

Lomonosov Moscow State University

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# HOW TO WRITE FORMAL LETTERS

Study guide for students of English

Sevastopol

Ribest

2018

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Module II.  
Employment Letters

*Edited by Yu. Sitko*

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Ribest  
2018

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## How to Write Formal Letters

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### **Dorogikh R.V.**

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Учебное пособие разработано на кафедре иностранных языков филиала МГУ в г. Севастополе и предназначено для формирования у студентов стойких навыков деловой переписки в соответствии с канцелярской практикой. Опираясь на современные лингвострановедческие представления пособие учитывает разницу в деловой переписке в Великобритании и США. Модуль освещает аспект деловой переписки связанной с вопросами трудоустройства и прекращения трудовых отношений.

Для русскоязычных студентов и взрослых обучающихся, изучающих английский язык на продвинутом уровне.

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**ISBN**

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## INTRODUCTION

'Employment Letters' is Module 2 of the study guide on writing formal letters (Module 1 'Letters from Customers'; Module 3 'Courtesy Letters').

This study guide is for intermediate and upper-intermediate learners of English. It intends to provide them with some instructions on formal letter writing and to facilitate this process.

Module 2 contains seven letters arranged in three sections: Covering Letter, Letter of Recommendation, and Letter of Resignation.

Each section has two or three sample letters and provides information about the format used in this type of a letter and the instruction. Sample letters provided in each section can be used as a guide for one's own writings. The format is given with the purpose to describe HOW to write letters of a specific type and the instruction explains WHY letters of this type are written.

The study guide is based on real formal letters dealing with the most common situations of formal communication which do not require profound legal or economic knowledge and specific terms.

Sample letters are presented in both layouts which are typical for an English formal letter: the indented form used mainly in the UK and the block form traditionally used in the US. In the format we stick to the indented form and in real letters original layouts, punctuation as well as original spelling (British or American) are preserved.

Each letter sample is followed by a standard set of eight exercises.

1. Reading the letter for the first time and determining the meaning of the words;
2. Reading the letter for the second time for detail and discussing questions based on the content of the letter;
3. Finding the English equivalents for the Russian terms<sup>1</sup>;
4. Putting the sentences in the body of the letter in the correct order;
5. Banked gap filling;
6. Banked gap filling with the correct form of the verb;
7. Banked gap filling with the correct phrase;
8. Open cloze task.

Each section closes with an assignment to write a letter of the type they studied.

In this Module we do not provide any general information on formal letters writing (structure, layout, punctuation, etc.) as Module 1 contains a special section devoted to it.

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<sup>1</sup> The study guide is intended primarily for Russian speaking learners of English which explains why this exercise is given here.

The letters in this Module are the ones that are submitted to an employer by an applicant (covering letter, curriculum vitae, and letter of recommendation) or an employee (letter or resignation) and are an indispensable element of an employment process.

## COVERING LETTER

### I. Format

Sender's name  
House number, street address  
Place (city or town)  
Area code  
Telephone (optional)  
Email address (optional)

Date

Receiver's name  
(Title and  
Company if necessary)  
House number, street address  
Place (city or town)  
Area code

#### Salutation

#### Subject (optional)

**Introductory paragraph.** Introduce yourself and say why you are writing the letter. Begin by stating the position you're applying for, identify the source of the information (a person, a newspaper, including date, etc.) and when you are available to start.

**Body paragraph(s).** Describe your educational background and professional experience. Focus on those things from your resume that best relate to the position you are applying for and set you apart. Demonstrate how your skills match the specific requirements of the job description. Explain what attracted you to this vacancy and type of work; why you're interested in working for the company; and what you can offer to the organisation.

**Concluding paragraph.** Say you are enclosing your resume and / or other supporting material. State your willingness to provide more information and indicate your desire for a personal interview, while mentioning any dates when you are unavailable. Finish by thanking the employer and say how you are looking forward to receiving a response.

Valediction  
(signature)  
Sender's typed name

## II. SAMPLE 1

### 1. Read the letter. Make sure that you understand the meaning of all words.

Tony Morris  
120 Made Up Street  
Birmingham  
B1 1AA  
T: 08700610121  
E: [info@dayjob.com](mailto:info@dayjob.com)

19 March 2012

Richard Green  
Hiring Manager  
Dayjob Ltd  
120 Vise Street  
Birmingham  
B18 6NF

Dear Mr Green,

As a manager with a broad based managerial and retail background, I would like to present my resume in consideration for your Retail Managers position, which was advertised this week on the [www.dayjob.com](http://www.dayjob.com) website.

Your company's reputation within the retail industry suggests that you only employ staff of the highest calibre. It is for this reason more than any other that I would jump at the chance of joining an esteemed institution such as yours where hard work is acknowledged and rewarded.

Having an experience of working for leading high street retailers, I possessed a variety of retailing skills that I feel will prove to be highly valuable to your company. The consistent theme throughout my career has always been my ability to drive operational, visual and customer service standards to the highest levels. I also possess creative flair as well as first class communication skills, and am able to quickly identify fashion trends and exploit retailing opportunities.

However what really sets me apart from other candidates is my proven ability to maximise business opportunities, develop my staff to deliver greater service and my long track record of hitting sales targets. As someone who recognises that success starts with people, I would also like to point out that I specialise in staff selection, retention, training and performance monitoring, all of these are vital in ensuring that my team is always a skilled, capable and motivated workforce.

I firmly believe that my combined experience and competences can make an immediate and positive impact on your business. I realise that this letter alone may not sufficiently convey all my abilities, therefore I would appreciate the opportunity of a personal interview with you, where I will be able to demonstrate my suitability further and in more detail.

Yours sincerely,

Tony Morris

**2. Read the letter again and answer the questions**

1. Who is the addressee of this letter?

.....

2. What position is the candidate applying for?

.....

3. How did the candidate find out about this position?

.....

4. What work experience does the candidate have? Is this experience relevant to the position?

.....

5. Does the candidate have any experience in human resources management? .....

.....

**3. In the letter find English equivalents to the following Russian words and phrases**

1) предоставить резюме на рассмотрение.....;

2) иметь опыт работы .....

3) обладать навыками розничной торговли.....;

4) оказаться чрезвычайно ценным для Вашей компании .....

5) способность продвигать стандарты до самого высокого уровня .....

.....;

6) обладать творческим чутьём и хорошими навыками коммуникации .....

.....;

7) определять тенденции.....;

8) использовать возможности .....

9) отличать кого-либо от других кандидатов .....

10) способность максимально расширять возможности бизнеса .....

.....;

11) подбор персонала .....

12) контроль результатов работы .....

13) квалифицированные рабочие кадры.....;

14) положительно влиять на бизнес .....

15) Я был бы признателен за возможность личного интервью.....;

16) продемонстрировать свою пригодность.....;

17) более детально .....

**4. Put the sentences in the body of the letter in the correct order**

- A. Tony Morris  
120 Made Up Street  
Birmingham  
B1 1AA  
T: 08700610121  
E: info@dayjob.com
- B. Having an experience of working for leading high street retailers, I possessed a variety of retailing skills that I feel will prove to be highly valuable to your company. The consistent theme throughout my career has always been my ability to drive operational, visual and customer service standards to the highest levels. I also possess creative flair as well as first class communication skills, and am able to quickly identify fashion trends and exploit retailing opportunities.
- C. 19 March 2012
- D. However what really sets me apart from other candidates is my proven ability to maximise business opportunities, develop my staff to deliver greater service and my long track record of hitting sales targets. As someone who recognises that success starts with people, I would also like to point out that I specialise in staff selection, retention, training and performance monitoring, all of these are vital in ensuring that my team is always a skilled, capable and motivated workforce.
- E. Richard Green  
Hiring Manager  
Dayjob Ltd  
120 Vise Street  
Birmingham  
B18 6NF
- F. Dear Mr Green,
- G. I firmly believe that my combined experience and competences can make an immediate and positive impact on your business. I realise that this letter alone may not sufficiently convey all my abilities, therefore I would appreciate the opportunity of a personal interview with you, where I will be able to demonstrate my suitability further and in more detail.
- H. Your company's reputation within the retail industry suggests that you only employ staff of the highest calibre. It is for this reason more than any other that I would jump at the chance of joining an esteemed institution such as yours where hard work is acknowledged and rewarded.
- I. Yours sincerely,  
Tony Morris
- J. As a manager with a broad based managerial and retail background, I would like to present my resume in consideration for your Retail Managers position, which was advertised this week on the www.dayjob.com website.

**5. Complete the letter with the appropriate word from the box**

communication	reputation	ability	competences	consideration
suitability	skills	managerial	retention	standards

Dear Mr Green,

As a manager with a broad based 1) ..... and retail background, I would like to present my resume in 2) ..... for your Retail Managers position, which was advertised this week on the www.dayjob.com website.

Your company's 3) ..... within the retail industry suggests that you only employ staff of the highest calibre. It is for this reason more than any other that I would jump at the chance of joining an esteemed institution such as yours where hard work is acknowledged and rewarded.

Having an experience of working for leading high street retailers, I possessed a variety of retailing 4) ..... that I feel will prove to be highly valuable to your company. The consistent theme throughout my career has always been my ability to drive operational, visual and customer service 5) ..... to the highest levels. I also possess creative flair as well as first class 6) ..... skills, and am able to quickly identify fashion trends and exploit retailing opportunities.

However what really sets me apart from other candidates is my proven 7) ..... to maximise business opportunities, develop my staff to deliver greater service and my long track record of hitting sales targets. As someone who recognises that success starts with people, I would also like to point out that I specialise in staff selection, 8) ....., training and performance monitoring, all of these are vital in ensuring that my team is always a skilled, capable and motivated workforce.

