An application program  
.A linkage editor  
.A compiler  
.A source program
15. The \_\_\_\_\_ is the program directly executable by the computer  
a) high-level language  
b) load module  
c) source program  
d) machine code
16. FORTRAN was \_\_\_\_\_ in the USA.  
a) introduced  
b) commissioned  
c) conformed  
d) combined



17. COBOL is used for commercial \_\_\_\_\_.

- a) statements
- b) payrolls
- c) salaries
- d) purposes

18. ALGOL deals with problems that \_\_\_\_\_ mathematical calculations.

- a) involve
- b) purchase
- c) depend
- d) lease

19. The MS-DOS operating system is \_\_\_\_\_ by Turbo Pascal.

.processed

.trained

.supported

.combined

20. A \_\_\_\_\_ is an artificial language designed to communicate instructions to a computer

- a) compiler
- b) interpreter
- c) programming language
- d) foreign language

#### Key

- 1 B
- 2 C
- 3 D
- 4 C
- 5 D
- 6 B
- 7 B
- 8 C
- 9 A
- 10 A
- 11 C
- 12 C
- 13 A
- 14 C
- 15 B
- 16 A
- 17 D
- 18 A
- 19 C
- 20 C

#### .Вариант 2

**Выберите правильный вариант.**

1. \_\_\_\_\_ is a software program designed to protect your computer or network against computer viruses.

.A detonator

.A computer virus

.An unwanted program

.An antivirus program

2. A computer virus \_\_\_\_\_ by attaching copies of itself to other computer programs or data files.

.boots  
.replicates  
.erases  
.interferes

3. Computer viruses currently cause billions of dollars worth of economic \_\_\_\_\_ each year

- a) process
- b) development
- c) protection
- d) damage

4. Viruses can \_\_\_\_\_ through email attachments, application programs on your computer, or application programs installed from disk drives.

- a) set about
- b) alter
- c) spread
- d) avoid

5. The \_\_\_\_\_ disk drives are quickly becoming a thing of the past.

- a) infector
- b) floppy
- c) network
- d) virus

6. It is \_\_\_\_\_ to download any software programs from the Internet that are not intended as free software.

- a) illegal
- b) reliable
- c) infected
- d) legal

7. The virus enters your system when a copy of an infected program is \_\_\_\_\_ from the floppy.

- a) loaded
- b) noticed
- c) grumbled
- d) unwanted

8. The virus enters your system through a floppy disk, and then \_\_\_\_\_ the hard drive.

- a) triggers
- b) boots
- c) enlarges
- d) infects

9. Illegally pirated programs are \_\_\_\_\_ in the Internet.

- a) available
- b) reliable
- c) virus-free
- d) commercial

10. The most important \_\_\_\_\_ of a computer virus is its ability to replicate itself.

- a) tab
- b) damage
- c) floppy
- d) feature

11. If I were you, I \_\_\_\_\_ to her.

.would talk  
.will talk  
.would have talked  
.talk

12. If Lucy go to Rome, John \_\_\_\_\_ her there.

- .follow
- .will follow
- .would follow
- .follows

13. If I \_\_\_\_\_ how to play American football, I would explain it for you

- a) know
- b) will know
- c) would know
- d) knew

14. If she \_\_\_\_\_ about the new snowfall, she wouldn't have gone snowboarding.

- a) had known
- b) knew
- c) would know
- d) has known

15. If he \_\_\_\_\_ so well, he wouldn't have become a world champion.

- a) drive
- b) drove
- c) would drive
- d) had driven

16. If I were younger, I \_\_\_\_\_ on a backpacking tour around Europe.

- .go
- .will go
- .would go
- .went

17. If they \_\_\_\_\_ extreme sports, they would have stayed at home.

- a) won't enjoy
- b) hadn't enjoyed
- c) wouldn't enjoyed
- d) enjoyed

18. If we \_\_\_\_\_ a computer, it'll take too long.

- .will not use
- .would not use
- .didn't use
- .don't use

19. If you \_\_\_\_\_ to meet Michael, you'll have to come back tomorrow.

- a) want
- b) will want
- c) had wanted
- d) wanted

20. If I were him, I \_\_\_\_\_ that motorbike immediately.

- a) sell
- b) will sell
- c) would sell
- d) would have sold

### Key

- 1 D
- 2 B
- 3 D
- 4 C
- 5 B
- 6 A
- 7 A

- 8 D
- 9 A
- 10 D
- 11 A
- 12 B
- 13 D
- 14 A
- 15 D
- 16 C
- 17 B
- 18 D
- 19 A
- 20 C

**Критерии оценки**

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,5 балла.

**Максимальный балла по каждой теме — 10 баллов.**

**Тема 10. «Деловая переписка в строительной сфере».**

**TEST**

**Выберите правильный вариант.**

**1. Соотнесите информацию под определенным номером на конверте с тем, что она обозначает.**

(1) The Manager  
(2) Devonshire Bank  
12 Market Street  
Helton (3) GV22 6DE  
United Kingdom

(4) Mr. B. Richardson  
(5) 1 Delfield Gardens  
Caddington  
Luton (6) LU1 4ES

**ВАРИАНТЫ ОТВЕТОВ**

- A) the street name in the mailing address
- B) the ZIP Code in the mailing address
- C) the ZIP Code in the return address
- D) The sender's company name
- E) The sender's position in the company
- F) the addressee's name

**Ответ: E, D, C, F, A, B**

**2. Соотнесите информацию под определенным номером на конверте с тем, что она обозначает.**

(1) T.M. White  
(2) Grey, Black & White Solisitors  
265 High Holborn  
London (3) WC1H 8BA  
United Kingdom

(4) Mr. John S. Smith  
25 High Street,  
Petersfield Hants.,  
(5) GU31 4LN  
(6) United Kingdom

### ВАРИАНТЫ ОТВЕТОВ

- A) the country name in the mailing address      D) The sender's name  
B) the ZIP Code in the mailing address          E) The sender's company name  
C) the ZIP Code in the return address          F) the addressee's name

**Ответ: D,E,C,F,B,A**

**3. Соотнесите информацию под определенным номером на конверте с тем, что она обозначает.**

(1) The Modern Machine Tool Corporation  
280 (2) Lincoln Street  
Chicago, Illinois (3) IG 56940  
USA

(4) Mr. Frederick Wolf  
25 Leadenhall Street  
(5) London  
(6) WC1H 5DA  
England

### ВАРИАНТЫ ОТВЕТОВ

- A) the street name in the return address      D) The sender's company name  
B) the ZIP Code in the mailing address          E) the addressee's name  
C) the city in the mailing address              F) the ZIP Code in the return address

**Ответ: D,A,F,E,C,B**

**4. Соотнесите информацию под определенным номером на конверте с тем, что она обозначает.**

(1) J. Wilhelm  
(2) North American Co.  
410 Lawrence Street, Apt.5  
Ann Arbor  
(3) MI 48105 USA

(4) Mr. J. R. Smith  
400 S (5) 5<sup>th</sup> Avenue,  
Suite #80 Detroit  
(6) MI 48202-2831  
USA

#### **ВАРИАНТЫ ОТВЕТОВ**

- A) the street name in the mailing address      D) The sender’s company name  
B) the ZIP Code in the mailing address        E) the addressee’s name  
C) the sender’s name                                F) the ZIP Code in the return address

**Ответ: C,D,F,E,A,B**

#### **5. Расположите части делового письма в правильном порядке:**

1)                                2<sup>nd</sup> March 2009

Ref: HP/RW

2)                                Your faithfully

Mr Maskin

General Manager

3)                                7 Banbury Avenue, Sydney 2000/Australia

Telephone (+61) 2/120933 Fax: (+61)2/12093320

4)                                Thank you for order no. 56. As requested we enclose the copy, duly signed in acknowledgement. Your order is already being processed and will be ready for delivery before the end of next week.

5)                                Dear Sir,

6)                                Herold Percy, Export Manager

Luxiphon.

Magdenburg Str.250, 10785 Berlin, Germany.

Ответ: 3,1,6,5,4,2

#### **6. Расположите части делового письма в правильном порядке**

1)                                Dear Sir,

2)                                Yours sincerely

Harold Percy

Export Manager

3)                                7 Banbury Avenue, Sydney 2000/Australia

Telephone (+61) 2/120933 Fax: (+61)2/12093320

4) Thank you for your inquiry of 1<sup>st</sup> January. We hope you will find the enclosed information useful. Thank you once again or the interest shown in products.

5) 8<sup>th</sup> January 2009

Ref: RM/AF2411

6)                                Mr.J.P.Queensway

Export Manager

Hi-Tech Production Ltd.

56 George Street  
Oxford OX15PQ  
Ответ: 3.5.6.1.4.2

**7. Расположите части делового письма в правильном порядке**

1) 2<sup>nd</sup> March 2009

Ref: HP/RW

2) Your faithfully

Mr Donovan

General Manager

3) 7 Banbury Avenue, Sydney 2000/Australia

Telephone (+61) 2/120933 Fax: (+61)2/12093320

4) Thank you for your enquiry about our new executive range of office telephones. The complete catalogue follows by post.

I look forward to hearing your feedback and to a successful future co-operation between our companies.

5) Dear Sir,

6) Mr. Stewart, Export Manager

Boulton Manufacturing Ltd.

46 Beech Road

Broughton

Ответ: 3,1,6,5,4,2

**8. Расположите части делового письма в правильном порядке**

1) We want you to know that we are very pleased with the quality of service your company provides. We sincerely appreciate your responsiveness and the way you conduct business. We have recommended your company to others because of our satisfaction with your service. We look forward to doing business with you for years to come.

2) Dear Mr. Eno

3) Brian Eno, Chief Engineer

Ecology Systems, Inc.  
8458 Obstructed View Lane  
Durham, NC 27708

4) Sincerely,

Nora Cassidy

New Projects Office

5) New Projects Office

Ridgenfield

5698 South Road

6) April 15, 2009

Ответ: 5,6,3,2,1,4

**9. Расположите части делового письма в правильном порядке**

1) Taylor, Inc.

694 Rockstar Lane

Durham, NC 27708

2) 6123 Farrington Road Apt. B11

Chapel Hill, NC 27514

3) January 11, 2009

4) I just read an article in the *News and Observer* about Taylor's new computer center just north of Durham. I would like to apply for a position as an entry-level programmer at the center.

I understand that Taylor produces both in-house and customer documentation. My technical writing skills, as described in the enclosed resume, are well suited to your company. I am a recent graduate of DeVry Institute of Technology in Atlanta with an Associate's Degree in Computer Science. In addition to having taken a broad range of courses, I served as a computer consultant at the college's computer center where I helped train users to work with new systems.

I will be happy to meet with you at your convenience and discuss how my education and experience match your needs. You can reach me at my home address, at (919) 233-1552, or at krock@devry.alumni.edu.

5) Sincerely Yours,  
Raymond Krock

6) Dear Human Resources Director

Ответ: 2,3,1,6,4,5

**10. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

.....  
Please note that a purchase order (copy attached) must be completed for all purchases over \$50.

Complete purchase orders should be passed to Christine Harrison to agree terms of payment with the supplier, and then sent to the Working office for final approval.  
.....

- 1) Letter of enquiry / request
- 2) Contract
- 3) CV
- 4) Мемо

Ответ: 4 Мемо

**11. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

Dear Sir/Madam,

I would like to apply for the job of a part-time sales assistant in the food section of Marks & Spencer, as advertised in Loot Recruit on 2 August. Please find attached a copy of my CV.

