

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РФ  
ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ  
БЮДЖЕТНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ  
ВЫСШЕГО ОБРАЗОВАНИЯ  
«ВОРОНЕЖСКИЙ ГОСУДАРСТВЕННЫЙ  
УНИВЕРСИТЕТ»

## **ENGLISH GUIDE FOR IT SPECIALISTS**

Учебно-методическое пособие

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## Unit I. Correspondence

### 1. Read the tips on writing correspondence in English.

Clear, effective correspondence is an important part in running an efficient business, and can establish good relations with partners. Unclear or confusing correspondence can cause many problems and lead to poor relations between partners.

#### Points to remember:

##### Letters

Many of these points apply to faxes and emails as well.

- 1) The layout and presentation of your letter are important as they give the recipient the first impression of your company's efficiency.
- 2) Write both the sender's and the recipient's address in as much detail as possible and in the correct order.
- 3) Make sure you use the recipient's correct title in the address and salutation. If in doubt as to whether a woman is single or married, use Ms.
- 4) Do not write the month of the date in figures.
- 5) Choose the correct salutation and complimentary close:  
     Dear Sir / Madam with Yours faithfully  
     Dear Mr / Ms Brown with Yours sincerely
- 6) Make sure your references are correct.
- 7) Make sure your signature block tells your reader what he or she needs to know about you.

##### Faxes

- 1) Fax is an open system, so it should not be used for confidential correspondence.
- 2) Write clearly when sending handwritten messages.
- 3) Faxes are copies, and cannot be used when original documents are required.
- 4) Prepare your transmission carefully before you send it.
- 5) In general, the language of faxes is much like that of letters, although faxes can be briefer and more direct, like email messages.

##### Emails

- 1) Email is a very fast and effective way to communicate, but there are areas where it is preferable to use letters (e.g. personal and sensitive correspondence or confidential correspondence). Email is especially useful for short messages and for everyday correspondence (e.g. setting up a meeting, passing on information, and making or replying to a request).
- 2) Email addresses usually give the name of the person or department, then the @ (at) symbol, followed by the name of the company or institution, and finally, the domain names, which indicate the type of organization and the country from which the message was sent.

**use the wrong style, the letter will look odd, silly or impolite. Read the phrases below and put *F* for formal and *I* for informal language.**

1. We feel we must protest about ... \_\_\_\_\_
2. I am writing to inquire about... \_\_\_\_\_
3. Well, I think that's all for now. \_\_\_\_\_
4. I would appreciate an early reply. \_\_\_\_\_
5. I am writing in connection with... \_\_\_\_\_
6. I thought I'd drop you a line to let you know.... \_\_\_\_\_
7. Why not pop up here to see us? \_\_\_\_\_
8. I've been meaning to write to you for ages. \_\_\_\_\_
9. I am sorry to inform you that... \_\_\_\_\_
10. Currently I am working at... \_\_\_\_\_
11. Please write soon and tell me your news. \_\_\_\_\_
12. Your presence is required at ... \_\_\_\_\_
13. I'd love to see you again. \_\_\_\_\_
14. Drop by coffee sometime... \_\_\_\_\_
15. I'm looking forward to... \_\_\_\_\_
16. I look forward to ... \_\_\_\_\_
17. Please indicate whether you will be able... \_\_\_\_\_
18. I hope the matter will receive your prompt.... \_\_\_\_\_
19. I'm writing to you from.... \_\_\_\_\_
20. I hope you find this information useful. \_\_\_\_\_

**6. Read the informal and formal letters of apology (A and B) and fill in the gaps by choosing one of the phrases below.**

- 1) I am writing to / I want to tell
- 2) about / with regard to
- 3) say I'm sorry / apologise
- 4) I would like to express / I want you to know
- 5) I was really upset / I was most disappointed
- 6) let / allowed
- 7) meet / get together
- 8) soon / in the near future
- 9) amicable conversation / friendly chat
- 10) say again / reiterate

**(A)** Dear Agnes,

1) \_\_\_\_\_ you how sorry I am 2) \_\_\_\_\_ what happened last Friday. I've been meaning to 3) \_\_\_\_\_ since then, but I've been really busy and didn't have time. 4) \_\_\_\_\_ that I didn't mean to hurt your feelings, and I'm sorry that I did. 5) \_\_\_\_\_ after our argument, and I shouldn't have 6) \_\_\_\_\_ myself get so carried away, but sometimes my temper gets the better of me.

Why don't we 7) \_\_\_\_\_ sometime 8) \_\_\_\_\_ for a 9) \_\_\_\_\_ so that we can work things out? How about next Saturday?

I hope you'll be able to, and I just want to 10) \_\_\_\_\_ how sorry I am.

Love,

Carol

**(B)** Dear Ms Pearson,

1) \_\_\_\_\_ you 2) \_\_\_\_\_ our last meeting. I wish to explain my behavior and 3) \_\_\_\_\_ for my conduct.

First, 4) \_\_\_\_\_ how grateful I am for the time and energy you put into helping me make a decision about my career.

As you know 5) \_\_\_\_\_ by the rejection of my application to the graduate programme last September, and although you offered me several alternatives to pursue, I am afraid I 6) \_\_\_\_\_ my frustration to get the better of me. I hope that we can 7) \_\_\_\_\_ again 8) \_\_\_\_\_ and have a more 9) \_\_\_\_\_.