I firmly believe that my combined experience and 9) ..... can make an immediate and positive impact on your business. I realise that this letter alone may not sufficiently convey all my abilities, therefore I would appreciate the opportunity of a personal interview with you, where I will be able to demonstrate my 10) ..... further and in more detail.

Yours sincerely,  
Tony Morris

**6. Complete the letter with the correct form of a verb from the box**

appreciate	join	prove	be	suggest
deliver	ensure	advertise	have	exploit

Dear Mr Green,

As a manager with a broad based managerial and retail background, I would like to present my resume in consideration for your Retail Managers position, which 1) ..... this week on the www.dayjob.com website.

Your company's reputation within the retail industry 2) ..... that you only employ staff of the highest calibre. It is for this reason more than any other that I would jump at the chance of 3) ..... an esteemed institution such as yours where hard work is acknowledged and rewarded.

4) ..... an experience of working for leading high street retailers, I possessed a variety of retailing skills that I feel 5) ..... to be highly valuable to your company. The consistent theme throughout my career 6) ..... always ..... my ability to drive operational, visual and customer service standards to the highest levels. I also possess creative flair as well as first class communication skills, and am able to quickly identify fashion trends and 7) ..... retailing opportunities.

However what really sets me apart from other candidates is my proven ability to maximise business opportunities, develop my staff 8) ..... greater service and my long track record of hitting sales targets. As someone who recognises that success starts with people, I would also like to point out that I specialise in staff selection, retention, training and performance monitoring, all of these are vital in 9) ..... that my team is always a skilled, capable and motivated workforce.

I firmly believe that my combined experience and competences can make an immediate and positive impact on your business. I realise that this letter alone may not sufficiently convey all my abilities, therefore I would 10) ..... the opportunity of a personal interview with you, where I will be able to demonstrate my suitability further and in more detail.

Yours sincerely,

Tony Morris

**7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).**

Dear Mr Green,

As a manager with a broad based managerial and retail background, I would like to present my resume in consideration for your Retail Managers position, which was advertised this week on the www.dayjob.com website.

Your company's reputation within the retail industry suggests that  
 1) ..... It is for this reason more than any other that I would jump at  
 the chance of joining an esteemed institution such as yours where  
 2) .....

Having an experience of working for leading high street retailers, I possessed a  
 variety of retailing skills that I feel will prove to be 3) ..... The  
 consistent theme throughout my career has always been my ability to drive operational,  
 visual and customer service standards 4) ..... I also possess creative  
 flair as well as first class communication skills, and am able to quickly identify fashion  
 trends and 5) .....

However what really sets me apart from other candidates is my proven ability  
 6) ....., develop my staff to deliver greater service and my long track  
 record of hitting sales targets. As someone who recognises that success starts with people,  
 I would also like to point out that I specialise in staff selection, retention, training and  
 performance monitoring, all of these are vital in ensuring that my team is  
 7) .....

I firmly believe that my combined experience and competences can make  
 8) ..... I realise that this letter alone may not sufficiently convey all  
 my abilities, therefore I would appreciate the opportunity of a personal interview with you,  
 where I will be able to demonstrate my suitability further and in more detail.

Yours sincerely,

Tony Morris

- A. always a skilled, capable and motivated workforce
- B. to the highest levels
- C. you only employ staff of the highest calibre
- D. exploit retailing opportunities
- E. an immediate and positive impact on your business
- F. highly valuable to your company
- G. hard work is acknowledged and rewarded
- H. to maximise business opportunities

8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.

Dear Mr Green,

As a manager with a broad based 1) ..... background, I would like to present my resume in consideration for your Retail Managers position, which was advertised this week on the [www.dayjob.com](http://www.dayjob.com) website.

Your company's reputation within 2) ..... suggests that you only employ staff of the highest calibre. It is 3) ..... more than any other that I would jump at the chance of joining 4) ..... such as yours where hard work is acknowledged and rewarded.

Having an experience of working for leading 5) ....., I possessed a variety of retailing skills that I feel will prove to be highly valuable to your company. The consistent theme 6) ..... has always been my ability to drive operational, visual and customer service standards to the highest levels. I also possess 7) ..... as well as first class communication skills, and am able to quickly identify fashion trends and exploit retailing opportunities.

However what really sets me apart from other candidates is 8) ..... to maximise business opportunities, develop my staff to deliver greater service and my long track record of 9) ..... As someone who recognises that success starts with people, I would also like to point out that I specialise in staff selection, retention, training and performance monitoring, all of these are vital in ensuring that my team is always a skilled, capable and motivated workforce.

I firmly believe that 10) ..... and competences can make an immediate and positive impact on your business. I realise that this letter alone may not sufficiently convey all my abilities, therefore I would appreciate the opportunity of a personal interview with you, where I will be able to demonstrate my suitability further and in more detail.

Yours sincerely

Tony Morris

### III. Instruction

**Before reading the text discuss the following questions with your partner. Then read the text and compare your answers with the information from the text.**

1. When do people write covering letters?
2. What parts can a covering letter be divided in?
3. What information does each part include?
4. What is CV? How does CV differ from a covering letter?

#### **What is a covering letter?**

This is a letter that you send when applying for a job. In the covering letter you introduce yourself and explain which vacancy you're applying for.

As with all formal letters, the covering letter is divided into three sections: the introduction, which details why the applicant is writing; the body, which discusses relevant qualifications; and the closing, which thanks the reader and provides contact information and follow-up details.

Those who make hiring decisions review many letters. To save their time and to draw attention to your strengths as a candidate, you should state your objective directly at the beginning of the letter. Identify the job by title and let the addressee know how you learned about it.

In the succeeding paragraphs, expand on your qualifications adding any appropriate details and highlighting experience that is especially relevant to the job you are applying for.

Close your letter with a request for an interview stating where you can be reached and when you will be available.

The covering letter is usually sent with your Curriculum Vitae (CV). As it will most likely be read before your CV, it should be convincing enough to encourage recruiters to read your enclosed CV. Well written covering letter can help your CV get noticed, is vital in creating a good first impression and can be a key factor in inviting you to a job interview.

Actually a covering letter gives you the chance to express all those things that do not comfortably fit into a CV's rigid structure. Therefore it should express a high level of interest and knowledge about the position, and be used to promote you as a person, your achievements and your personal qualities.

Remember that you may be competing with many other applicants. It's important to write a letter that specifies what sets you apart from others and makes you one of the best candidates for the position. Make sure that your covering letter is targeted to the position for which you are applying.

Prepare your covering letter with utmost care, and proofread it carefully before submitting.

**IV. SAMPLE 2****1. Read the letter. Make sure that you understand the meaning of all words.**

Mark Harris  
56 Some Made Up Street,  
Birmingham B1 1AA  
T: 0870 061 0121  
E: info@dayjob.com

22 February 2012

Graham Howard  
Hiring Manager  
Dayjob Ltd.  
120 Vyse Street  
Birmingham  
B18 6NF

Dear Mr Howard,

Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply for this vacancy, and enclose my curriculum vitae for your consideration. I am very interested in this post as I believe that I have the right combination of relevant industry experience, retailing skills and sales knowledge to not only make me an ideal candidate, but also a real asset to your company.

For the past three years I have worked for a well known high street retailer, where I have gained a reputation for making the right choices on key decisions about product selection, visual marketing, promotions and stock control. My prior work experience has given me a strong sense of client service, and a comprehensive understanding of the UK retail marketplace.

I am constantly maintaining an awareness of market trends in the retail industry, and monitoring what local competitors are doing. I keep me in touch with the latest industry developments by being a member of numerous industry forums and associations, which allows me to interact with other retailing, marketing and advertising professionals. I feel my strongest abilities are:

- always ensuring that the highest standards of quality, customer service and health and safety are adhered to;
- managing and motivating those who work with me to increase sales and ensure efficiency;
- being able to warmly greet customers and then quickly find out what their needs are.

I consider myself to be a dedicated and dependable individual who possesses excellent verbal communication and customer orientation skills.

I feel that your company is the type of organisation in which I would excel, and I am convinced that my background, experience and qualifications would make me a perfect fit for your vacancy. In closing I thank you for your time and consideration, and I hope to have the opportunity to discuss the opening with you in person.

Yours sincerely,

Mark Harris

**2. Read the letter again and answer the questions.**

1. What is the name and position title of the addressee of the letter? .....
2. What document does the applicant enclose with the letter? .....
3. Who is the previous employer of the applicant? .....
4. How does the applicant keep in touch with other professionals in the industry? .....

**3. In the letter find English equivalents to the following Russian words and phrases.**

- 1) прилагать биографию для Вашего рассмотрения .....
- 2) соответствующий опыт работы в отрасли .....
- 3) действительно ценный сотрудник для Вашей компании .....
- 4) приобрести репутацию .....
- 5) делать правильный выбор .....
- 6) контроль за состоянием товарных запасов .....
- 7) всестороннее понимание розничного рынка .....
- 8) осведомленность (информированность) о тенденциях рынка .....
- 9) быть в курсе последних разработок в отрасли .....
- 10) взаимодействовать с профессионалами .....
- 11) гарантировать самые высокие стандарты качества .....
- 12) придерживаться самых высоких стандартов качества .....
- 13) увеличивать продажи .....
- 14) гарантировать (обеспечивать) результативность .....
- 15) преданный и надежный человек .....
- 16) добиваться отличных результатов .....
- 17) предыдущая деятельность, опыт и квалификация .....
- 18) идеальная кандидатура для замещения вакансии .....
- 19) Благодарю, что уделили мне время и внимание .....
- 20) вакансия .....