I would welcome the opportunity to discuss the job vacancy with you on the telephone or at an interview. I can be contacted most easily on my mobile phone or by e-mail.

1. covering letter
2. letter of complaint
3. letter of advice
4. letter of thanks

Ответ: 1 covering letter

**12. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

We are wholesalers in the tea trade, and we would like some information on the types of tea you produce. Would you kindly send us your latest catalogue with prices, as well as a selection of samples?

1. Contract
2. Memo
3. CV
4. Letter of enquiry/request



Ответ: 4 Letter of enquiry/request

**13. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

We are a large record store in the centre of Manchester and would like to know more about the CDs and DVDs you advertised in last month's edition of Hi-Fi. Could you tell us if the products are leading brand names, or made by small independent companies, and if they would be suitable for recording classical music, games and video? We would appreciate it if you send us some samples.

1. Contract
2. CV
3. Memo
4. Letter of enquiry/request

Ответ: 4 Letter of enquiry/request

**14. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

Condo Corporation  
209 West Street  
Kingston,  
Jamaica, W.I.  
October 2, 2009  
the Executive Inn  
2 Main Street  
Evansville, Illinois 60821

Dear Sirs: Please reserve a double room with bath for Ms Linda Lettman for October 27-29. Ms. Lettman executive of the Condo Corporation, will arrive at the hotel at approximately 6 pm on October 28, from about 9 am until noon.

Truly yours

1. CV
2. letter of request
3. Contract
4. Memo

Ответ: 2 letter of request

**15. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

I wonder whether you would like to come and lecture to our students again this term? They very much enjoyed your talk on sociolinguistics last year, and several of them have asked for a repeat performance. We will, of course, pay you normal fee. Perhaps, you would be kind enough to phone me so that we can fix a date.

1. Letter of enquiry / request
  2. Contract
  3. CV
  4. Memo
- Ответ: 1 Letter of enquiry / request

**16. Определите, к какому виду делового документа относится представленный ниже отрывок. Выберите один ответ.**

The purpose of this is to convey to you my sincere apologies for any inconvenience you may have experienced last month with respect to the installation of your Internet high speed service.

- 1) Letter of enquiry / request
- 2) Contract
- 3) Letter of apology
- 4) Memo

Ответ: 3 Letter of apology

**17. Выберите аббревиатуру, используемую в деловой переписке, чтобы попросить сделать что-либо как можно скорее.**

1. ASAP
2. VIP
3. AQ
4. RSVP

Ответ: 1 ASAP

**18. Выберите аббревиатуру, используемую в деловой переписке, которая обозначает «часто задаваемые вопросы».**

1. V.I.P.
2. BTW
3. FAQ
4. WRT

Ответ: 3 FAQ

**19. Выберите аббревиатуру, используемую в деловой переписке, которая обозначает «автобиографию»**

1. AQ
2. RE
3. YW
4. CV

Ответ: 4 CV

**20. Выберите аббревиатуру, используемую в деловой переписке, которая обозначает «научно-исследовательские разработки»**

1. R&D
2. C&D
3. H&P
4. P&G

Ответ: 1. R&D

### ***Критерии оценки***

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Максимальный балла по каждой теме — 5 баллов.

## **Тема 11. «Прием на работу».**

### ***TEST***

**Выберите правильный вариант.**

1. I read an ... about job opening in your company.

Выберите один ответ

- a) brochure
- b) letter
- c) advertisement
- d) article

2. I am calling to see if there are any ... in your department.

Выберите один ответ

- a) job
- b) vacancies
- c) position
- d) employment

3. What position do you want to ... for?

Выберите один ответ

- a) take
- b) hire
- c) employ
- d) apply

4. Please, fill ... the application form.

Выберите один ответ

- a) on
- b) out
- c) in
- d) up

5. The ... typically first looks for employment opportunities.

Выберите один ответ

- a) job hunter
- b) job taker
- c) employee
- d) employer

6. Why do you want to work ... this company?

Выберите один ответ

- a) to
- b) in
- c) for
- d) with

7. We are prepared to ... you a job in our company.

Выберите один ответ

- a) place
- b) offer
- c) recruit
- d) employ

8. ... is an organization which matches employers and employees.

Выберите один ответ

- a) employment company
- b) employment agency
- c) hiring company
- d) working agency

9. The common method of job hunting is job listing in internet ... .

Выберите один ответ

- a) seeking engines
- b) search sites
- c) search systems
- d) search engines

10. ... is an exposition for employers, recruiters and schools to meet with prospective job seekers.

Выберите один ответ

- a) work fair
- b) job fair
- c) vacancy

- d) job market
11. Job recruiters are using online social networking sites to gather information about job ... .  
Выберите один ответ
- a) recruiters
  - b) employees
  - c) workers
  - d) applicants
12. The ... offers the job to the best candidate.  
Выберите один ответ
- a) employee
  - b) officer
  - c) employer
  - d) manager
13. I enclose a copy of my ... which will give you more complete details of my career to date.  
Выберите один ответ
- a) personal letter
  - b) resume
  - c) letter of thanks
  - d) brochure
14. I ... to apply for the position of an engineer in your company.  
Выберите один ответ
- a) want
  - b) will
  - c) would like
  - d) could
15. I ... to hearing from you.  
Выберите один ответ
- a) wait for
  - b) expect
  - c) want
  - d) look forward
16. This job requires computer ..., and I have a lot of experience using computers.  
Выберите один ответ
- a) experience
  - b) skills
  - c) knowledge
  - d) studying
17. My work ... allows me to work in this area today.  
Выберите один ответ
- a) experience
  - b) knowledge
  - c) education
  - d) skills
18. Should you ... any further information, please do not hesitate to contact me.  
Выберите один ответ
- a) required
  - b) is requiring
  - c) require
  - d) will require

**19. Расположите части сопроводительного письма в правильном порядке.**

- 1) Yours sincerely,
- 2) I'm writing to apply for the position, which was advertised last month in The Daily News.
- 3) 8th January, 2000

4) Ann Jackson  
 52 Hanover Street  
 Edinburgh  
 EH2 5LM  
 UK

5) EmilyStark  
 Futura GmbH  
 Blumenstrasse 120 8000  
 Munich 22

6) I would be pleased to discuss my resume with more detail at an interview.

7) Dear Ms Stark,

8) My work experience allows me to work in Public Relations today. I am sure that this, together with my understanding of the needs and expectations of sport and nature enthusiasts, would be extremely relevant to the position. Moreover, as my mother is German, I am fluent in this language and would enjoy working in a German-speaking environment.

9) Ann Jackson

10) I look forward to hearing from you.

11) I would like to work for your company as I have admired both the quality of the products that it provides and its position as a defender of environmental causes. As you notice in my enclosed CV, the job you are offering suits both my personal and professional interests.

12) In the meantime, please do not hesitate to contact me if you require further information.

**20. Соотнесите части резюме с соответствующей информацией.**

1) Personal details	a) Windows, MS Office 2000, Excel. Fluent German and proficient in French. Driving license.
2) Education	b) Skiing and swimming. Ski instructor (grade II).
3) Professional experience	c) Ann Jackson 52 Hanover Street Edinburgh Scotland Phone – 01957487004 E-mail: annjackson@mid.net
4) Skills Languages Additional	d) Herbert Undsay Professor of Journalism London university
5) Activities	e) 1998-present Public relations Officer Scottish Nature trust. In charge of relations with European environmental agencies. 1999-2000 Press Officer, Highlands Tourist Board. Preparation of promotional materials.
6) References	f) 1988-1991 University of London. BA (Honours) in Journalism and Media Studies 1991-1998 London Chamber of Commerce and Industry. Diploma in Public relations.

Ключи:

1) c	6) c	11) d	16) b
2) b	7) b	12) c	17) a
3) d	8) b	13) b	18) c
4) c	9) d	14) c	
5) a	10) b	15) d	

19) 4, 3, 5, 7, 2, 11, 8, 6, 12, 10, 1, 9

20) 1-c, 2-f, 3-e, 4-a, 5-b, 6-d

**Критерии оценки**

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Максимальный балла по каждой теме — 5 баллов.

**Тема 12 «Встреча с деловыми партнерами. Заключение контрактов».**

**TEST**

**Выберите правильный вариант.**

1. I'd like to make a \_\_\_\_\_ for a ticket to Los Angeles.

- a) availability
- b) reservation
- c) tax
- d) destination

2. \_\_\_\_\_ is a ticket for travelling in one direction only. It is ideal for travelers who do not require a return flight or for travelers who do not have an exact return date.

- a) A round-trip ticket
- b) An open return ticket
- c) A return ticket
- d) A single ticket

3. Are there any seats \_\_\_\_\_ on the 25 of December?

- a) leaving
- b) return
- c) available
- d) open

4. \_\_\_\_\_ is the total time from the moment the aircraft begin to takeoff until the moment it lands at the destination airport.

- a) Flying time
- b) Local time
- c) Departure time
- d) Arrival time

5. You \_\_\_\_\_ at the hotel when you arrive and give your passport information

- a) check in
- b) check out
- c) book a hotel room
- d) leave the hotel

6. You \_\_\_\_\_ when you leave the hotel and pay

- a) check in
- b) check out
- c) book a hotel room

d) make a reservation for a hotel room

7. A hotel room with one bed for one person is called \_\_\_\_\_

- a) a double room
- b) a twin room
- c) a single room
- d) a suite

8. A hotel breakfast that includes sliced bread with butter or jam, croissants, fruit juice and coffee is called \_\_\_\_\_.

- a) English breakfast
- b) American breakfast
- c) Continental breakfast
- d) Brunch

9. \_\_\_\_\_ is the cheapest and the most popular type of flight tickets, offering the most basic services.

- a) An economy class ticket
- b) A business class ticket
- c) A first class ticket
- d) A round-trip ticket

10. "The hotel is fully booked" means that \_\_\_\_\_

- a) there are a few rooms left
- b) there are only double rooms available
- c) there are only single rooms available
- d) there are no vacancies

11. The flight arrives \_\_\_\_ Gatwick Airport \_\_\_\_ 10.30 local time.

- a) in\at
- b) to\in
- c) to\at
- d) at\in

12. Do you have any flights \_\_\_\_ Paris \_\_\_\_ the 15<sup>th</sup> of May?

- a) in\at
- b) in\on
- c) to\on
- d) to\at

13. I'd like to make a reservation \_\_\_\_ a return ticket \_\_\_\_ Rome.

- a) of\to
- b) for\on
- c) of\in
- d) for\to

14. When the flight (arrive) in Moscow?

- a) When does the flight arrive in Moscow?
- b) When will the flight arrive in Moscow?
- c) When is the flight arriving in Moscow?
- d) When is the flight going to arrive in Moscow?

15. How long you (plan) to stay in Rome?

- a) How long will you plan to stay in Rome?
- b) How long are you planning to stay in Rome?
- c) How long you plan to stay in Rome?
- d) How long will you planning to stay in Rome?

16. How will you pay? - I (pay) by credit card.

- a) I'll pay by credit card
- b) I pay by credit card
- c) I am paying by credit card
- d) I will be paying by credit card

17. *Receptionist:* \_\_\_\_\_?

*Mrs. Ryefield:* Three nights.