I wish to 10) \_\_\_\_\_ how sorry I am for my rude behavior last Monday. Please accept my most sincere apologies.

Yours sincerely,

Clara Heath

**7. Read the letter and match the parts of the letter (a–h) with the descriptions (1–8) below.**

**a)** Cardiff High School  
Lladennis Road, Cyncoed  
Cardiff, Wales

**b)** 11th April 2015

**c)** The Editor

Analitico

Tecopo, 3

24047 Madrid

Spain

**d)** Dear Sir/Madam,

**e)** We are writing to ask if can help us with our school project. We are doing a survey of the major newspapers in the European Union to find out which computer systems and desktop publishing programs they use.

**f)** We would be grateful if you could tell us which hardware, graphic design and page Layout software you use at Analitico. Could you also tell us how long your online edition has been running for? Thank you very much in advance.

**g)** We look forward to hearing from you.

**h)** Yours faithfully.

*Judy Thompson*

Judy Thompson, student representative

- 1) \_\_\_\_\_ This should be included on the left hand side of the page, before the greeting.
- 2) \_\_\_\_\_ It must be written below the sender's address, separated from it by a space.
- 3) \_\_\_\_\_ If you have started the letter with the person's name (e.g. Dear Mr Thompson) then end with *Yours sincerely*. If you do not know the name of the recipient, end with *Yours faithfully*.
- 4) \_\_\_\_\_ State the reason for writing: *I am/We are writing to ....*
- 5) \_\_\_\_\_ Make any requests or ask questions you need to: *We would be grateful if you could... Could you also....*
- 6) \_\_\_\_\_ Request further contact, if necessary: *We/I look forward to hearing from you. / Please contact us by...*
- 7) \_\_\_\_\_ Start with *Dear Sir/Madam* or *Dear Mr/Mrs/Ms...* use *Ms* if you are not sure if the recipient is married or not. It is often best to use *Ms*, as *Mrs* can cause offence.
- 8) \_\_\_\_\_ This is usually in the top right corner of the letter, but can be in the centre if it is a printed letterhead.

**8. Read the sentences in the reply to a job advertisement. These sentences (a–f) are in the wrong order. Put them in the correct order (1–6).**

Dear Sir/Madam,

- a) (\_\_\_\_\_) I can be contacted by telephone on 0155753993 in the mornings or at the above address.
- b) (\_\_\_\_\_) I look forward to receiving your reply.
- c) (\_\_\_\_\_) I am writing in reply to your advertisement in last Monday's Evening News.
- d) (\_\_\_\_\_) I have a working knowledge of Spanish and have recently passed the University of Cambridge First Certificate in English examination.
- e) (\_\_\_\_\_) I will also complete a degree in Computer Science in June and will be available for work immediately afterwards.
- f) (\_\_\_\_\_) I would like to apply for the position of Senior Programmer you advertise.

Yours faithfully,

*James Brown*

James Brown

**9. Think of your ideal job and write a letter of application for it. If you prefer, look on the Internet for real jobs and practice applying for those.**

**10. Complete a fax complaining about a laser printer which gives continuous error messages when you try to use the printer. You also have problems with installing the database. Use the phrases from the box below.**

- unacceptable    •continuous error messages    •In addition    • full refund
- upgraded version of the database    •complain about    •successfully    • new printer

### FAX MESSAGE

**To**            Media Market Software supplies

**From**        Helen Parker

**Fax no**      21 – 543 – 0750

**Subject**    Faulty products

**Date**        20 October 2014

**Page/s**     1

Dear Mr Johnson,

I am writing to 1) \_\_\_\_\_ two products we received from your company three days ago.

The laser printer gives 2) \_\_\_\_\_ when we try to print out our documents. 3) \_\_\_\_\_, the database program cannot be installed 4) \_\_\_\_\_ on the hard disk. We find this 5) \_\_\_\_\_.

Please send us a 6) \_\_\_\_\_ and an 7) \_\_\_\_\_. We would also accept a 8) \_\_\_\_\_ of the cost.

Yours sincerely,

*Helen Parkee*

Helen Parker

Chief Buyer

**11. Solve the clues and complete the crossword. The first letter of each word has been given to help you.**

**Across**

**2.** Each p\_\_\_\_\_ of the letter develops one specific area.

**5.** Check that you have the c\_\_\_\_\_ fax number.

**7.** Check that the paper on which your message is printed or written is s\_\_\_\_\_.

**9.** Check the manual of your fax machine to find out what f\_\_\_\_\_ it can perform.

**10.** An e-mail address consists of a u\_\_\_\_\_ (or nickname) followed by an @.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
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### Down

- 1a. Make sure you say everything you want to say, and in a l \_\_\_\_\_ sequence.
- 1b. Check what you have written when you have f \_\_\_\_\_ writing.
3. Before we start writing a letter it is important to think about who we are w \_\_\_\_\_ to.
- 5a. To send and receive email you need a \_\_\_\_\_ to the Internet.
- 5b. You can pick up your email messages even when you are t \_\_\_\_\_, via a laptop or palmtop.
7. As faxes are copies of documents, they cannot be used when the o \_\_\_\_\_ are required.