**4. Put the sentences in the body of the letter in the correct order.**

- A. For the past three years I have worked for a well known high street retailer, where I have gained a reputation for making the right choices on key decisions about product selection, visual marketing, promotions and stock control. My prior work experience has given me a strong sense of client service, and a comprehensive understanding of the UK retail marketplace.
- B. 22 February 2012
- C. Dear Mr Howard,
- D. I am constantly maintaining an awareness of market trends in the retail industry, and monitoring what local competitors are doing. I keep me in touch with the latest industry developments by being a member of numerous industry forums and associations, which allows me to interact with other retailing, marketing and advertising professionals. I feel my strongest abilities are:
- always ensuring that the highest standards of quality, customer service and health and safety are adhered to.
  - managing and motivating those who work with me to increase sales and ensure efficiency.
  - being able to warmly greet customers and then quickly find out what their needs are.
- E. Graham Howard  
Hiring Manager  
Dayjob Ltd.  
120 Vyse Street  
Birmingham  
B18 6NF
- F. I consider myself to be a dedicated and dependable individual who possesses excellent verbal communication and customer orientation skills.
- G. I feel that your company is the type of organisation in which I would excel, and I am convinced that my background, experience and qualifications would make me a perfect fit for your vacancy. In closing I thank you for your time and consideration, and I hope to have the opportunity to discuss the opening with you in person.
- H. Yours sincerely,  
Mark Harris
- I. Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply for this vacancy, and enclose my curriculum vitae for your consideration. I am very interested in this post as I believe that I have the right combination of relevant industry experience, retailing skills and sales knowledge to not only make me an ideal candidate, but also a real asset to your company.
- J. Mark Harris  
56 Some Made Up Street,  
Birmingham B1 1AA  
T:0870 061 0121  
E: [info@dayjob.com](mailto:info@dayjob.com)

### 5. Complete the letter with the appropriate word from the box

curriculum vitae	dependable	asset	forums	awareness
quality	relevant	consideration	vacancy	key

Dear Mr Howard,

Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply for this 1) ....., and enclose my 2) ..... for your consideration. I am very interested in this post as I believe that I have the right combination of 3) ..... industry experience, retailing skills and sales knowledge to not only make me an ideal candidate, but also a real 4) ..... to your company.

For the past three years I have worked for a well known high street retailer, where I have gained a reputation for making the right choices on 5) ..... decisions about product selection, visual marketing, promotions and stock control. My prior work experience has given me a strong sense of client service, and a comprehensive understanding of the UK retail marketplace.

I am constantly maintaining an 6) ..... of market trends in the retail industry, and monitoring what local competitors are doing. I keep me in touch with the latest industry developments by being a member of numerous industry 7) ..... and associations, which allows me to interact with other retailing, marketing and advertising professionals. I feel my strongest abilities are:

- always ensuring that the highest standards of 8) ....., customer service and health and safety are adhered to;
- managing and motivating those who work with me to increase sales and ensure efficiency;
- being able to warmly greet customers and then quickly find out what their needs are.

I consider myself to be a dedicated and 9) ..... individual who possesses excellent verbal communication and customer orientation skills.

I feel that your company is the type of organisation in which I would excel, and I am convinced that my background, experience and qualifications would make me a perfect fit for your vacancy. In closing I thank you for your time and 10) ....., and I hope to have the opportunity to discuss the opening with you in person.

Yours sincerely,

Mark Harris

### 6. Complete the letter with the correct form of a verb from the box

maintain	work	make	increase	not make
be	convince	enclose	adhere to	give

Dear Mr Howard,

Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply for this vacancy, and 1) ..... my curriculum vitae for your consideration. I am very interested in this post as I believe that I have the right combination of relevant industry experience, retailing skills and sales knowledge 2) .....only .....me an ideal candidate, but also a real asset to your company.

For the past three years I 3) ..... for a well known high street retailer, where I have gained a reputation for 4) ..... the right choices on key decisions about product selection, visual marketing, promotions and stock control. My prior work experience 5) ..... me a strong sense of client service, and a comprehensive understanding of the UK retail marketplace.

I 6) ..... constantly ..... an awareness of market trends in the retail industry, and monitoring what local competitors are doing. I keep me in touch with the latest industry developments by 7) ..... a member of numerous industry forums and associations, which allows me to interact with other retailing, marketing and advertising professionals. I feel my strongest abilities are:

— always ensuring that the highest standards of quality, customer service and health and safety 8) .....

— managing and motivating those who work with me 9) ..... sales and ensure efficiency.

— being able to warmly greet customers and then quickly find out what their needs are.

I consider myself to be a dedicated and dependable individual who possesses excellent verbal communication and customer orientation skills.

I feel that your company is the type of organisation in which I would excel, and I 10) ..... that my background, experience and qualifications would make me a perfect fit for your vacancy. In closing I thank you for your time and consideration, and I hope to have the opportunity to discuss the opening with you in person.

Yours sincerely,

Mark Harris

**7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).**

Dear Mr Howard,

Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply  
1) ....., and enclose my curriculum vitae for your consideration. I am very interested in this post as I believe that I have the right combination of relevant industry experience, retailing skills and sales knowledge to not only make me an ideal candidate, but also  
2) .....

For the past three years I have worked for a well known high street retailer, where I have gained a reputation for making the right choices on key decisions about  
3) ..... My prior work experience has given me a strong sense of client service, and a comprehensive understanding 4) .....

I am constantly maintaining an awareness of market trends in the retail industry, and monitoring 5) ..... I keep me in touch with the latest industry developments by being a member of numerous industry forums and associations, which allows me  
6) ..... I feel my strongest abilities are:

— always ensuring that the highest standards of quality, customer service and health and safety are adhered to.

— managing and motivating those who work with me 7) .....

— being able to warmly greet customers and then quickly find out what their needs are.

I consider myself to be a dedicated and dependable individual who possesses excellent verbal communication and customer orientation skills.

I feel that your company is the type of organisation in which I would excel, and I am convinced that my background, experience and qualifications would make me  
8) ..... In closing I thank you for your time and consideration, and I hope to have the opportunity to discuss the opening with you in person.

Yours sincerely,

Mark Harris

- A. of the UK retail marketplace
- B. for this vacancy
- C. to interact with other retailing, marketing and advertising professionals
- D. a perfect fit for your vacancy
- E. what local competitors are doing
- F. to increase sales and ensure efficiency
- G. a real asset to your company
- H. product selection, visual marketing, promotions and stock control

**8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.**

Dear Mr Howard,

Further to your advertisement for a retail position on [www.dayjob.com](http://www.dayjob.com), I should like to apply for this vacancy, and enclose my curriculum vitae for your consideration. I am very interested  
 1) ..... as I believe that I have the right combination of 2) ....., retailing skills and sales knowledge to not only make me 3) ..... but also a real asset to your company.

For the past three years I have worked for a well known  
 4) ..... where I have gained a reputation for making the right choices 5) ..... about product selection, visual marketing, promotions and stock control. My  
 6) ..... has given me a strong sense of client service, and a comprehensive understanding at the UK retail marketplace.

I am constantly 7) ..... of market trends in the retail industry, and monitoring what local competitors are doing. I keep me in touch with the 8) ..... by being a member of numerous industry forums and associations, which allows me to interact with other retailing, marketing and advertising professionals. I feel my strongest abilities are:

- always ensuring that the highest standards of quality, customer service and health and safety are adhered to.
- managing and motivating those who work with me to increase sales and ensure efficiency.
- being able to warmly greet customers and then  
 9) ..... what their needs are.

I consider myself to be a dedicated and dependable individual who possesses excellent verbal communication and customer orientation skills.

I feel that your company is the type of organisation in which I would excel, and I am convinced that my background, experience and qualifications would make me a perfect fit for your vacancy. In closing I thank you for your  
 10) ....., and I hope to have the opportunity to discuss the opening with you in person.

Yours sincerely,

Mark Harris

## V. Covering Letter vs Curriculum Vitae

Before reading the text discuss the following questions with your partner. Then read the text and compare your answers with the information from the text.

1. What is a CV standard layout format?
2. How is information listed in a CV: in direct or reverse chronological order?
3. How often should you update your CV?

Curriculum Vitae is one more document submitted when you are applying for a job.

The term 'Curriculum Vitae', commonly abbreviated to CV, is the Latin for 'a course of life'. Sometimes referred to as a résumé, it's a summary of your career history. If you're a recent graduate and can't demonstrate a long career history, you can still list gap year experience, part time work, charity work, internships and association memberships.

There is no standard or perfect layout format and different people in different situations will need to lay their document out in a different way. In spite of various ways to create this document, every CV should include the following sections:

*Your name and contact detail*

*Education*

*Previous jobs and work experience*

*Your skills (such as Languages, Driving license, IT skills)*

*A bit of information about you (hobbies and interests)*

Employers will appreciate a CV with clearly headed sections, good spacing and short, sensible blocks of information.

All information should be listed in reverse chronological order (i.e. with the most recent at the top), allowing your reader to see what you've done recently, then to continue reading if they think it's relevant to their needs. Every time you complete a training course, volunteer or gain new responsibilities you should update your CV.

## V. Writing Assignment

- A) Search the Internet, find various layouts for a CV (at least three CVs in different layouts);
- B) Make a list of sections included in these CV;
- C) Create a CV (either with the information about you or any other person). In the Internet you can find various templates which you can download and use in creating your CV.