- a) What kind of room would you like?
- b) Who's the booking for, please?
- c) How long will you be staying?
- d) Could I have your arrival and departure dates?

18. *Traveler:* \_\_\_\_\_?

*Clerk:* It leaves at 8.55 a.m.

- a) How many of you will be travelling?
- b) When do you want to return?
- c) What time is the flight due to depart?
- d) What's the flying time?

19. *Clerk:* \_\_\_\_\_?

*Traveler:* I am flying to Tampa, Florida.

- a) What is your destination?
- b) When do you want to return?
- c) When are you leaving?
- d) What's the flying time?

20. *Receptionist:* \_\_\_\_\_?

*Mr. Smith:* Double with bath.

- a) Would you like breakfast?
- b) What kind of room would you like, sir?
- c) Can you spell your name, please?
- d) Good evening, sir! How can I help you?

Keys: 1B, 2D, 3C, 4A, 5A, 6B, 7C, 8A, 9A, 10D, 11F, 12C, 13D, 14A, 15B, 16A, 17C, 18C, 19A, 20B

### ***Критерии оценки***

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,25 балла.

Максимальный балла по каждой теме — 5 баллов.

### **Тема 13. «Телефонные переговоры»**

#### ***TEST***

**Выберите правильный вариант.**

***Для нижеприведенных телефонных клише выберите подходящий вариант для заполнения пропуска.***

1. Have you ever tried your ..... at running a business?

- a) arm
- b) finger
- c) hand
- d) leg

2. The company had its own code of ..... in these matters.

- a) behaviour
- b) practice



- c) dealing
- d) attitude
- 3. Sorry to have ... you.
  - a) troubled
  - b) prevented
  - c) bothered
  - d) interrupted
- 4. Just a moment. I'll put you ... .
  - a) through
  - b) over
  - c) round
  - d) across
- 5. - Johnson ... .
  - a) hears
  - b) is hearing
  - c) here
  - d) is here
- 6. I'm sorry, her ... .
  - a) number is ringing for you
  - b) line is busy
  - c) phone is occupied
  - d) phone is engaged
- 7. - Do you know his ... ?
  - 365, I think.
  - Ringing for you.
  - a) line
  - b) phone
  - c) extension
  - d) number
- 8. One moment. I'll see if I can ... you.
  - a) pass
  - b) hold
  - c) put
  - d) transfer
- 9. - Is that Mr. Black?
  - a) Here
  - b) Speaking
  - c) Yes
  - d) Hear
- 10. We got cut ... .
  - a) over
  - b) out
  - c) away
  - d) off
- 11. - Who's ..., please?
  - This is Sidorov from Tyumen.
  - a) calling
  - b) telephoning
  - c) phoning
  - d) ringing
- 12. Will you ... him a message?
  - a) remain

- b) abandon
- c) leave
- d) put

13. I'm sorry, he is out. I'll tell him to call you ... when he is in.

- a) again
- b) over
- c) through
- d) back

14. Seven-... five-six-nine-three-two. Mr. Ferguson's office. Good morning.

- a) double
- b) two times
- c) twice
- d) five and

15. ... on, please. I'll find out if he is in.

- a) Go
- b) Come
- c) Hold
- d) Put

16. I can hardly hear. This is a very ... .

- a) poor connection
- b) bad line
- c) bad noise
- d) strong buzzing

17. One moment. Trying to ... you.

- a) link
- b) join
- c) move
- d) connect

18. Would you ... your name, please?

- a) spell
- b) call
- c) say
- d) put

19. ... is we have got some problems with one of the machines.

- a) The business
- b) The point
- c) The issue
- d) The dot

20. Could you tell him to call me as ... .

- a) sooner the better
- b) in no time
- c) soon as possible
- d) at the latest

KEYS: 1 c, 2 b, 3 a, 4 a, 5 c, 6 b, 7 c, 8 d, 9 b, 10 d, 11 a, 12 c, 13 d, 14 a, 15 c, 16 b, 17 d, 18 a, 19 b, 20 c

### ***Критерии оценки***

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,25 балла.

Максимальный балла по каждой теме — 5 баллов.

### **Тема 14 «Деловая поездка»**

## TEST

Каждый правильный ответ — 0,25 б. (итого: 5 б).

**Выберите правильный вариант.**

1. The circular will contain ..... financial information to help investors.

- a) key
- b) obvious
- c) intelligent
- d) noted

2. Anyone who works for an employer for a regular salary has a contract of \_\_\_\_\_.

- a) carrier
- b) job
- c) employment
- d) work

3. Time flies, and one day you will have to look for the \_\_\_\_\_.

- a) position
- b) application
- c) post
- d) job

4. I \_\_\_\_\_ for a company that deals with the banks.

- a) job
- b) work
- c) employ
- d) hire

5. Hobby is a favorite \_\_\_\_\_ of a person in his free time.

- a) occupation
- b) work
- c) job
- d) employment

6. Someone who applies for a job is called \_\_\_\_\_.

- a) an employer
- b) an employee
- c) an applicant
- d) a recruiter

7. Love for children, an ability to communicate with them, understand and teach them – these are the most important \_\_\_\_\_ of a teacher.

- a) skills
- b) qualifications
- c) experiences
- d) qualities

8. \_\_\_\_\_ is a fixed amount of money paid to an employee by an employer.

- a) Salary
- b) Income
- c) Fee
- d) Tips

9. Rent from the old farm was their only source of \_\_\_\_\_.

- a) Salary
- b) Wages
- c) Income
- d) Fee

10. If you really like a certain restaurant, you may leave higher \_\_\_\_\_.

- a) Salary

- b) Wages
- c) Income
- d) Tips

11. Pay is the money that you \_\_\_\_\_ by working.

- a) spend
- b) earn
- c) waste
- d) borrow

12. \_\_\_\_\_ are the lowest amount of money that an employer may legally pay to workers.

- a) Competitive salary
- b) High tips
- c) Low income
- d) Minimum wages

13. \_\_\_\_\_ is a job within a company.

- a) A location
- b) A position
- c) A situation
- d) A deposition

14. \_\_\_\_\_ is work that occupies five days each week usually from 9 a.m. till 5 p.m.

- a) Full-time job
- b) Part-time job
- c) Work-life balance
- d) Overtime work

15. \_\_\_\_\_ is work that may take just 2 or 3 days each week.

- a) Full-time job
- b) Part-time job
- c) Lunch hour
- d) Overtime work

16. \_\_\_\_\_ is a situation when people spend the right amount of time at work and on their personal life

- a) Work load
- b) Overtime
- c) Occupation
- d) Work-life balance

17. \_\_\_\_\_ is time that people spend working at their job after they have worked the normal hours.

- a) Work load
- b) Lunch hour
- c) Overtime
- d) Working hours

18. \_\_\_\_\_ is the feeling of achievement and enjoyment that people get from the job.

- a) Unemployment
- b) Job hunting
- c) Job satisfaction
- d) Job searching

19. There are some skills and qualities that \_\_\_\_\_ require of all applicants.

- a) employers
- b) employees
- c) employment
- d) unemployment

20. It's important to show employers that you are intelligent and responsible when you're \_\_\_\_\_ for job.

- a) hiring
- b) employing
- c) earning
- d) applying

**Keys**

- 1 A
- 2 C
- 3 D
- 4 B
- 5 A
- 6 C
- 7 D
- 8 A
- 9 C
- 10 D
- 11 B
- 12 D
- 13 B
- 14 A
- 15 B
- 16 D
- 17 C
- 18 C
- 19 A

**Критерии оценки**

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,25 балла.

Максимальный балла по каждой теме — 5 баллов.

**Тема 15 «Деловое общение»**

**TEST**

1. I like to visit other countries but I find the ..... of travel is too high.
  - a. money
  - b. cost
  - c. expenses
  - d. currency
2. The government has changed its policy and had a complete change of .....
  - a. view
  - b. opinion
  - c. mind
  - d. heart
3. The place where you go when you arrive at the airport with your luggage?
  - a. Terminal;
  - b. Check-in desk
  - c. Customs
  - d. Departure lounge
4. The card they give you with the seat number on it?
  - a. Landing card
  - b. Boarding card
  - c. Traveller's cheque

5. The money you have to pay if your luggage is very heavy?
  - a. Extra money
  - b. Excess baggage
  - c. Excess fare
6. The place where you sit and have a drink when you are waiting for your flight to be called?
  - a. Departure lounge
  - b. Terminal building
  - c. Duty-free zone
7. The bags you carry onto the plane with you?
  - a. Luggage
  - b. Hand luggage
  - c. Baggage
8. The place above your head where you can put your hand luggage?
  - a. Overhead space
  - b. Luggage space
  - c. Baggage space
  - d. Overhead locker
9. The part of the airport where the plane accelerates and takes off?
  - a. Way
  - b. Pathway
  - c. Driveway
  - d. Runway
10. The people who look after you on the plane?
  - a. Security
  - b. Flight attendants
  - c. Flight helpers
  - d. Airline representatives
11. The part of the airport you walk through when you arrive or depart?
  - a. Terminal building
  - b. Passport control zone
  - c. Customs
  - d. Check-in desk
12. The place where you collect your luggage after you land?
  - a. Baggage conveyor
  - b. Excess baggage
  - c. Baggage reclaim
13. What colour means 'nothing to declare'?
  - a. Red
  - b. Blue
  - c. Yellow
  - d. Green
14. What cards do you have to fill in when you enter certain countries?
  - a. Boarding card
  - b. Traveller's card
  - c. Landing card
15. The usual sequence of air travel is following – the plane:
  - a. Taxis//takes off/cruises/lands
  - b. Accelerates/takes of/cruises/lands/taxis
  - c. Taxis/accelerates/takes off/cruises/lands

16. What should you do if you feel like yawning in public?
- Change the subject
  - Ask where the washroom is
  - Cover your mouth
17. What should you say after you sneeze in a public situation?
- Bless me
  - You're welcome
  - Excuse me
18. An office colleague gives you a present you don't like for your birthday. What should you say?
- Oops!
  - Thank you
  - Too bad!
19. What should you do when you go to the bank?
- Wait in line patiently
  - Say "excuse me" and move to the front of the line
  - Say "sorry" and move ahead of the others
20. You stepped on someone's foot in the subway. What do you say?
- Thank you!
  - Please!
  - I'm sorry
  - Get out of my way

KEYS: 1.B 2.D 3. B; 4. B; 5. B; 6. A; 7. B; 8. D; 9. D; 10. B; 11. A; 12. C; 13. D; 14. C; 15. C; 16. C; 17. C; 18. B; 19. A; 20. C.

***Критерии оценки***

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,25 балла.

Максимальный балла по каждой теме — 5 баллов.

**Тема 16. «Особенности деловой коммуникации»**

***TEST .***

Выберите правильный вариант.

1. His childhood ... to have been very difficult.

a/ said

b/ say

c/ are said

d/ is said

2. The river ... to flow in this direction.

a/ suppose

b/ supposes

c/ is supposed

d/ to suppose

3. You ... to take these things for granted.

a/ are expected

b/ expected

c/ is expected

d/ to expect

4. He didn't ... to notice me.

a/ to seem

b/ seemed

c/ seem

d/ is seemed

5. The circumstances ... to have become strange indeed.  
a/ to happen  
b/ happen  
c/ are happened  
d/ is happened
6. He ... to find out a few more things about the whole business.  
a/ was told  
b/ tell  
c/ to tell  
d/ were told
7. He ... to play in the open.  
a/to allow  
b/are allowed  
c/ were allowed  
d/ was allowed.
8. She ... to be a good teacher.  
a/ to prove  
b/ prove  
c/ proved  
d/ proving
9. The plane ... to have crashed not from the airfield.  
a/ report  
b/ to report  
c/ reports  
d/ was reported
10. He is ... to come.  
a/ like  
b/ to like  
c/ liked  
d/ likely
11. The medicine ... to be very effective.  
a/ said  
b/ say  
c/ are said  
d/ is said
12. She ... to have been a librarian in those days.  
a/ is believed  
b/ believed  
c/ believe  
d/ to believe
13. They ... to send a reply today.  
a/ to expect  
b/ expected  
c/ are expected  
d/ expect
14. He ... to have been a very good singer.  
a/ to think  
b/ is thought  
c/ thought  
d/are thought
15. This process ... to make a new kind of plastic.  
a/ are used



b/ is used

c/ were used

d/ using

16. The members of the committee ... to have come to an agreement.

a/ to understand

b/ understand

c/ understood

d/ are understood

17. In 19<sup>th</sup> century the dark areas on Mars ... to be seas.

a/ to think

b/ is thought

c/ thought

d/were thought

18. They ... to agree to do it.

a/ were heard

b/ heard

c/ to hear

d/ hears

19. The expedition ... to have made a very important discovery.

a/ to say

b/ is said

c/ said

d/ to have said

20. Who ... to sign the letter?

a/ suppose

b/ supposing

c/ to suppose

d/ is supposed

### ***Критерии оценки***

При оценке знаний обучающийся получает тест, состоящий из 20 вопросов. За каждый правильный ответ обучающийся получает по 0,25 балла.

Максимальный балла по каждой теме — 5 баллов.

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
Федеральное государственное бюджетное  
образовательное учреждение высшего образования  
«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**Перечень заданий для самостоятельной работы (фрагмент)**

По дисциплине «Иностранный язык в профессиональной деятельности»  
(английский язык)

**ЗАДАНИЕ № 1.** Определите, к какому виду деловых писем относится следующее письмо.

**Переведите письмо:**

Dear client,

I am writing to introduce Hollway House, the best conference center in London. Please find enclosed our brochure which explains why we believe Hollway House will suit your requirements perfectly.

You will find Hollway House a perfect venue for conferences, training courses, etc. We provide the very latest facilities in an atmosphere of peaceful elegance. We are proud of our excellent cuisine and attentive service, which we believe is the best in the country.

Our prices are very competitive and many extras are included in the 24-hour delegate rate. We provide all the necessary equipment, secretarial support, mineral water and daily newspapers with no additional charge. We believe we offer excellent value for money.

We would be pleased to make arrangements for you to visit Hollway House to view our facilities. If you require any further information, please do not hesitate to contact me. We look forward to hearing from you.

Yours sincerely,

XXXX

**ЗАДАНИЕ № 2.** Read and translate the following business letter into Russian. Pay attention to the form and style of this type of correspondence.

Neva Link 23d May 20..

27 Bolshoy pr.

S. Petersburg

191011

Russia

Dear Sirs,

Thank you for your enquiry from the 12<sup>th</sup> May 20..in which you inform us that you are interested in purchasing the model SR 112 computers from us. We enclose with the letter all particulars concerning technical characteristics of the model.

Our company enjoys first class reputation in the market and our products are exported to many countries of the world. We have had to develop special features in our computers to satisfy ever growing market demands. We are happy to inform you that we can meet your quantity requirements and offer you three hundred computers at the price of £ 399 per unit. The price includes packing. We are sure that at this price our products are the best in the market. We can promise delivery in two month provided we receive your order within ten days. We hope the above information will be helpful. However, if further information is required please do not hesitate to contact us. We hope you will accept our offer and look forward to establishing mutually beneficial relations with you.

Enclosure: technical Parks & C<sup>o</sup> Ltd characteristics of the model SR 112

Yours faithfully,

**ЗАДАНИЕ № 3.** Translate the offer from Neva Link to Parks & C<sup>o</sup> Ltd.

Parks & C<sup>o</sup> Ltd 12d April 20...

35 Nevskiy pr.  
S. Petersburg  
191014

Russia

Dear Sirs,

Thank you for your response from the 23<sup>rd</sup> May 20... We studied the details of the product and understood that it meets all our requirements. We value innovations and do our best to make our staff keep up with the times. The price is also reasonable. So, we are ready to purchase 3 hundred computers model SR 112 from you. The money will be transferred to your account as soon as we receive your invoice. We hope that you will keep your word and send us computers immediately after the money hits the account.

We came to the conclusion, that cooperation with your company in the future will be very beneficial to both sides. We also want to let you know that in some years we are going to increase personnel and open several offices in other cities. So in the future we will need more equipment. And we want to know, whether you will be able to supply us with your goods in larger quantities.

Yours sincerely,  
Neva Link

**ЗАДАНИЕ № 4. Translate into Russian. Write down similar letters.**

**Запрос на анкету для получения паспорта**

Dear Sir

Early next year I intend to visit a number of countries in the Far East and Australasia. Please send me a passport application form and a list of the addresses to which applications for visas for the various countries should be sent.

I have not previously held or applied for a passport of any description. Yours faithfully

**Заявка на получение паспорта**

Dear Sir

I have completed and enclose my application form for issue of a United Kingdom passport. Also enclosed are two passport photographs (one certified at the back), my birth certificate and a cheque for the passport fee.

I propose to leave England on 15 January. Please ensure that my passport is prepared and sent to me in good time to enable me to obtain the necessary.

Yours faithfully

**Запрос на анкету для получения визы**

Dear Sir

Our Sales Director, Mr. Robert Dickson, proposes to visit Australia in 2 months' time on Company business.

As I understand a visa is necessary, please send me the appropriate application form, together with details of your visa requirements.

Yours faithfully

**Заявка на получение визы**

Dear Sir/Madam

I enclose the completed application form for an entry visa to enable Mr. Robert Dickson, Sales Director of this Company, to visit Australia.

Mr. Dickson will be leaving London on 5 August for a business tour of Singapore and Hong Kong. Subject to issue of the necessary visa, he proposes to fly to Perth, Western Australia, on 7 August. Thereafter he will be visiting Melbourne, Sydney and Cairns.

The purpose of Mr. Dickson's visit to Australia is to gain information about recent developments in education there, with special reference to the use of our publications. He intends to visit departments of education, universities, commercial and technical colleges and other educational organizations as well as leading booksellers. This Company guarantees Mr. Dickson's financial security during his stay as well as payment of all expenses incurred.

The following supporting documents are enclosed:

1. Mr. Dickson's passport;
2. A cheque for the visa fee;
3. A registered stamped addressed envelope for return of the passport;
4. A copy of the Company's publications catalogue for your reference. If you require any further information please do not hesitate to let me know.

Yoursfaithfully

**ЗАДАНИЕ N 5. Translate into Russian. Write down a complaint letter.**

**Complaint Letters**

1 The purpose of a **complaint letter** is to bring your grievance to the notice of the concerned party so that corrective action can be taken wherever possible. While writing a complaint letter, it is important to address it to the right department. If the letter does not reach the right people then the purpose is defeated. Similarly, you must include your contact details as well.

2 Complaint letters need not be strong worded and rude. It is more effective to put forth your complaint in a firm yet polite tone. It is also a good idea to suggest what kind of remedial action you would like the concerned party to take.

3 State your complaint in a simple and concise manner backing up your case with photocopies of receipts or other relevant documents. Stick to the facts and avoid sweeping statements deriding everything in general. Keep the letters to the point and short.

4 Tact can achieve what sarcasm and rudeness cannot. So, try and include a couple of positive points as well along with your complaint. This is sure to act as a balm to the bruised ego and your complaint would be taken in the right spirit.

\*\*\*

*Dear Sir,*

*I had recently ordered a new pair of running shoes (item # 6542951) from your website on June 21. I received the order on June 26. Unfortunately, when I opened it I saw that the shoes were used. There was a small tear in front of the part where the left toe would go. My order number is AF 26168156.*

*To resolve the problem, I would like you to credit my account for the amount charged for the shoes.*

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

*Sincerely,  
Signature  
Jai Das*

**ЗАДАНИЕ N 6. What kind of messages are the following messages?**

**# 1**

**To :**

John K. Peter

Calcutta Officer

Sub : Order from Ruby Clothes Ltd.

MESSAGE

Just now I received the original order from Ruby Clothes Ltd., along with your letter dated 25th February. I am surprised to note that you have given 20% discount for the order from the customer. You know very well that our price for this particular model is very competitive and you could have easily negotiated the order for as low a discount as 3%.

In future, please do not offer high discount. You are most welcome to check with me, whether we can relax our standard policy on discount structure as a special case.

(R.K. SHENOY)  
SALES MANAGER

**# 2**

**To:**

All Regional Managers

Sub: Credit Control

MESSAGE

I am quite upset with the list of large outstanding in every regional office without exception. I need fast action from all of you to see that large amounts are collected from your customers at an earliest date. To discuss with all of you I am visiting your office on the following dates.

Calcutta : 15th June '11  
Chennai : 18th June '11  
Mumbai : 21st June '11  
Delhi : 25th June '11

Please keep all the details ready for a fruitful discussion.

(S.K. RAMESH)  
FINANCE CONTROLLER  
# 3

**To:**  
John K. Peter  
Brenton Officer

Sub : Labour problem

MESSAGE

I am quite concerned about the labour unrest in your office. I am sure you are taking best of efforts to contain the problem. I feel my intervention can improve the situation.

I am visiting your office on 25th May. Please keep all the details ready and plan your own strategy. We both will discuss thoroughly before calling the union leader to the table. Please keep in mind that our stand should be tough.

(R. K. PAULSON)  
PERSONNEL MANAGER

# 4

**From :**  
K. S. RAY  
SALES MANAGER  
**To:**  
All Branch Managers

Sub: Various statements and product launch  
MESSAGE

I need the following statements to reach me before 25th June.

- (i) Sales forecast for the year 2012 product-wise
- (ii) Sales of every product month-wise from January to May 2011
- (iii) Expected orders product-wise from June to December 2011 given month-wise.

I am happy to inform you that the prototype of Double Beam Spectrophotometer is ready and we want to launch the product in the market in August '99. Please come out with your suggestions and strategy for the product launch.

(K. S. RAY)  
SALES MANAGER

# 5

**To:**

All Regional Managers

Sub : Delay in delivery

MESSAGE

I am sorry to inform you all that due to protracted strike in our principal’s factory at Japan, certain components which are vital for the production of Model YK-16 Electrical Valve Actuator are likely to be delayed in supply.

In view of the above, please get delivery extension for three months from now from those customers whose orders for the said model are pending for delivery. Also, in future quotations to the customers please indicate a delivery period of six months instead of normal period of three months.

(K. SEBASTIAN KANTH)  
FACTORY MANAGER  
# 6

**From:**

R. Deepak Joshi  
Corporate Office

**To:**

All Divisional Heads  
Corporate Office

Sub : Visit of Mr. K. Watanabe

MESSAGE

I am pleased to inform you all that Mr. K. Watanabe, President of Motimura Engineering Works, Japan will be in our office on 10th and 11th June. I request you all to be available in the office on these days.