**VI. SAMPLE 3****1. Read the letter. Make sure that you understand the meaning of all words.**

Louise Cable  
9 Monitor Close  
Scanner End  
Dorset  
DO5 5OD  
Loisem7@hotmail.co.uk  
01300 654 5678  
30 April 2012

Ms P C Mouse  
Computer Genius Inc  
Monitor Road  
Swindon  
SW12 3WS

Dear Ms Mouse,

Graduate Position for Network Engineers

I am applying for the above position, which I saw advertised on your website. I have recently completed a BSc (Hons)<sup>2</sup> degree in Computer network Management and have achieved 2:1<sup>3</sup>.

Your selection criteria stipulate that you require a good understanding of specific key technologies. My degree has given me the knowledge, competence and understanding of a wide range of languages, including HTML and JavaScript. A complete list is included in my CV.

Having entered university as a mature student, I have several years' employment experience in diverse roles including management, customer service and as an electronics technician. This has given me a wide range of transferable skills related to the job description including:

- technical and commercial skills
- problem solving skills
- written, oral and presentation skills
- customer service

I am impressed by the work you undertake within technology development in inner-city schools, and I am very motivated to work for Computer Genius Inc.

I enclose my CV outlining my experience and training to date and hope that I will have the opportunity to discuss at interview how I can use these to benefit your company in the role of a network engineer.

Yours sincerely,

Louise Cable

Enc.

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<sup>2</sup> Bachelor of Science (Honours)

<sup>3</sup> The British undergraduate degree classification grades bachelor's degrees in the following way: 1<sup>st</sup> – First Class (70 % and above); 2:1 – Upper Second Class (60 % to 69 %); 2:2 – Lower Second Class (50 % to 59 %); 3<sup>rd</sup> – Third (40 % to 49 %). Technically if someone got below 40 % they could still get a degree but without 'Honours'.

**2. Read the letter again and answer the questions**

1. What is the name of the company the candidate is applying for? .....
2. What goods or services does this company provide? .....
3. What do you think the author means by "transferrable skills"? .....
4. What does the word *Enc.* at the end of the letter mean? .....

**3. In the letter find English equivalents to the following Russian words and phrases**

- 1) вышеупомянутая должность.....;
- 2) получить степень .....
- 3) критерии отбора .....
- 4) предусматривать, обуславливать .....
- 5) широкий спектр языков .....
- 6) полный список .....
- 7) поступить в университет.....;
- 8) зрелый студент .....
- 9) опыт работы (трудоустройства).....;
- 10) разнообразные роли .....
- 11) обслуживание клиентов .....
- 12) техник по электронному оборудованию .....
- 13) навыки, которые могут пригодиться при работе в любой должности .....
- 14) квалификационная характеристика, должностные обязанности.....;
- 15) соответствующий ч.-л., имеющий отношение к ч.-л. ....
- 16) навыки решения проблем.....;
- 17) предпринимать, осуществлять .....
- 18) прилагать резюме .....
- 19) наметить в общих чертах, излагать.....;
- 20) приносить пользу компании .....

**4. Put the sentences in the body of the letter in the correct order**

- A. Ms P C Mouse  
Computer Genius Inc  
Monitor Road  
Swindon  
SW12 3WS
- B. I am applying for the above position, which I saw advertised on your website. I have recently completed a BSc (Hons) degree in Computer network Management and have achieved 2:1.
- C. Dear Ms Mouse,
- D. Graduate Position for Network Engineers
- E. I enclose my CV outlining my experience and training to date and hope that I will have the opportunity to discuss at interview how I can use these to benefit your company in the role of a network engineer.
- F. Your selection criteria stipulate that you require a good understanding of specific key technologies. My degree has given me the knowledge, competence and understanding of a wide range of languages, including HTML and JavaScript. A complete list is included in my CV.
- G. Having entered university as a mature student, I have several years' employment experience in diverse roles including management, customer service and as an electronics technician. This has given me a wide range of transferable skills related to the job description including:
- technical and commercial skills
  - problem solving skills
  - written, oral and presentation skills
  - customer service.
- H. Yours sincerely,  
Louise Cable  
Enc.
- I. Louise Cable  
9 Monitor Close  
Scanner End  
Dorset  
DO5 5OD  
Loisem7@hotmail.co.uk  
01300 654 5678
- J. I am impressed by the work you undertake within technology development in inner-city schools, and I am very motivated to work for Computer Genius Inc.
- K. 30 April 2012

## 5. Complete the letter with the appropriate word from the box

development	competence	problem	diverse	range
specific	website	network	degree	student

Dear Ms Mouse,

Graduate Position for Network Engineers

I am applying for the above position, which I saw advertised on your

1) ..... I have recently completed a BSc (Hons)

2) ..... in Computer network Management and have achieved 2:1.

Your selection criteria stipulate that you require a good understanding of

3) ..... key technologies. My degree has given me the knowledge,

4) ..... and understanding of a wide range of languages, including HTML

and JavaScript. A complete list is included in my CV.

Having entered university as a mature 5) ....., I have several years' em-

ployment experience in 6) ..... roles including management, customer

service and as an electronics technician. This has given me a wide 7) .....

of transferable skills related to the job description including:

- technical and commercial skills
- 8) ..... solving skills
- written, oral and presentation skills
- customer service

I am impressed by the work you undertake within technology 9) ..... in

inner-city schools, and I am very motivated to work for Computer Genius Inc.

I enclose my CV outlining my experience and training to date and hope that I will have the

opportunity to discuss at interview how I can use these to benefit your company in the role of

a 10) ..... engineer.

Yours sincerely,

Louise Cable

Enc.

**6. Complete the letter with the correct form of a verb from the box**

give	include	undertake	relate	apply for
require	benefit	complete	enter	outline

Dear Ms Mouse,

Graduate Position for Network Engineers

I 1) ..... the above position, which I saw advertised on your website. I

2) ..... recently ..... a BSc (Hons) degree in Computer network Management and have achieved 2:1.

Your selection criteria stipulate that you 3) ..... a good understanding of specific key technologies. My degree 4) ..... me the knowledge, competence and understanding of a wide range of languages, including HTML and JavaScript. A complete list 5) ..... in my CV.

Having 6) ..... university as a mature student, I have several years' employment experience in diverse roles including management, customer service and as an electronics technician. This has given me a wide range of transferable skills 7) ..... to the job description including:

- technical and commercial skills
- problem solving skills
- written, oral and presentation skills
- customer service

I am impressed by the work you 8) ..... within technology development in inner-city schools, and I am very motivated to work for Computer Genius Inc.

I enclose my CV 9) ..... my experience and training to date and hope that I will have the opportunity to discuss at interview how I can use these 10) ..... your company in the role of a network engineer.

Yours sincerely,

Louise Cable

Enc.

**7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).**

Dear Ms Mouse,

Graduate Position for Network Engineers

I am applying for the above position, which I saw advertised 1) ..... I have recently completed a BSc (Hons) degree in Computer network Management and 2) .....

Your selection criteria stipulate that you require a good understanding of 3)..... My degree has given me the knowledge, competence and understanding of a wide range of languages, including HTML and JavaScript. A complete list is 4) .....

Having entered university as a mature student, I have several years' employment experience in diverse roles including 5) ..... This has given me a wide range of transferable skills related to the job description including:

- technical and commercial skills
- problem solving skills
- written, 6) .....
- customer service

I am impressed by the work you undertake within technology development in inner-city schools, and I am very motivated 7) .....

I enclose my CV outlining my experience and training to date and hope that I will have the opportunity to discuss at interview how I can use these to benefit your company 8) .....

Yours sincerely,

Louise Cable

Enc.

- A. management, customer service and as an electronics technician
- B. specific key technologies
- C. on your website
- D. in the role of a network engineer
- E. oral and presentation skills
- F. included in my CV
- G. have achieved 2:1
- H. to work for Computer Genius Inc.

**8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.**

Dear Ms Mouse,

Graduate Position for Network Engineers

I am applying for 1) ....., which I saw advertised on your website. I have recently completed a BSc (Hons) degree in 2) ..... and have achieved 2:1.

Your 3) ..... stipulate that you require a good understanding of specific key technologies. My degree has given me the knowledge, competence and understanding of a 4) ..... languages, including HTML and JavaScript. A complete list 5) ..... my CV.

Having entered university as 6) ....., I have 7) ..... experience in diverse roles including management, customer service and as an electronics technician. This has given me a wide range of transferable skills related to 8) ..... including:

- technical and commercial skills
- problem solving skills
- written, oral and presentation skills
- customer service

I am impressed 9) ..... you undertake within technology development in inner-city schools, and I am very motivated to work for Computer Genius Inc.

I enclose my CV outlining my 10) ..... to date and hope that I will have the opportunity to discuss at interview how I can use these to benefit your company in the role of a network engineer.

Yours sincerely,

Louise Cable

Enc.

## VII. Writing assignment

Find a job ad (in the Internet or elsewhere) and write a covering letter which you would send as your reply to this ad. Make connections between your experiences, and the skills required to excel in the job. Use these professionally written samples (1 – 3) to get ideas for your own covering letter. Submit your covering letter together with the job ad for your teacher to see the relevance between these texts.

## LETTER OF RECOMMENDATION

### I. Format

Sender's name  
House number, street address  
Place (city or town)  
Area code  
Telephone (optional)  
Email address (optional)

Date

Receiver's name  
(Title and  
Company if necessary)  
House number, street address  
Place (city or town)  
Area code

#### Salutation

#### Subject (optional)

**Introductory paragraph.** Begin with introducing yourself and your relationship to the applicant. This gives the reader an understanding why you chose to write the letter. Let the company know right from the start that you believe in this person.