We will be holding discussions with Mr. K. Watanabe. In case, you have specific issues to be discussed with him, please let me know the same in advance. If any controversial topic is to be brought up for the discussion, I will tackle the same myself.

(R. DEEPAK JOSHI)  
MANAGING DIRECTOR

**ЗАДАНИЕ N 7. Role play “JOB FAIR” / Employers and Applicants/**

**EmployerSheet A**

EmployerSheet A	ApplicantInformation				EmployerSheet A
NameofApplicant					
Major:					
Skills:					
GoodPoints					
BadPoints					

**Questions to ask applicant:**

- Could you spell your name, please?
- What kind of experience do you have?
- What did you study in university?
- Do you have any special skills?
- What are your good points and bad points?

**Your Company’s Profile and Available Job**

**Company Name:** \_\_\_\_\_ Labs

**Job Description:** *Researcher*

**Job Salary:** \$45 000/year

**Location:** *University Laboratory*  
**Benefits and Incentives:** *Medical/Dental*  
**Promotions and Raises:** *2% raise every year.*  
*Promotion to senior researcher after five years*

**Employer Sheet B**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *Restaurant*

**Job Description:** *Cook*

**Job Salary:** *\$12.00/hour*

**Location:** *Downtown Restaurant*

**Benefits and Incentives:** *Free dinners*

**Promotions and Raises:** *3% raise per year.*

**Employer Sheet C**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *Cafe*

**Job Description:** *Waiter/Waitress*

**Job Salary:** *\$7.00/hour.*

**Location:** *Café by the sea.*

**Benefits and Incentives:** *Free Coffee and Tips*

**Promotions and Raises:** *5% raise after 6 months.*

**Employer Sheet D**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *Department Store*

**Job Description:** *Salesperson*

**Job Salary:** *\$20 000*

**Location:** *Downtown*

**Benefits and Incentives:** *5% commissions and 10% discount on store goods.*

**Promotions and Raises:** *Manager after 5 years*

**Employer Sheet E**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *Law Firm*

**Job Description:** *Lawyer*

**Job Salary:** *\$65 000/year*

**Location:** *in the suburbs*

**Benefits and Incentives:** *Medical/Dental*

**Promotions and Raises:** *2% raise every year.*

*Promotion to partner after 5 years*

**Employer Sheet F**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *High School*

**Job Description:** *Teacher*

**Job Salary:** *\$30 000/year*

**Location:** *Suburbs*

**Benefits and Incentives:** *Medical/Dental*

*3 Month Vacation*

**Promotions and Raises:** *3% raise every year.*

**Employer Sheet G**

**Your Company's Profile and Available Job**

**Company Name:** \_\_\_\_\_ *Fish Farm*

**Job Description:** *Fish Farmer*

**Job Salary:** *\$16.00 an hour*

**Location:** *On an island*

**Benefits and Incentives:** *Free fish/ housing*

**Promotions and Raises:** *None*

### Критерии оценки:

5 баллов	выставляется обучающемуся, если он усвоил учебный материал, полностью выполнил предложенные задания, соблюдая нормы английского языка
4 балла	выставляется обучающемуся, если он в основном усвоил учебный материал, выполнил предложенные задания, допустил незначительные нарушения норм английского языка
3 балла	выставляется обучающемуся, если он частично усвоил материал, допущено значительное количество ошибок
1-2 балла	выставляется обучающемуся, если обучающийся не усвоил изучаемую тему, не владеет терминологией и практическими навыками проверки соответствия норме той или иной единицы языка



МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
Федеральное государственное бюджетное  
образовательное учреждение высшего образования  
«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**Комплект устных и письменных заданий**  
по дисциплине «Иностранный язык в профессиональной деятельности»  
(английский язык)

*Тема. 10. Деловая письменность.*

**Вопросы для устного опроса по теме.**

- 1) What types of documents can be included to the category of business correspondence?
- 2) Have you ever heard anything about business correspondence?
- 3) Are there any peculiarities of writing business correspondence?
- 4) Do you know anything about special structure of business documents?
- 5) What types of business letters do you know?

**Вопросы для письменного опроса размещены:**

Лукина, Л. В. Курс английского языка для магистрантов. English Masters Course [Электронный ресурс] : учебное пособие для магистрантов по развитию и совершенствованию общих и предметных (деловой английский язык) компетенций / Лукина Л. В. - Воронеж : Воронежский государственный архитектурно-строительный университет, ЭБС АСВ, 2014. - 136 с.

*Тема 11. Прием на работу.*

**Вопросы для устного опроса по теме.**

- 1) What sources of information can you use to find out job?
- 2) What source of searching for the information about vacancies is the most appropriate from your point of view (the Internet, newspapers, friends and family, special employment agencies?)
- 3) Have you ever had an experience in searching for a job position?
- 4) What steps should you follow to find out the job of your dream?

**Вопросы для письменного опроса размещены:** Лукина, Л. В. Курс английского языка для магистрантов. English Masters Course [Электронный ресурс] : учебное пособие для магистрантов по развитию и совершенствованию общих и предметных (деловой английский язык) компетенций / Лукина Л. В. - Воронеж : Воронежский государственный архитектурно-строительный университет, ЭБС АСВ, 2014. - 136 с.

*Тема.12. Встреча с деловыми партнерами. Заключение контрактов.*

**Вопросы для устного опроса по теме.**

- 1) Have you ever heard anything about “team-building”?
- 2) Are you workaholic?
- 3) Is it difficult for you to work in a team?
- 4) Do you easy hitch on together?

5) Can you say that you are a life of the party?

-

**Вопросы для письменного опроса размещены:** Лукина, Л. В. Курс английского языка для магистрантов. English Masters Course [Электронный ресурс] : учебное пособие для магистрантов по развитию и совершенствованию общих и предметных (деловой английский язык) компетенций / Лукина Л. В. - Воронеж : Воронежский государственный архитектурно-строительный университет, ЭБС АСВ, 2014. - 136 с.

***Тема 13. Телефонные переговоры.***

**Вопросы для устного опроса по теме.**

- 1) Do you use telephone often?
- 2) Do you usually follow telephone etiquette?
- 3) Is there any difference between business and private talk?
- 4) What problems can you touch being abroad?
- 5) Are there any differences in mentality of different nationalities?
- 6) What interesting facts do you know about cultural peculiarities of different countries?

**Вопросы для письменного опроса размещены:** Лукина, Л. В. Курс английского языка для магистрантов. English Masters Course [Электронный ресурс] : учебное пособие для магистрантов по развитию и совершенствованию общих и предметных (деловой английский язык) компетенций / Лукина Л. В. - Воронеж : Воронежский государственный архитектурно-строительный университет, ЭБС АСВ, 2014. - 136 с.

***Тема 14. Деловая поездка.***

**Вопросы для устного опроса по теме.**

- 1) What is your first impression of our city (country)?
- 2) What is your occupation?
- 3) What company do you work for?
- 4) What should you know to plan your business with new company?

**Вопросы для письменного опроса размещены:** Лукина, Л. В. Курс английского языка для магистрантов. English Masters Course [Электронный ресурс] : учебное пособие для магистрантов по развитию и совершенствованию общих и предметных (деловой английский язык) компетенций / Лукина Л. В. - Воронеж : Воронежский государственный архитектурно-строительный университет, ЭБС АСВ, 2014. - 136 с.

***Тема 15 «Особенности деловой коммуникации»***

**Вопросы для устного опроса по теме.**

- 1) Who can be called an effective communicator?
- 2) What does business verbal communication involve?
- 3) What forms of verbal communication are used in business?
- 4) How can nonverbal communication help build your professional image?

**Текст для ознакомительного чтения**

Communication is one of the most important tools in business, necessary for success and advancement. It is not a secret that to be hired and to have a promotion, to be successful and eventually advanced in business, one should be an effective communicator - verbally, non-verbally, and digitally -

- and be able to integrate communication types in different settings. Every day businessmen interact verbally with a variety of people - equals, subordinates, supervisors, men and women alike.

Verbal communication in business often involves expressing opinions, emotions, giving orders and winning over clients. When doing any of these things, it's important to be level headed, ask questions and back up any opinions you give with hard evidence. A good business verbal communicator is delicate but confident. 33 For example, you wouldn't say, "Our economic climate has gone right down the drain in the past three years," without backing up the statement with facts, figures and sources. In addition, unless it's essential to winning over a client, controversial opinions like this should be left out of the workplace.

Your personal opinions, if unrelated to daily operations of the business, might isolate your clients and offend people around you. You should always back up any statement made in a business setting, avoiding controversy but exuding confidence. In addition, keep a steady, positive tone of voice; ask lots of questions during meetings; have a list of questions written out before the meeting; answer the phone confidently and professionally; and when telling someone to do something, ask politely and tactfully.

Forms of verbal communication in business include conference calls, video conferences, staff meetings, presentations and daily interactions in the workplace. During personal interactions, verbal communication is used alongside nonverbal communication -- a priceless pairing! According to the data of scientific research, nonverbal communication or body language makes up 93 percent of our daily communication in the workplace. Everything works to create your physical image. Certain elements are unchangeable, such as age, gender and ethnicity, so it's important to pay extra attention to the elements you can control.

Build a professional image. Wear appropriate and aesthetically pleasing clothes to work, maintain a business-appropriate haircut, shave your face, and do not wear revealing clothing. All of these elements come together to form your image, so it's important to get all of them right in the business world. Make eye contact when talking or listening to someone. Fiddling with your phone, computer or documents is offensive to many people. Pay attention to your posture. If sitting down, do not slouch in your chair. Lean forward attentively. When standing up, keep an approachable posture - don't slouch, keep an overall inviting visage. What you say is important, but so is what you don't say. Your appearance-from your clothes and hair to your posture and attentiveness-can make or break your business image, rendering you approachable or unapproachable.

#### **Задания для письменного опроса:**

Make up the conclusion after reading the text starting with one of the wise sayings given below.

1. "Two monologues do not make a dialogue."
2. "The most important thing in communication is to hear what isn't being said."
3. "When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first."
4. "There cannot be greater rudeness than to interrupt another in the current of his discourse."
5. "From listening comes wisdom and from speaking, repentance." (Proverb)

### ***Тема 16. «Деловое общение»***

#### **BANKING SYSTEM. COMMERCIAL BANKS**

By definition, banks are institutions which accept money from people for safe keeping, lending it out to others, but particularly creating money by lending their credit, i.e. by making loans and advances to customers. Banks make money work at all levels in industry and commerce.

Thus, commercial (or in the UK clearing) banks are providers of payment services and they act as financial intermediaries. They offer a variety of services such as deposit and current accounts

tailored to fit particular savers' preferences and they lend the funds they receive on a variety of terms which satisfy the needs of a range of borrowers.

By pooling risks, by studying the experience of many individuals and by acquiring the expertise to assess the prospect of profit and loss inherent in lending, banks are able to provide their savers with a combination of interest, ease of repayment and protection against loss that are better than these savers could obtain by lending directly to the ultimate borrowers. Banks mediate between these borrowers and savers to achieve a profit. In this intermediation process costs are incurred which must be met out of the bank's margin between the borrowing and lending interest rates.

Banks are able to achieve these margins through economies of scale. But the margin is always under pressure from the basic costs of the business and from competition. They make their profit by paying a lower rate of interest for the money they lend.