**Body paragraph(s).** Give some context for your recommendation by saying how well you know the person, for how long, and how you became acquainted. Focus on the key knowledge, skills, and abilities of an individual. Be as specific as possible. For professional recommendation, include job titles, duties and achievements. Be specific about the candidate's qualifications and successes. Describe what the person has done using specific instances and examples, rather than generalities. Whenever possible, give evidence or stories to back you up.

**Concluding paragraph.** Finish the letter by giving a clear personal assessment of the individual's skills. Welcome further inquiries and assure the reader that you are available for questions as needed. Reaffirm your willingness to recommend the candidate and, if appropriate, invite the receiver to contact you, offering contact information.

Valediction

(signature)

Sender's typed name

## II. SAMPLE 1

### 1. Read the letter. Make sure that you understand the meaning of all words

Carla Pederson  
JRW Inc.  
123 Main St.  
Philadelphia, PA 19103

January 4, 2016

Manager  
Main St. Company  
456 Main St.  
Philadelphia, PA 12345

Re: Recommendation for Sharon Westman

Dear Hiring Manager:

I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional demeanor when I hired her four years ago as a customer service rep within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different department), she consistently demonstrated all of these qualities and more, and I heartily endorse her for any customer service position.

Sharon is reliable, dedicated and eternally upbeat. Her ability to calm angry or frustrated customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked her to mentor new employees in the call center. Sharon multitasks effectively and is able to handle a high-volume workload. She consistently met or surpassed all weekly call center metrics (including customer satisfaction, call volume and response time), and her daily written reports were accurate and thorough.

Of particular value to me as a former call center manager was Sharon's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment to exceeding customer expectations. I regularly received unsolicited praise from customers commending Sharon's outstanding level of service, professionalism and follow-through.

Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended optional professional development seminars offered through the company. She is pursuing an associate's degree in business through evening classes at ABC Community College.

Sharon is a hardworking, top-performing customer service professional. She has my highest recommendation, and I am happy to furnish more details if you would like additional information.

Sincerely,

Carla Pederson  
Field Service Manager (former Call Center Manager)  
JRW Inc.

**2. Read the letter again and answer the questions**

1. Did Carla Pederson supervise Sharon Westman in a working environment or were they peer colleagues? .....
2. What division within JRW Inc. was Sharon Westman employed in? .....
3. What position did she held?.....
4. How did Sharon Westman develop professionally while working for JRW Inc.? .....
5. Why does the author use the abbreviation Re: in the subject line?

**3. In the letter find English equivalents to the following Russian words and phrases**

- 1) профессиональное поведение .....
- 2) находиться в подчинении у к.-л.....
- 3) поддерживать, одобрять .....
- 4) надёжный.....
- 5) преданный .....
- 6) всегда оптимистичный .....
- 7) разочарованный клиент.....
- 8) бесподобный; не имеющий себе равных.....
- 9) неоднократно .....
- 10) выполнять несколько дел одновременно.....
- 11) большие объёмы нагрузки .....
- 12) точные и исчерпывающие отчеты .....
- 13) мышление командного игрока .....
- 14) непоколебимая приверженность .....
- 15) превосходить ожидания клиентов .....
- 16) похвала, высказанная клиентами по их собственной инициативе.....
- 17) выдающийся уровень обслуживания.....
- 18) завершение дела, доведение дела до конца .....
- 19) высококлассный профессионал.....
- 20) предоставить более подробную информацию .....

**4. Put the sentences in the body of the letter in the correct order**

- A. Manager  
Main St. Company  
456 Main St.  
Philadelphia, PA 12345
- B. Dear Hiring Manager:
- C. Sharon is reliable, dedicated and eternally upbeat. Her ability to calm angry or frustrated customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked her to mentor new employees in the call center. Sharon multi-tasks effectively and is able to handle a high-volume workload. She consistently met or surpassed all weekly call center metrics (including customer satisfaction, call volume and response time), and her daily written reports were accurate and thorough.
- D. Carla Pederson  
JRW Inc.  
123 Main St.  
Philadelphia, PA 19103
- E. Sharon is a hardworking, top-performing customer service professional. She has my highest recommendation, and I am happy to furnish more details if you would like additional information.
- F. Of particular value to me as a former call center manager was Sharon's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment to exceeding customer expectations. I regularly received unsolicited praise from customers commending Sharon's outstanding level of service, professionalism and follow-through.
- G. Re: Recommendation for Sharon Westman
- H. Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended optional professional development seminars offered through the company. She is pursuing an associate's degree in business through evening classes at ABC Community College.
- I. I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional demeanor when I hired her four years ago as a customer service rep within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different department), she consistently demonstrated all of these qualities and more, and I heartily endorse her for any customer service position.
- J. Sincerely,  
Carla Pederson  
Field Service Manager (former Call Center Manager)  
JRW Inc.
- K. January 4, 2016

**5. Complete the letter with the appropriate word from the box**

metrics	department	optional	supervision	demeanor
heartily	professionalism	recommendation	unparalleled	team

Re: Recommendation for Sharon Westman

Dear Hiring Manager:

I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional 1) ..... when I hired her four years ago as a customer service rep within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different 2) .....), she consistently demonstrated all of these qualities and more, and I 3) ..... endorse her for any customer service position.

Sharon is reliable, dedicated and eternally upbeat. Her ability to calm angry or frustrated customers is 4) ..... and it is because of her excellence in this area that I repeatedly asked her to mentor new employees in the call center. Sharon multitasks effectively and is able to handle a high-volume workload. She consistently met or surpassed all weekly call center 5) ..... (including customer satisfaction, call volume and response time), and her daily written reports were accurate and thorough.

Of particular value to me as a former call center manager was Sharon's 6) ..... player mind-set, enthusiastic embrace of change, ability to work with minimal 7) ..... and unwavering commitment to exceeding customer expectations. I regularly received unsolicited praise from customers commending Sharon's outstanding level of service, 8) ..... and follow-through.

Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended 9) ..... professional development seminars offered through the company. She is pursuing an associate's degree in business through evening classes at ABC Community College.

Sharon is a hardworking, top-performing customer service professional. She has my highest 10) ..... and I am happy to furnish more details if you would like additional information.

Sincerely,

Carla Pederson  
 Field Service Manager (former Call Center Manager)  
 JRW Inc.

**6. Complete the letter with the correct form of a verb from the box**

surpass	multitask	exceed	furnish	commend
mentor	hire	offer	demonstrate	calm

Re: Recommendation for Sharon Westman

Dear Hiring Manager:

I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional demeanor when I 1) ..... her four years ago as a customer service rep within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different department), she consistently 2) ..... all of these qualities and more, and I heartily endorse her for any customer service position.

Sharon is reliable, dedicated and eternally upbeat. Her ability 3) ..... angry or frustrated customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked her 4) ..... new employees in the call center. Sharon 5) ..... effectively and is able to handle a high-volume workload. She consistently met or 6) ..... all weekly call center metrics (including customer satisfaction, call volume and response time), and her daily written reports were accurate and thorough.

Of particular value to me as a former call center manager was Sharon's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment to 7) ..... customer expectations. I regularly received unsolicited praise from customers 8) ..... Sharon's outstanding level of service, professionalism and follow-through.

Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended optional professional development seminars 9) ..... through the company. She is pursuing an associate's degree in business through evening classes at ABC Community College.

Sharon is a hardworking, top-performing customer service professional. She has my highest recommendation, and I am happy 10) ..... more details if you would like additional information.

Sincerely,

Carla Pederson  
Field Service Manager (former Call Center Manager)  
JRW Inc.

**7. Choose the best phrase (A – H) to fill each of the gaps (1 - 8).**

Re: Recommendation for Sharon Westman

Dear Hiring Manager:

I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional demeanor when I hired her four years ago as a customer service rep within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different department), she consistently demonstrated all of these qualities and more, and I heartily endorse her 1) .....

Sharon is reliable, dedicated and eternally upbeat. Her ability to calm angry or frustrated customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked her 2) ..... Sharon multitasks effectively and is able 3) ..... She consistently met or surpassed all weekly call center metrics (including customer satisfaction, call volume and response time), and her daily written reports 4) .....

Of particular value to me as a former call center manager was Sharon's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment 5) ..... I regularly received unsolicited praise from customers commending Sharon's outstanding 6) .....

Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended optional professional development seminars 7) ..... She is pursuing an associate's degree in business through evening classes at ABC Community College.

Sharon is a hardworking, top-performing customer service professional. She has my highest recommendation, and I am happy to furnish more details 8) .....

Sincerely,

Carla Pederson

Field Service Manager (former Call Center Manager)

JRW Inc.

- A. were accurate and thorough
- B. to handle a high-volume workload
- C. offered through the company
- D. for any customer service position
- E. to exceeding customer expectations
- F. to mentor new employees in the call center
- G. if you would like additional information
- H. level of service, professionalism and follow-through

**8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.**

Re: Recommendation for Sharon Westman

Dear Hiring Manager:

I was initially impressed with Sharon Westman's enthusiasm, communication skills and professional demeanor when I hired her four years ago as a 1) ..... within JRW Inc.'s call center. During the two years Sharon reported to me (I have since moved on to a different department), she consistently demonstrated all of these qualities and more, and I 2) ..... for any customer service position.

Sharon is reliable, dedicated and eternally upbeat. Her ability to calm 3) ..... customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked her to 4) ..... in the call center. Sharon multitasks effectively and is able to handle a high-volume workload. She consistently met or surpassed all weekly call center metrics (including 5) ....., call volume and response time), and her daily written reports were accurate and thorough.

Of 6) ..... to me as a former call center manager was Sharon's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and 7) ..... exceeding customer expectations. I regularly received unsolicited praise from customers commending Sharon's outstanding level of service, professionalism and follow-through.