Later, other activities were added to the original function of the banks. A modern joint-stock bank is expected to supply the following services: to accept deposits; to provide cheque facilities; to collect and pay cheques, bills and dividends; to grant loans to customers and arrange for overdraft facilities; to discount bills; to open letters of credit, to issue travellers' cheques; to transact foreign exchange business; to provide safe-deposit strong-room facilities for clients' valuables; to transact stock and share business on behalf of their clients and hold securities in safe custody.

Banks write "insurance" type contracts with depositors and borrowers. Thus, personal, corporate and bank depositors are assured that their deposits can be redeemed at full value.

Retail banking involves business with individuals and small businesses. Wholesale banking involves business primarily with other large banks, as well as some business with governments and very large multinational companies.

The more recent development in banking is the merging of investment and commercial banking. Investment banking involves information intermediation and underwriting roles.

In addition, offshore banking, which is part of a country's banking business that is denominated in foreign currencies and transacted between foreigners, is developing too.

Since banks must always be able to meet demands for withdrawals, either immediately or at short notice, they keep a certain percentage of their deposits in actual cash with the Central Bank. This so called Cash Ratio is carefully guarded by banks through their credit policy. Bankers are cautious men and, besides organizing the first line of defence - maintaining the Cash Ratio, they guard carefully another percentage, which is the liquidity ratio, or near money i.e. cash, money at call and Treasury Bills, in their assets.

#### **Вопросы для устного опроса по теме.**

1. What services do banks offer?
2. What is the nature of banking? How do banks earn a living?
3. Do commercial banks play a very important role in an economy?
4. What are the more recent developments in banking?
5. What banking policy can guarantee stability?

#### **Задания для письменного опроса:**

1. Find English equivalents for the following Russian phrases from the text: по определению; принимать деньги на хранение; ссужать деньги; предоставлять ссуды; финансовый посредник; депозитный счет; текущий счет; на различных условиях; удовлетворять потребности; приобретать опыт; оценивать перспективы; выступать в роли посредника; покрывать издержки; разница между процентными ставками; процентная ставка на заемный капитал; ставка ссудного процента; экономия, обусловленная ростом масштаба деятельности (производства); испытывать воздействие чего-л.; принимать вклады, инкассировать и оплачивать чеки; учитывать векселя; открывать аккредитивы; выписывать дорожные чеки; предоставлять овердрафт; осуществлять операции с иностранной валютой; предоставлять сейфовые услуги; по поручению клиента; хранить в сейфе; возмещать по полной стоимости; иметь резервы; операции банков с широкой клиентурой; операции крупных банков между собой; слияние банков; удовлетворять требованиям; снятие средств со счетов; с краткосрочным уведомлением; норма кассовых резервов; коэффициент ликвидности; деньги до востребования; казначейские векселя;

### Критерии оценки:

При оценке знаний обучающиеся по каждой теме могут получить максимально 10 баллов за выполнение всех видов заданий.

10-9 баллов	выставляется обучающемуся, если он усвоил учебный материал, полностью выполнил предложенные задания, соблюдая нормы английского языка
7-8 баллов	выставляется обучающемуся, если он в основном усвоил учебный материал, выполнил предложенные задания, но не в полном объеме (на 70 %), допустил незначительные нарушения норм английского языка.
6-4 балла	выставляется обучающемуся, если он частично усвоил материал, выполнил предложенные задания, но не в полном объеме (на 50 %), допущено значительное количество ошибок.
1-3 балла	выставляется обучающемуся, если обучающийся усвоил изучаемую тему не в полном объеме, не владеет лексическими и грамматическими единицами, терминологией и практическими навыками применения норм английского языка в соответствии с коммуникативной ситуацией.

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
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**«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»**

**Комплект групповых и/или индивидуальных творческих заданий (темы докладов в форме презентаций и деловых игр)**

По дисциплине **«Иностранный язык в профессиональной деятельности»**  
(английский язык)

**Групповые творческие задания**

**Тема 1 «Специалисты по информационным технологиям и системам: современные профессии» (№1)**

**Темы докладов в форме презентаций**

1. Понятие «специалист по информационным технологиям и системам», «программист».
2. Роль специалиста по информационным технологиям и системам в развитии современной науки и практике. Функции.
3. Информационные технологии и системы.
4. «Моя магистерская диссертация (тема, цель исследования, задачи, гипотеза, новизна, теоретическая и практическая значимость)».

**Тема 6 «Управление проектами»**

**Темы докладов в форме презентаций**

1. Проект.
2. Модель управления проектами.
3. Цели и стратегии проекта.
4. Структура проекта.
5. Жизненный цикл и фазы проекта.
6. Окружение проекта.
7. Участники проекта.
8. Субъекты управления проекта.

**Тема 9 «Риторическое мастерство»**

**Темы докладов в форме презентаций**

1. Публичное выступление.
2. Основные этапы подготовки публичного выступления.
3. Доклад.
4. Самопрезентация.
5. Защита проекта.

**Требования к содержанию и оформлению презентации:**

1. Презентация должна иметь титульный слайд, на котором указываются название проекта и сведения о его авторах.

2. Каждый слайд должен иметь заголовок, причем заголовки обычно оформляются в виде назывных предложений.

3. На слайдах желательно проставлять номера. Хорошим тоном считается использование на слайдах колонтитулов – повторяющейся краткой информации о теме и авторе выступления.

4. На слайдах должен быть представлен минимум текстовой информации. Главная цель электронной презентации – визуализация информации.

5. На каждом слайде желателен параллелизм грамматических конструкций.

6. Необходимо соблюдать контрастность в цветовом решении презентации: светлые знаки на темном фоне или темные знаки на светлом фоне (выбор зависит от помещения, в котором будет проходить презентация).

7. Необходимо соблюдать единство цветовой схемы – для этого лучше пользоваться стандартными цветами, которые предлагает конструктор слайдов.

8. Не нужно злоупотреблять способами выделения фрагментов текста – презентация не должна «пестрить» шрифтами, начертанием, размером букв.

9. Нельзя переусердствовать и с эффектами анимации – они отвлекают аудиторию от содержания слайдов и звучащей речи (кроме того, эффекты анимации поддерживаются не всеми компьютерными программами).

10. Для текста, проецируемого на экран, необходимо использовать только шрифты без засечек и без сглаживания краев букв (такие шрифты легче читать) – Tahoma, Arial, Courier, Times New Roman.

11. При выборе объема презентации рекомендуют пользоваться формулой 10–20–30: 10 слайдов, 20 минут на выступление, 30 размер шрифта.

12. Рекомендуемая размерность слайдов: одна идея = один слайд; одна мысль-высказывание = одна строка; 5–6 строк = один слайд (на слайде следует размещать не более 10 строк); 5–6 слов = одна строка; один слайд = одна минута. Важным аспектом выступления с презентацией является соотношение устной речи и визуального ряда. Для эффективной реализации целей выступления с презентацией помните следующее:

- не пишите о том, что не говорится;
- не дублируйте звучащую речь;
- не зачитывайте информацию со слайдов

### Критерии оценки

10 баллов	Работа информативна; презентация соответствует критериям подготовки презентации, содержание представлено ярко, эмоционально, в речи выступающих нет речевых ошибок
6 балла	Работа информативна, презентация соответствует основным критериям подготовки презентации, содержание представлено ярко, эмоционально, в речь выступающих допущено незначительное число речевых ошибок
3 балла	Работа информативна, не всегда логична; презентация соответствует основным критериям подготовки презентации, содержание представлено ярко, эмоционально, в речь выступающих допущено значительное число
1-2 балла	Работа малоинформативна. Презентация выполнена с нарушением норм, речь выступающих невыразительна и содержит значительное число речевых ошибок.

## Тема 8. «Деловые общественные мероприятия».

### Деловая игра «Телеконференция»

#### Организация и проведение

Цель игры — отработка речевых тактик и стратегий успешного ведения организации речевой деятельности, совершенствование навыков диалогической речи.

Ведущий и разработчик определяет, в какой последовательности участники будут «проигрывать» ситуацию проведения телеконференции, делит аудиторию на небольшие группы по 2-3 человека.

Одновременно за передний стол с обеих сторон садятся по две команды, представляющие фирму-производителя или крупную торгующую фирму (представительство какой-либо компании) и фирму-посредника.

Прежде чем сесть за стол переговоров, стороны должны определить для себя позиции и интересы, преследуемые в ходе переговоров, особенности экономической ситуации, финансовые возможности фирмы. Внимание к деталям — к ценовой политике, допустимым уступкам — должно быть особенно выраженным на первом этапе переговоров.

Во время коммуникации face-to-face собеседники более сконцентрированы на теме разговора, а зрительный контакт и невербальные знаки помогают возникнуть доверию.

#### Основные понятия во время переговоров

**Bottom line** – самый главный фактор.

The **bottom line** is that we are ready to offer all our corporate discounts to you. –

**Agenda** – повестка дня, программа.

So let's cover the most vital points of today's **agenda**.

**Counter proposal** – встречное предложение.

This **counter proposal** has exceeded all their expectations.

**Deadlock** – тупик.

We had to make a little break because our negotiations reached a **deadlock**.

Рекомендации для подготовки к занятию

В процессе подготовки не забудьте повторить числительные, т.к. обязательно будут цифры (даты, суммы, охваты, количество людей и т.д.) Потренируйтесь записывать цифры на слух, прослушайте несколько диалогов и научитесь их распознавать.

Освежите правила о модальных глаголах, особенно «**could**», «**would**», «**may**», «**might**». Именно они чаще других используются в бизнес английском и делают речь более вежливой и формальной.

Тщательно продумайте план переговоров, будьте систематичны и последовательны.

Уточните точное время проведения телеконференции с ее участниками. Не забудьте указать часовой пояс или разницу во времени:

Например,

**We're 3 hours ahead/behind you.**

**Please, let me know if the timings are okay.**

Следует заранее прислать участникам план разговора:

**Please, find a proposed agenda attached.**

#### Приветствие участников Conference Call

Для приветствия можно использовать следующие фразы:

Good morning/afternoon

This is ... speaking.

I am calling from ...

I'm calling on behalf of

Если вам нужно попросить оставаться на линии или поговорить с определенным человеком, вежливо попросите его позвать.



Could you hold on a moment?  
Could I speak to someone who ... ?  
Could you put me through to \_ please?  
С чего начать конференцию?

Начать следует с таких **организационных моментов**: переключка, сообщение о замене или раннем уходе кого-то из участников, напоминание пунктов плана, длительность конференции.

Please, can everyone introduce themselves?  
John can't join today.  
John has to leave earlier.  
The first point on today's agenda is ...  
If we can keep to the timings on the agenda, we should have finished by three.

### **Обсуждение проблемы**

Полезные фразы, которые помогут следовать плану:  
What is the main problem?  
I think the major problem is ...  
The crux of the matter is ...  
We really need to take care of ...  
May I kindly ask you to be more specific about a course of actions for... ?  
What are your views on... ?  
My solution is based on three reasons ... First of all, ...Secondly, ... Lastly...  
One of the key reasons for this is...

### **Фразы для взаимодействия с собеседниками:**

I'm sorry, I don't quite follow you.  
I didn't get what you meant by ...  
Would you care to elaborate?  
What needs to be done? –  
How are we going to solve it?  
Do you have any suggestions?  
Does anyone have any comments?  
Does everyone agree on that?

### **Фразы для высказывания своего мнения и ответа на чужое:**

I suggest that ... –  
I would like to propose that...  
We could/should...  
You have a good point.  
I agree / disagree. –  
You have a good point, but...  
I am afraid I can't agree with you, but...  
We could offer you...,if you think you can agree on...  
Offering you...is the best we can do at the moment.  
We might be able to work on...,if you could...

### **Если хотите вежливо перебить:**

Can I just interrupt here?  
Can I just come in here?  
Can I just say something?  
I'd like to say something here.

### **А вдруг ничего не понятно?**

Например, вы не слышите собеседника, прерывается связь или он сказал непонятное слово.

### **Не поняли собеседника:**

Could you explain what you mean by that, please?  
Could you explain that in another way for me, please?

Could you speak more slowly, please?  
Could you, please, spell it for me?

### **Не расслышали из-за помех:**

I'm sorry, I didn't quite hear what you've said.  
I'm afraid I didn't hear that.  
Could you speak a little louder, please?  
Could you repeat it for me, please?

Если ситуация слишком сложная и **нужно отойти на 5 минут**, вежливо скажите:

**Can I suggest we take a five-minute break here?** – Я могу предложить сделать пятиминутный перерыв?

### **Завершение конференц-колла**

В конце не забудьте убедиться, что все высказались и все понятно, подведите итоги по пунктам вашего плана и поблагодарите за внимание:

Does anyone have any more issues to discuss?  
First of all, we agreed ...  
To summarize the call, ...  
Thank you all for your time. Have a good day!

После деловой беседы в Skype, **отправьте партнерам письмо**, в котором еще раз резюмируйте разговор, поблагодарите за уделенное время и выразите надежду на дальнейшее сотрудничество.

Во-первых, это будет хорошим тоном. Во-вторых, выручит вас, если вы что-то упустили или поняли не так.

### **Для такого письма подойдут фразы:**

Following our phone conversation  
Thank you for taking time to...  
Thank you for your time and assistance.  
I appreciate having the opportunity to speak with you today  
I really enjoyed talking with you and learning more about  
I was happy to discuss  
Please, don't hesitate to get in touch if you have any additional questions.  
I am looking forward to hearing from you soon.

### **Заключение**

Результатом в данном случае является не только достижение / недостижение договоренности, но и оценка успешности применяемых тактических приемов.

После очередного раунда переговоров оценку участникам дают наблюдатели, в роли которых выступают все остальные участники деловой игры. В ходе свободного обсуждения они высказывают свое мнение об успешности предпринятой попытки достичь соглашения, о коммуникативных навыках участников «переговоров».

Оценивается положительно	использование этикетных форм; точность использования терминологии; успешное использование речевой тактики; четкость мотиваций при общении.
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Оценивается отрицательно	несоблюдение этикетных норм; нарушение грамматических норм; нарушение стилистических норм; нечеткость или отсутствие мотивации; некорректное высказывание.
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После выступления в роли переговорщиков всех участников подводятся итоги. Их подводит преподаватель, ведущий занятие.

### **Критерии оценки**

20-30 баллов	выставляется обучающемуся, если он адекватно оценивает ситуацию общения и свою роль, демонстрирует навыки монологической и диалогической речи; текст логичен, информативен; соблюдены все аспекты делового общения (нормативный, коммуникативный, этический); грамматические и лексические структуры нормативны и адекватны коммуникативной ситуации, актуализируется терминология по изучаемой тематике.
11-19 баллов	выставляется обучающемуся, если он неточно оценивает ситуацию общения и свою роль, демонстрирует навыки монологической и диалогической речи, но допускает ситуативное замешательство; текст не всегда логичен, но информативен; соблюдены не все аспекты делового общения (нормативный, коммуникативный, этический); грамматические и лексические структуры нормативны и адекватны коммуникативной ситуации, но актуализация терминологии демонстрируется не в полном объеме по изучаемой тематике.
6-10 баллов	выставляется обучающемуся, если он неточно оценивает ситуацию общения и свою роль, но понимает и реагирует на происходящую коммуникативную ситуацию; демонстрирует навыки монологической и диалогической речи на достаточном уровне; текст не всегда логичен, но информативен; не соблюдены все аспекты делового общения (нормативный, коммуникативный, этический); грамматические и лексические структуры нормативны и адекватны коммуникативной ситуации, но актуализация незначительный лексический запас по изучаемой тематике .
1-3 балла	обучающийся слабо ориентируется в специфике коммуникативной ситуации, демонстрирует незначительные коммуникативные реакции в соответствии с нормами монологической и диалогической речи, нарушает законы и правила деловой коммуникации, грамматические и лексические структуры по изучаемой тематике слабо демонстрируются
1-2 балла	обучающийся не ориентируется в специфике коммуникативной ситуации, нарушает законы и правила деловой коммуникации, демонстрирует отдельные коммуникативные навыки и владение лексическими и грамматическими структурами по изучаемой тематике в незначительном объеме.

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
Федеральное государственное бюджетное  
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«ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**Перечень вопросов к зачету**

по дисциплине «**Иностранный язык в профессиональной деятельности**»

(английский язык)

(1 семестр)

**Зачет проводится устно и включает в себя два вопроса:**

1. Изучающее чтение текста по специальности. Объем 2000-2500 печатных знаков. Время выполнения работы - 45 минут. Форма проверки: передача извлеченной информации осуществляется на иностранном языке в форме резюме.
2. Беседа с партнером на иностранном языке на одну из изученных тем. Время выполнения - 2 минуты, объем не менее 15-20 фраз.

**Перечень тем, по которым подбираются тексты для изучения информации и составления резюме:**

1. Специалисты по информационным технологиям и системам: современные профессии.
2. Как информационные и коммуникационные технологии изменяют нашу жизнь.
3. Компьютерная система. Системы искусственного интеллекта.
4. Базы данных. Базы знаний.
5. Система «Умный город». Передача информации.
6. Управление проектами.
7. Языки программирования. Информационная безопасность. Система «Умный дом».
8. Деловые общественные мероприятия (Технические выставки, Форумы, Конференции,

Круглые столы)

**Пример билета для зачета (1 семестр, Деловой иностранный язык (английский)).**

1. Составьте резюме к тексту на английском языке. Будьте готовы ответить на дополнительные вопросы по содержанию текста.
2. Подготовьте монологическое высказывание на тему «Как информационные и коммуникационные технологии изменяют нашу жизнь» (1-2 минуты на выступление).

**Текст.**

**Computer crimes and security**

Like most other technological advances, the computer is a tool, one that can be used for good or ill. You can save time with computers, write better—or at least write better spelled and better typed—papers. You can balance budgets, from the personal to the professional; input and store and process and output all kinds of information; and send it around the world as fast as telephone lines and satellites can carry it. You can also use computers frivolously, by typing up notes that would be better handwritten while co-workers mutter in the background. We can use our computers to spy. To lie and cheat. To steal. To do harm. As the power of even the smallest laptop microcomputer increases, so the danger of misuse increases. We have an obligation to use computers responsibly—in ways that are not harmful to the society in which we live and work.

We are told about computer crimes after they have been discovered. Hackers are arrested for using telephone and credit card numbers other than their own to acquire goods and money; someone with a distinctly different sense of humor infects software with a virus that causes fish to swim across the spreadsheet. Another someone changes all the scholarship information in the financial aid office, and yet another uses the company computer—on company time—to do a little freelance writing or software development for an outside client. These are not jokes. They are crimes.

Although peeking at someone's private records may not seem a heinous crime, electronic trespass is a crime. Peekers who gain access to a co-worker's personnel file or to a neighbor's checking account records are trespassing, just as they would be if they were physically in the file or the bank. They have entered another's computer system or file without permission—hence, illegally.

The problem of trespassing is compounded when data is altered or destroyed. Although there may sometimes be no intent to alter data and the changes are only the result of striking the wrong key, this is a very rare occurrence. In most cases, the trespasser has something to gain from the alterations. The gain may be real, as in changing bank records to reflect a higher balance, stealing company secrets, erasing long-distance charges, or changing that grade from an "F" to an "A." The gain may be strictly personal and vengeful: changing hospital records or credit ratings, destroying social security records, or inserting false and defamatory information in a personnel file. These crimes are serious, and they are costly.

Business and industry also have much to lose through electronic trespass. Information about new products, stock transfers, plans to acquire another company—or to head off such an acquisition—and other proprietary information can be worth millions of dollars to the company or its competitors.

Data encryption—using a code—when transmitting information is one way to help stop would-be electronic thieves. The data encryption standard, a code that was considered unbreakable a dozen years ago, has been broken. It is still in use, however, because the high cost of intercepting the coded data pushes would-be intruders into using less costly and more detectable methods. More recent advances offer codes based on the product of two large prime numbers and on the use of quantum theory. The latter uses some aspects of the uncertainty principle to encode messages; both new methods are currently considered unbreakable.

Protecting data from electronic invaders is one thing—but how do you protect your data from people inside the organization? One obvious control is to limit access. Personnel who use computers must be carefully screened—just as they would be for any sensitive position within the company. Just as auditors inspect a company's financial records, so too can they inspect a computer log to determine who has had access to what, and when. Have there been too many data corrections? Are the same people who wrote the programs running them? An old data security rule was never to let the programmer operate the computer—and beware of any computer operator who refused to take vacation or sick days.

Passwords are an old means that still work for limiting access. If you share a computer or are in the habit of leaving it on while you go to lunch, you can foil trespass by making entry into the program or file contingent on a password. True, passwords can be guessed or worked out by determined spies, but changing them frequently makes such exercises more difficult.

Any microcomputer—not just a laptop—can be picked up and moved out of the door and into a waiting car or truck. Too often, a uniform or a smudged signature on an official-looking form is enough to gain a thief entrance. To prevent such thefts, microcomputers can be locked to desks; laptops can be placed in secure closets. And proprietary data can be kept on floppy disks that can also be locked away, rather than allowed to remain on the hard disk.

Many microcomputers have locks that will keep unauthorized personnel from even turning them on. Identification badges with photographs or magnetic stripes, combination or card locks, sign-in and log-on sheets, and physical means of identification such as fingerprints, voice recognition, or retinal scanning— all these can limit unauthorized access to the computer.

Although many of these deterrents seem more suited to a computer center than to one small computer sitting on your desk, neglecting computer security at any level is a costly error.