Organized and diligent, Sharon quickly learned technology systems and software that were unfamiliar to her when she first started with JRW, and she also attended optional 8) ..... offered through the company. She is pursuing an associate's degree in business 9) ..... at ABC Community College.

Sharon is a hardworking, top-performing customer service professional. She has my highest recommendation, and I am happy to 10) ..... if you would like additional information.

Sincerely,

Carla Pederson  
Field Service Manager (former Call Center Manager)  
JRW Inc.

### III. INSTRUCTION

**Before reading the text discuss the following questions with your partner. Then read the text and compare your answers with the information from the text.**

1. In what situations are letters of recommendation written?
2. Who usually writes letters of recommendation?
3. Who are letters of recommendation addressed to?
4. What information should letters of recommendation contain?

When undergoing the process of selection for a position candidates may be asked to submit a letter of recommendation. In simple terms, a letter of recommendation is a letter that makes a statement of support for a candidate.

The candidate usually requests the letter of recommendation from a direct supervisor or other manager with personal knowledge of the candidate's performance on the job and positions held.

These letters may or may not be addressed to a specific person, and may either be mailed to the receiver by the writer or hand-delivered by the candidate at the interview.

If you are asked to write a letter of recommendation remember that it is aimed at providing sufficient evidence and information to help a selection committee in making its decision. This letter should present a well-documented evaluation giving an overall picture of the candidate's personal characteristics, performance, experience, strengths, capabilities and professional promise.

Letters of recommendation are usually written in a classic format that includes an introduction, body, and conclusion. Start by describing how long you've known the person and in what capacity. Continue by describing the person's skills and performance and what makes them an ideal candidate for a potential new employer. Present the individual's general qualities relevant to the position along with one or two detailed examples. End by summarizing why you are recommending this person.

Present the person positively but truthfully. A recommendation that paints an unrealistic picture of a candidate may be discounted.

Tailor your recommendation to the position. A letter recommending an individual for a job as a camp counselor should contain different information from that in a letter recommending the same individual for a job as a computer programmer.

**IV. SAMPLE 2****1. Read the letter. Make sure that you understand the meaning of all words.**

Print Express

3614 Ocean Ranch Blvd

Oceanside, CA 92056

August 31, 2015

To whom it may concern:

Re: Thomas Evans – Letter of Recommendation

Thomas Evans started as a part-time intern over 5 years ago at Print Express, while attending college. He was very observant, and a quick learner at every task. In time, our production department would utilize Thomas for assistance when needed. Thomas never complained, and was always there for us. When my production supervisor moved on, Thomas stepped into his shoes and quickly learned how to run the finishing and bindery department. Thomas did a great job, even though he was never formally trained, and learned everything by just paying attention during his very part time position.

As bindery supervisor, Thomas was responsible for all finishing of products, managing in-house jobs, managing vendors with outsourced jobs, and shipping. He juggled over 30 orders per day, and managed to get everything done without error.

Earlier this year, Thomas came to me with news that it was time for him to move on to look for bigger and better things, as it was time for him to put his formal education and experience to greater use, and search for a life-long career. I was sad to see Thomas go, but yet happy to see him take that next step in life.

Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being said, I highly recommend Thomas for any job position he seeks, as I know he would be a great addition to your team.

He will be greatly missed at Print Express.

Best Regards,

Vladimir Medvinsky

President & C.E.O.

## 2. Read the letter again and answer the questions

1. Who is this letter addressed to ..... ?
2. What do you think the Print Express Company produces? .....
3. Was Thomas Evans formally trained in manufacturing these products before joining the company? .....
4. How long did he work for the company? .....
5. Why did he choose part-time employment? .....
6. Does the author of the letter describe any particular case when Thomas Evans was really helpful? .....

## 3. In the letter find English equivalents to the following Russian words and phrases

- 1) для предъявления по месту требования ..... ;
- 2) стажёр..... ;
- 3) наблюдательный..... ;
- 4) быстро обучаемый..... ;
- 5) производственный отдел .....
- 6) использовать .....
- 7) мастер (руководитель) производственного участка..... ;
- 8) занять чье-либо место..... ;
- 9) брошюровочно-переплетный отдел .....
- 10) работа на условиях неполной занятости..... ;
- 11) заказы, выполняемые собственными силами предприятия или организации .... ;
- 12) заказы, выполняемые сторонними предприятиями или организациями..... ;
- 13) отправка (отгрузка) товара .....
- 14) жонглировать, выполнять несколько дел одновременно .....
- 15) добиваться того, чтобы все было сделано всё без ошибок .....
- 16) использовать свой опыт и образование с большей пользой .....
- 17) В связи с вышесказанным..... ;
- 18) настоятельно рекомендовать .....
- 19) прекрасное дополнение .....
- 20) Его будет сильно не хватать .....

**4. Put the sentences in the body of the letter in the correct order**

- A. He will be greatly missed at Print Express.
- B. As bindery supervisor, Thomas was responsible for all finishing of products, managing in-house jobs, managing vendors with outsourced jobs, and shipping. He juggled over 30 orders per day, and managed to get everything done without error.
- C. August 31, 2015
- D. To whom it may concern:
- E. Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being said, I highly recommend Thomas for any job position he seeks, as I know he would be a great addition to your team.
- F. Thomas Evans started as a part-time intern over 5 years ago at Print Express, while attending college. He was very observant, and a quick learner at every task. In time, our production department would utilize Thomas for assistance when needed. Thomas never complained, and was always there for us. When my production supervisor moved on, Thomas stepped into his shoes and quickly learned how to run the finishing and bindery department. Thomas did a great job, even though he was never formally trained, and learned everything by just paying attention during his very part time position.
- G. Best Regards,  
Vladimir Medvinsky  
President & C.E.O.
- H. Earlier this year, Thomas came to me with news that it was time for him to move on to look for bigger and better things, as it was time for him to put his formal education and experience to greater use, and search for a life-long career. I was sad to see Thomas go, but yet happy to see him take that next step in life.
- I. Print Express  
3614 Ocean Ranch Blvd  
Oceanside, CA 92056
- J. Re: Thomas Evans – Letter of Recommendation

**5. Complete the letter with the appropriate word from the box**

part time	production	shoes	greatly	vendors
experience	addition	intern	supervisor	observant

To whom it may concern:

Re: Thomas Evans – Letter of Recommendation

Thomas Evans started as a part-time 1) ..... over 5 years ago at Print Express, while attending college. He was very 2) ....., and a quick learner at every task. In time, our production department would utilize Thomas for assistance when needed. Thomas never complained, and was always there for us. When my 3) ..... supervisor moved on, Thomas stepped into his 4) ..... and quickly learned how to run the finishing and bindery department. Thomas did a great job, even though he was never formally trained, and learned everything by just paying attention during his very 5) ..... position.

As bindery 6) ..... Thomas was responsible for all finishing of products, managing in-house jobs, managing 7) ..... with outsourced jobs, and shipping. He juggled over 30 orders per day, and managed to get everything done without error.

Earlier this year, Thomas came to me with news that it was time for him to move on to look for bigger and better things, as it was time for him to put his formal education and 8) ..... to greater use, and search for a life-long career. I was sad to see Thomas go, but yet happy to see him take that next step in life.

Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being said, I highly recommend Thomas for any job position he seeks, as I know he would be a great 9) ..... to your team.

He will be 10) ..... missed at Print Express.

Best Regards,

Vladimir Medvinsky  
 President & C.E.O.

## 6. Complete the letter with the correct form of a verb from the box

move on	search	start	juggle	complain
do	say	manage	miss	step

To whom it may concern:

Re: Thomas Evans – Letter of Recommendation

Thomas Evans 1) ..... as a part-time intern over 5 years ago at Print Express, while attending college. He was very observant, and a quick learner at every task. In time, our production department would utilize Thomas for assistance when needed. Thomas never 2) ..... and was always there for us. When my production supervisor moved on, Thomas 3) ..... into his shoes and quickly learned how to run the finishing and bindery department. Thomas 4) ..... a great job, even though he was never formally trained, and learned everything by just paying attention during his very part time position.

As bindery supervisor, Thomas was responsible for all finishing of products, 5) ..... in-house jobs, managing vendors with outsourced jobs, and shipping. He 6) ..... over 30 orders per day, and managed to get everything done without error.

Earlier this year, Thomas came to me with news that it was time for him 7) ..... to look for bigger and better things, as it was time for him to put his formal education and experience to greater use, and 8) ..... for a life-long career. I was sad to see Thomas go, but yet happy to see him take that next step in life.

Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being 9) ....., I highly recommend Thomas for any job position he seeks, as I know he would be a great addition to your team.

He will be greatly 10) ..... at Print Express.

Best Regards,  
Vladimir Medvinsky  
President & C.E.O.

**7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).**

To whom it may concern:

Re: Thomas Evans – Letter of Recommendation

Thomas Evans started as a part-time intern over 5 years ago at Print Express, 1) ..... He was very observant, and a quick learner at every task. In time, our production department would utilize Thomas 2) ..... Thomas never complained, and was always there for us. When my production supervisor moved on, Thomas stepped into his shoes and quickly learned 3) ..... Thomas did a great job, even though he was never formally trained, and learned everything by just paying attention 4) .....

As bindery supervisor, Thomas was responsible for all finishing of products, managing in-house jobs, managing vendors with outsourced jobs, and shipping. He juggled over 30 orders per day, and managed 5) .....

Earlier this year, Thomas came to me with news that it was time for him to move on to look for bigger and better things, as it was time for him to put his formal education and experience to greater use, 6) ..... I was sad to see Thomas go, but yet happy to see him 7) .....

Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being said, I highly recommend Thomas for any job position he seeks, as I know he would be 8) .....

He will be greatly missed at Print Express.

Best Regards,

Vladimir Medvinsky  
President & C.E.O.

- A. during his very part time position
- B. how to run the finishing and bindery department
- C. to get everything done without error
- D. while attending college
- E. for assistance when needed
- F. take that next step in life
- G. a great addition to your team
- H. and search for a life-long career

**8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.**

To whom it may concern:

Re: Thomas Evans – Letter of Recommendation

Thomas Evans started as a 1) ..... over 5 years ago at Print Express, while attending college. He was very observant, and a quick learner at every task. In time, our production department would utilize Thomas 2) ..... when needed. Thomas never complained, and was always there for us. When my production supervisor moved on, Thomas stepped 3) ..... and quickly learned how to run the 4) ..... department. Thomas did a great job, even though he was never formally trained, and learned everything by 5) ..... during his very part time position.

As bindery supervisor, Thomas was responsible for all finishing of products, managing 6) ....., managing vendors with outsourced jobs, and shipping. He juggled over 30 orders per day, and managed to 7) ..... without error.

Earlier this year, Thomas came to me with news that it was time for him to move on to look for 8) ..... things, as it was time for him to put his formal education and experience to greater use, and search for a 9) ..... I was sad to see Thomas go, but yet happy to see him take that next step in life.

Thomas was always there for me and Print Express, and was one of the most pleasant people that I ever worked with. With that being said, I 10) ..... Thomas for any job position he seeks, as I know he would be a great addition to your team.

He will be greatly missed at Print Express.

Best Regards,

Vladimir Medvinsky  
President & C.E.O.

## V. WRITING ASSIGNMENT

1. Letters of recommendation are usually written in reply for a request to make a statement of support. Do not be surprised if a person you are asking for a recommendation asks you to draw up a draft of the letter that he or she will then modify and sign. Write a first draft of the letter taking into account the following suggestions:

- A. List your strengths, talents, and abilities. These may include diligence, punctuality, leadership, reliability, enthusiasm, creativity, independence, teamwork, organisation, etc.
- B. Choose several of your qualities and strengths that match the current situation but do not make this list too long.
- C. Use a professional vocabulary and style; write as if you were the employer providing the letter.

2. With your partner exchange your first drafts and compose letters of recommendation for each other. You are free to add any relevant information to your recommendation based on your knowledge of the person.

## LETTER OF RESIGNATION

### I. FORMAT

Sender's name  
House number, street address  
Place (city or town)  
Area code  
Telephone (optional)  
Email address (optional)

Date

Receiver's name  
(Title and  
Company if necessary)  
House number, street address  
Place (city or town)  
Area code

#### Salutation

#### Subject (optional)

**Introductory paragraph.** State that you are resigning and include the date on which your resignation will be effective. Check your contract to see how much notice you are required to give your manager.

**Body paragraph(s).** If you want, you can say why you are leaving (i.e. you are beginning another job, you are going back to school, you are taking time off), but this is not necessary. If you do choose to say why you are leaving, be positive – focus on where you are going next, not on what you disliked about your current job. Unless you know you will be completely unavailable, say that you are willing to help with the transition that your leaving will cause. If you would like a letter of reference from your manager, you can ask for it here.

**Concluding paragraph.** Thank your manager for the opportunity to work for the company. If you had a particularly good experience, you can go into a bit more detail about what you appreciate about the job (the people you worked with, the projects you worked on, etc).

Valediction

(signature)

Sender's typed name

**II. SAMPLE 1****1. Read the letter. Make sure that you understand the meaning of all words**

Lee Calton  
35 John Street  
Fiona Drive  
Salisbury  
Wa345364

10 August 2017

The Head Teacher  
Washington Academy  
21 Schools Lane  
Washington  
DC52412

Dear Sir,

Re: Resignation from Washington Academy

I write to inform you of my decision to resign from Washington Academy as a Secondary School Teacher with effect from 23 September, 2017. Although I have enjoyed working at WA, I cannot continue working of my other educational commitments.

I have been offered a place at Oxford University to pursue postgraduate studies for a Master Degree (M Phil.) with possible extension for a Doctor of Philosophy (Ph D.) Degree. The programme begins on 1 October, 2017, but I have decided to stop work early so that I can make all the necessary arrangements and have enough time to travel to England and arrive in good time.

I will greatly treasure the experience I have had at Washington Academy and I look forward to further association with the Academy during and after my studies. I would like to thank you for giving me the opportunity to be part of the staff and I wish the Management and the Staff of Washington Academy every success in the further management of the school.

Yours sincerely,

Lee Calton

**2. Read the letter again and answer the questions**

1. Why does Lee Calton resign? .....
2. Does Lee Calton move to another country?.....
3. When does Lee Calton plan to leave the Academy?.....

**3. In the letter find English equivalents to the following Russian words and phrases**

- 1) сообщать о решении .....
- 2) уволиться с к.-л. числа .....
- 3) намерения.....
- 4) продолжить обучение .....
- 5) ступень образования, следующая за степенью бакалавра .....
- 6) степень магистра.....
- 7) с возможным продлением .....
- 8) принять все необходимые меры .....
- 9) прибыть заблаговременно .....
- 10) дорожить полученным опытом .....
- 11) дальнейшее сотрудничество с.....
- 12) благодарить за предоставленную возможность.....
- 13) быть частью персонала .....
- 14) руководство и сотрудники.....
- 15) желать всяческих успехов.....

**4. Put the sentences in the body of the letter in the correct order**

- A. I have been offered a place at Oxford University to pursue postgraduate studies for a Master Degree (M Phil) with possible extension for a Doctor of Philosophy (Ph D) Degree. The programme begins on 1 October, 2017, but I have decided to stop work early so that I can make all the necessary arrangements and have enough time to travel to England and arrive in good time.
- B. The Head Teacher  
Washington Academy  
21 Schools Lane  
Washington  
DC52412
- C. Re: Resignation from Washington Academy
- D. 10 August 2017
- E. I will greatly treasure the experience I have had at Washington Academy and I look forward to further association with the Academy during and after my studies. I would like to thank you for giving me the opportunity to be part of the staff and I wish the Management and the Staff of Washington Academy every success in the further management of the school.
- F. Yours sincerely,  
Lee Calton
- G. I write to inform you of my decision to resign from Washington Academy as a Secondary School Teacher with effect from 23 September, 2017. Although I have enjoyed working at WA, I cannot continue working of my other educational commitments.
- H. Lee Calton  
35 John Street  
Fiona Drive  
Salisbury  
Wa345364
- I. Dear Sir,

**5. Complete the letter with the appropriate word from the box**

association	postgraduate	opportunity	arrangements	experience
effect	extension	decision	success	commitments

Dear Sir,

Re: Resignation from Washington Academy

I write to inform you of my 1) ..... to resign from Washington Academy as a Secondary School Teacher with 2) ..... from 23 September, 2017. Although I have enjoyed working at WA, I cannot continue working of my other educational 3) .....

I have been offered a place at Oxford University to pursue 4) ..... studies for a Master Degree (M Phil.) with possible 5) ..... for a Doctor of Philosophy (Ph D.) Degree. The programme begins on 1 October, 2017, but I have decided to stop work early so that I can make all the necessary 6) ..... and have enough time to travel to England and arrive in good time.

I will greatly treasure the 7) ..... I have had at Washington Academy and I look forward to further 8) .....with the Academy during and after my studies. I would like to thank you for giving me the 9) ..... to be part of the staff and I wish the Management and the Staff of Washington Academy every 10) ..... in the further management of the school.

Yours sincerely,

Lee Calton

**6. Complete the letter with the correct form of a verb from the box**

be	offer	enjoy	give	arrive
continue	have	make	resign	begin

Dear Sir,

Re: Resignation from Washington Academy

I write to inform you of my decision 1) ..... from Washington Academy as a Secondary School Teacher with effect from 23 September, 2017. Although I 2) ..... working at WA, I cannot 3) ..... working of my other educational commitments.

I 4) ..... a place at Oxford University to pursue postgraduate studies for a Master Degree (M Phil.) with possible extension for a Doctor of Philosophy (Ph D.) Degree. The programme 5) ..... on 1 October, 2017, but I have decided to stop work early so that I can 6) ..... all the necessary arrangements and have enough time to travel to England and 7) ..... in good time.

I will greatly treasure the experience I 8) ..... at Washington Academy and I look forward to further association with the Academy during and after my studies. I would like to thank you for 9) ..... me the opportunity 10) ..... part of the staff and I wish the Management and the Staff of Washington Academy every success in the further management of the school.

Yours sincerely,

Lee Calton

**7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).**

Dear Sir,

Re: Resignation from Washington Academy

I write to inform you of my decision to resign from Washington Academy as a Secondary School Teacher 1) ..... Although I have enjoyed working at WA, I cannot continue working of my 2) .....

I have been offered a place at Oxford University to pursue postgraduate studies for a Master Degree (M Phil.) with possible extension 3) ..... The programme begins on 1 October, 2017, but I have decided 4) ..... so that I can make all the necessary arrangements and have enough time 5) .....

I will greatly treasure the experience I have had at Washington Academy and I look forward to further association 6) ..... I would like to thank you for 7) ..... and I wish the Management and the Staff of Washington Academy every success 8) .....

Yours sincerely,

Lee Calton

- A. to stop work early
- B. for a Doctor of Philosophy (Ph D) Degree
- C. with the Academy during and after my studies
- D. in the further management of the school
- E. other educational commitments
- F. giving me the opportunity to be part of the staff
- G. with effect from 23 September, 2017
- H. to travel to England and arrive in good time

8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.