#### Критерии оценки:

- 100-91 балл («зачтено»), если задание полностью выполнено: цель общения успешно достигнута, содержание текста раскрыто в полном объеме, фоновые знания использованы в соответствии с темой текста; Студент демонстрирует способность логично и связно вести беседу, словарный запас, адекватный поставленной задаче; использует грамматические структуры в соответствии с поставленной задачей; практически не делает ошибок; не допускает фонематических ошибок, все звуки в потоке речи произносит правильно, допустим лёгкий акцент;

- 90-76 баллов («зачтено»), если задание выполнено: цель общения достигнута, однако содержание текста раскрыто не в полном объёме, в основном фоновые знания использованы в соответствии с ситуацией общения. В целом студент демонстрирует способность логично и связно вести беседу, владеет достаточным словарным запасом, в основном, соответствующим поставленной задаче, однако наблюдается некоторое затруднение при подборе слов и отдельные неточности в их употреблении; использует структуры, в целом соответствующие поставленной задаче; допускает ошибки, не затрудняющие понимания; звуки в потоке речи в большинстве случаев произносит правильно, однако в интонационном рисунке прослеживается влияние родного языка;

- 61-75 баллов («зачтено»), если задание выполнено частично: цель общения достигнута не полностью, содержание текста раскрыто в ограниченном объеме, фоновые знания использованы в соответствии с ситуацией общения в ограниченном объёме. Студент демонстрирует неспособность логично и связно вести беседу: передаёт наиболее общие идеи в ограниченном контексте; пользуется ограниченным словарным запасом, в некоторых случаях недостаточный для выполнения поставленной задачи; делает многочисленные ошибки или допускает ошибки, затрудняющие понимание; в отдельных случаях понимание речи затруднено из-за наличия фонематических ошибок, неправильного произнесения отдельных звуков, неправильного интонационного рисунка;

- 0-60 баллов («не зачтено»), если задание не выполнено: цель общения не достигнута. Студент не может поддерживать беседу; словарный запас не достаточен для выполнения поставленной задачи; неправильное использование грамматических структур делает невозможным выполнение поставленной задачи; речь почти не воспринимается на слух из-за большого количества фонематических ошибок и неправильного произнесения отдельных звуков.

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ  
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 «ТЮМЕНСКИЙ ИНДУСТРИАЛЬНЫЙ УНИВЕРСИТЕТ»

**Комплект тестовых заданий  
 по дисциплине «Иностранный язык в профессиональной деятельности»  
 (английский язык)**

**Промежуточный контроль в форме зачета 2 семестр.**

**Тест**

**1. Соотнесите английское слово с его русским эквивалентом:**

To complain	Жаловаться
To behave	Вести себя
To define	Определять
To employ	Нанимать на работу

**2. Соотнесите английское словосочетание с его русским эквивалентом:**

Family values	Семейные ценности
Corporate culture	Корпоративная культура
Positive attitude	Положительное отношение
Teamwork	Работа в команде

**3. Соотнесите английское словосочетание с его русским эквивалентом:**

The author underlines	Автор подчеркивает
The author enumerates	Автор перечисляет
The author points out	Автор указывает
The author characterizes	Автор характеризует

**4. Соотнесите английское слово с его русским эквивалентом:**

Goal	Цель
Fee	Плата за что-либо
Cash	Наличные
Job	Работа

**5. Соотнесите английское словосочетание с его русским эквивалентом:**

Employ	Нанимать на работу
Employment	

Employee

Трудустройство

Employer

Работник, служащий

Работодатель

**6. A company's ... is its shared values, beliefs and goals.**

- corporate culture
- code of ethics
- dress code
- work habit

**7. The first week of any job is to settle in and to ... .**

- get on with your boss and colleagues
- criticize your colleagues
- complain or gossip
- make yourself popular through silly jokes

**8. If you want to be successful when starting a new job, ... .**

- avoid staff who complain or gossip
- make comparisons with other companies
- move the furniture or be untidy
- make yourself popular through bad behavior

**9. At a company with an informal culture employees ... .**

- are encouraged to make decisions on their own
- do not have more flexible work hours
- are not allowed to dress casually
- have a strict hierarchy or chain of command

**10. When job titles are indicators of power and status within a company, it has ... .**

- formal culture
- informal culture
- strict dress code
- flexible work hours

**11. Соотнесите английское слово с его русским эквивалентом:**

To improve

Улучшать

To interrupt

Перебивать

To invade

Вторгаться

To include

Включать

**12. Соотнесите английское словосочетание с его русским эквивалентом:**

Get up the nerve

Собраться с духом

Keep one's arms folded

Держать руки сложенными

Depend on something

Зависеть от чего-либо

Be on hand

Иметься в наличии

**13. Соотнесите английское словосочетание с его русским эквивалентом:**

The author underlines

Автор подчеркивает

The author enumerates

Автор перечисляет

The author points out



The author characterizes	Автор указывает
	Автор характеризует
<b>14. Соотнесите английское словосочетание с его русским эквивалентом:</b>	
Networking event	Деловая встреча
Business card	Визитная карточка
Handwritten note	Рукописная записка
In-house meeting	Встреча в офисе

**15. Соотнесите английское слово с его русским эквивалентом:**

To supply	Поставлять
To purchase	Покупать
To estimate	Оценивать
To master	Овладевать

**16. Read and translate the text:**

**WHAT'S INSIDE MICROCOMPUTER?**

The nerve center of a microcomputer is the **central processing unit** or **CPU**. This unit is built into a single microprocessor chip – an integrated **circuit** –, which **executes** program instructions and supervises the computer's overall operation.

The unit consists of three main parts:

the **control unit**, which examines the instructions in the user's program, interprets each instruction and causes the circuits and the rest of the components – **disk drives**, monitor, etc. – to be activated to execute the functions specified;

The **arithmetic logic unit (ALU)**, which performs mathematical calculations (+, -, etc.) and logical operations (and, or, etc.);

The **registers**, which are high-speed units of memory used to store and control information. One of these registers is the **program counter (PC)**, which keeps track of the next instruction to be performed in the main memory. Another is the **instruction register (IR)**, which holds the instruction that is currently being executed.

One area where microcomputers differ is in the amount of data – the number of bits – they can work with at a time. There are 8, 16, 32 and 64-bit processors, and the computer's internal architecture is **evolving** very quickly.

The programs and data, which pass through the central processor, must be **loaded** into the **main memory** (also called **the internal memory**) in order to be processed. Thus, when the user **runs an application**, the microprocessor looks for it on **secondary storage devices** (disks) and transfers a copy of the application into the RAM area. **RAM** (random access memory) is temporary, i.e. its information is lost when the computer is turned off. RAM is the basic location where the microprocessor stores the required information. The size of RAM is very important, and adding extra chips can sometimes expand the RAM capacity. These are usually contained in **single in-line memory modules** or **SIMMs**, which are installed in the **motherboard** of the computer. We can designate a certain amount of RAM space as a **cache** in order to store information that application uses repeatedly. A RAM cache can speed up our work, but it means that we need enough internal memory or a special cache card. The **ROM** section (read only memory) is permanent and contains instructions and **routines** for the basic operations of the CPU. These instructions are used to start up the computer, to

read the information from the keyboard, to send **characters** to the screen, etc. they cannot be changed and are not **erased** when the power is turned off. For this reason, the ROM section is also referred to as **firmware**. The processor can read and use stored in the ROM chip, but cannot put information into it.

Most of today's computers have internal **expansion slots** that allow users to install adapters or expansion boards. Popular adapters include high-resolution graphics boards, memory expansion boards, and internal modems.

The power and performance of a computer is partly determined by the speed of its microprocessor. A **clock** provides pulses at fixed intervals to measure and synchronize circuits and units. The clock speed is measured in MHz (megahertz) and refers to the frequency at which pulses are emitted. For example, a CPU running at 500 MHz (500 million cycles per second) is likely to provide a very fast processing rate and will enable the computer to handle the most demanding applications.

**17. Decide if the sentences are true (T) or false (F), and correct the false ones to make them true.**

- .The CPU directs and coordinates the activities taking place within the computer system.
- .The arithmetic logic unit performs calculations on the data.
- .32-bit processors can handle more information than 64-bit processors.
- .A chip is an electronic device composed of silicon elements containing a set of integrated circuits.
- .RAM, ROM and secondary storage are the components of the main memory.
- .Information cannot be processed by the microprocessor if it is not loaded into the main memory.
- .‘Permanent’ storage of information is provided by RAM.

**18. Answer the questions:**

- .What is the main function of a microprocessor?
- .What are the main parts of the CPU?
- .What is RAM? How does it differ from ROM?
- .What memory section is known as ‘firmware’? Why?
- .What information is lost when the computer is switched off?
- .What is the meaning of the acronym SIMM?
- .What is a megahertz?
- .What is the ALU? What does it do?
- .How can we store data and programs permanently?

**19. Look through this list of features and decide which type of memory they refer to.**

- .Any section of the main memory can be read with equal speed and ease.
- .It is available in magnetic, optical and videodiscs.
- .A certain amount of this memory can be designated as ‘cache’ memory to store information in applications that are used very frequently.
- .It stores basic operating instructions, needed by the CPU to function correctly.
- .Memory which can be expanded by adding SIMMs of 8 Mb, 16 Mb, 32Mb or other major increments.
- .Information is permanent and cannot be deleted.

**You can save and store your documents and applications.**

**20. Put the verb into the correct form :**

1. Computers (have) a means of communicating with the user.
2. Who (be) the richest person in the world?
3. The computer's input device (read) the information into the computer.
4. Computers (have) circuits which can make decisions.
- 5. What (be) the function of an input device?**

**Критерии оценки :**

Обучающийся выполняет тест, который состоит из 20 заданий. Каждый правильный ответ оценивается отдельно:

- задания 1-15 оцениваются – 0-3 баллов;
- задание 16 оценивается 0-5 баллов;
- задание 17 оценивается 0-13, каждый правильный ответ 0,5 балла;
- задание 18 оценивается 0-6, каждый правильный ответ 1 балл;
- задание 19 оценивается 0-8 каждый правильный ответ 1 балл;
- задание 20 оценивается 0-23.

Максимальное количество баллов за тест - 100 баллов

#### **Критерии оценки для зачета.**

- 100-91 балл («зачтено»), если задание полностью выполнено: цель общения успешно достигнута, содержание текста раскрыто в полном объеме, фоновые знания использованы в соответствии с темой текста; Студент демонстрирует способность логично и связно вести беседу, словарный запас, адекватный поставленной задаче; использует грамматические структуры в соответствии с поставленной задачей; практически не делает ошибок; не допускает фонематических ошибок, все звуки в потоке речи произносит правильно, допустим лёгкий акцент;

- 90-76 баллов («зачтено»), если задание выполнено: цель общения достигнута, однако содержание текста раскрыто не в полном объёме, в основном фоновые знания использованы в соответствии с ситуацией общения. В целом студент демонстрирует способность логично и связно вести беседу, владеет достаточным словарным запасом, в основном, соответствующим поставленной задаче, однако наблюдается некоторое затруднение при подборе слов и отдельные неточности в их употреблении; использует структуры, в целом соответствующие поставленной задаче; допускает ошибки, не затрудняющие понимания; звуки в потоке речи в большинстве случаев произносит правильно, однако в интонационном рисунке прослеживается влияние родного языка;

- 61-75 баллов («зачтено»), если задание выполнено частично: цель общения достигнута не полностью, содержание текста раскрыто в ограниченном объеме, фоновые знания использованы в соответствии с ситуацией общения в ограниченном объёме. Студент демонстрирует неспособность логично и связно вести беседу: передаёт наиболее общие идеи в ограниченном контексте; пользуется ограниченным словарным запасом, в некоторых случаях недостаточный для выполнения поставленной задачи; делает многочисленные ошибки или допускает ошибки, затрудняющие понимание; в отдельных случаях понимание речи затруднено из-за наличия фонематических ошибок, неправильного произнесения отдельных звуков, неправильного интонационного рисунка;

- 0-60 баллов («не зачтено»), если задание не выполнено: цель общения не достигнута. Студент не может поддерживать беседу; словарный запас не достаточен для выполнения поставленной задачи; неправильное использование грамматических структур делает невозможным выполнение поставленной задачи; речь почти не воспринимается на слух из-за большого количества фонематических ошибок и неправильного произнесения отдельных звуков.