Dear Sir,

Re: Resignation from Washington Academy

I write 1) ..... of my decision to resign from Washington Academy as a Secondary School Teacher 2) ..... 23 September, 2017. Although I have enjoyed working at WA, I cannot continue working of my 3) .....

I have been offered a place at Oxford University to 4) ..... for a Master Degree (M Phil.) with 5) ..... a Doctor of Philosophy (Ph D.) Degree. The programme begins on 1 October, 2017, but I have decided 6) ..... early so that I can make all the 7) ..... and have enough time to travel to England and arrive in good time.

I will 8) .....the experience I have had at Washington Academy and I look forward to further association with the Academy 9) ..... my studies. I would like to thank you for giving me the opportunity to be part of the staff and I wish the Management and the Staff of Washington Academy every success in the 10) ..... of the school.

Yours sincerely,

Lee Calton

**III. Instruction**

**1. Match the terms and their definitions. Translate these terms into your language.**

1) redundancy	a) termination of employment due to expiration of the agreed period of employment, an employee's serious misconduct, etc.
2) resignation	b) termination of employment due to elimination of jobs or job categories caused by downsizing, rightsizing, or outsourcing
3) dismissal	c) a voluntary act of giving up your job or position

**2. Which of the following is NOT a letter of resignation?**

- an official notice that you're terminating your employment with the company;
- an appropriate way for you to complain or criticise your employer or co-workers;
- a formal announcement of your intent to leave the position you currently hold;

**Read the text and make notes on the following:**

- the length of notice period .....
- how you can ease the transition .....
- person (persons) in the company you should send your letter of resignation to.....

**Resignation Letter**

This letter is submitted when you are going to terminate your current employment. Unlike other methods of employment termination (such as redundancy or dismissal), resignation is a voluntary act. Consequently a letter of resignation is a formal announcement of the employee's intent to leave the position he/she currently holds.

This letter follows the standard three-part format. In the introduction you clarify the date you're leaving, in the next paragraphs it makes sense to communicate the reasons for leaving and let them know that you're willing to ease the transition whether it be training your replacement or finishing on-going projects. In closing, it is appropriate to thank the employer for the pleasure of working under him, the opportunities provided and experience gained at the company. It can help you keep on good terms with your old employer and ensure that you can count on them for a professional reference in the future.

Your letter of resignation should be brief and to the point. It doesn't need to provide a lengthy explanation of why you're resigning. Instead it has to relay information in a straightforward manner yet also being as respectful and professional as possible.

A letter of resignation is usually addressed to your immediate supervisor and sent out with at least two weeks in advance. If you're not able to work your full notice (e.g. If you're moving jobs and your new employer wants you to start soon), it may be necessary to request a shorter notice than you have set out in your contract.

If protocol requires provide carbon copies of your resignation letter to all relevant leadership in the company (to your immediate supervisor, the department lead, the director of human resources, the company president, etc.) Also make and keep a copy for yourself.

**IV. SAMPLE 2****1. Read the letter. Make sure that you understand the meaning of all words**

Nick Morgan  
76 Camptown Road  
Chicago  
IL60710

14 March 2017

Richard Thompson  
Production Manager  
Alphacorp, Inc.  
2211 West 2300 South  
West Valley, UT 84119-2019

Dear Mr Thompson:

Please accept this letter as a formal notification that I am resigning from my position with AlphaCorp. I understand that two weeks' notice is standard. However, if it's possible, I would appreciate you releasing me from employment with the company as soon as possible. If I could provide any assistance with training my replacement or otherwise facilitating the transition, I would be happy to do so.

Thank you for the opportunities for professional and personal development that you have provided me during the last five years. I have enjoyed working for the agency and appreciate the support provided me during my tenure with the company.

I'm looking forward to hearing from you regarding the end date of my employment.

Sincerely,

Nick Morgan

**2. Read the letter again and answer the questions**

1. How much time should an employee stay at work after a formal notification of a job leave?.....  
.....
2. How long has Nick Morgan worked for the AlphaCorp, Inc.? .....
3. What help does Nick Morgan offer to make the process of transition smooth?.....  
.....

**3. In the letter find English equivalents to the following Russian words and phrases**

- 1) руководитель производственного отдела .....  
.....;
- 2) официальное уведомление .....
- 3) уходить в отставку с должности .....
- 4) уведомление за две недели .....
- 5) освободить от работы .....
- 6) как можно быстрее .....
- 7) предоставить любую помощь .....
- 8) обучить нового сотрудника .....
- 9) иным образом, иным способом .....
- 10) содействовать переходу (облегчить переход).....
- 11) возможности для профессионального и личного развития .....
- 12) ценить оказанную поддержку .....
- 13) во время моего пребывания в должности .....
- 14) с нетерпением ждать .....
- 15) дата окончания работы .....

**4. Put the sentences in the body of the letter in the correct order**

A. Please accept this letter as formal notification that I am resigning from my position with AlphaCorp. I understand that two weeks' notice is standard. However, if it's possible, I would appreciate you releasing me from employment with the company as soon as possible. If I could provide any assistance with training my replacement or otherwise facilitating the transition, I would be happy to do so.

B. 14 March 2017

C. Thank you for the opportunities for professional and personal development that you have provided me during the last five years. I have enjoyed working for the agency and appreciate the support provided me during my tenure with the company.

D. Nick Morgan  
76 Camptown Road  
Chicago  
IL60710

E. I'm looking forward to hearing from you regarding the end date of my employment.

F. Sincerely,  
Nick Morgan

G. Richard Thompson  
Production Manager  
Alphacorp, Inc.  
2211 West 2300 South  
West Valley, UT 84119-2019

H. Dear Mr Thompson:

**5. Complete the letter with the appropriate word from the box**

position	assistance	support	opportunities	replacement
personal	notification	employment	date	weeks'

Dear Mr Thompson;

Please accept this letter as formal 1) ..... that I am resigning from my  
 2) ..... with AlphaCorp. I understand that two  
 3) ..... notice is standard. However, if it's possible, I would appreciate  
 you releasing me from 4) ..... with the company as soon as possible. If  
 I could provide any 5) ..... with training my  
 6) .....or otherwise facilitating the transition, I would be happy to do  
 so.

Thank you for the 7) ..... for professional and  
 8) ..... development that you have provided me during the last five  
 years. I have enjoyed working for the agency and appreciate the  
 9) ..... provided me during my tenure with the company.

I'm looking forward to hearing from you regarding the end 10) .....  
 of my employment.

Sincerely,

Nick Morgan

**6. Complete the letter with the correct form of a verb from the box**

release	hear	can	look	understand
work	provide	resign	appreciate	train

Dear Mr Thompson;

Please accept this letter as formal notification that I 1) ..... from my position with AlphaCorp. I 2) ..... that two weeks' notice is standard. However, if it's possible, I would appreciate you 3) ..... me from employment with the company as soon as possible. If I 4) ..... provide any assistance with 5) ..... my replacement or otherwise facilitating the transition, I would be happy to do so.

Thank you for the opportunities for professional and personal development that you 6) ..... me during the last five years. I have enjoyed 7) ..... for the agency and appreciate the support 8) ..... me during my tenure with the company.

I 9) ..... forward to 10) ..... from you regarding the end date of my employment.

Sincerely,

Nick Morgan

7. Choose the best phrase (A – H) to fill each of the gaps (1 – 8).

Dear Mr Thompson;

Please accept this letter as formal notification that I am resigning  
 1) ..... I understand that two weeks'  
 2) ..... However, if it's possible, I would appreciate you releasing me from employment 3) ..... If I could provide any assistance with training my replacement or otherwise facilitating the transition, 4) .....

Thank you for the opportunities for professional and personal development that you  
 5) ..... I have enjoyed  
 6) ..... and appreciate the support provided me during my tenure 7) .....

I'm looking forward to hearing from you 8) .....

Sincerely,

Nick Morgan

- A. with the company as soon as possible
- B. I would be happy to do so
- C. have provided me during the last five years
- D. with the company
- E. from my position with AlphaCorp
- F. regarding the end date of my employment
- G. notice is standard
- H. working for the agency

8. Complete the letter with the most appropriate word or phrase. Use not more than three words to fill in each gap. Articles and prepositions are counted as separate words.

Dear Mr Thompson;

Please accept this letter 1) ..... that I am resigning 2) ..... with AlphaCorp. I understand that 3) ..... is standard. However, if it's possible, I would appreciate you releasing me 4) ..... with the company as soon as possible. If I could provide any assistance with 5) ..... or otherwise 6) ....., I would be happy to do so.

Thank you for the opportunities for 7) ..... development that you have provided me during the last five years. I have enjoyed working 8) ..... and appreciate the support provided me 9) ..... with the company.

I'm looking forward to 10) ..... regarding the end date of my employment.

Sincerely,

Nick Morgan

#### V. WRITING ASSIGNMENT

Write a letter of resignation. State your last working day; give the reasons why you are leaving. Remember to thank your employee.

**CONTENTS**

INTRODUCTION ..... 5

COVERING LETTER ..... 7

    I. Format .....7

    II. Sample 1.....8

    III. Instruction..... 15

    IV. Sample 2 ..... 16

    V. Writing Assignment..... 23

    VI. Sample 3 ..... 24

    VII. Writing assignment ..... 30

LETTER OF RECOMMENDATION ..... 31

    I. Format..... 31

    II. Sample 1..... 32

    III. Instruction..... 39

    IV. Sample 2 ..... 40

    V. Writing assignment ..... 46

LETTER OF RESIGNATION ..... 47

    I. Format..... 47

    II. Sample 1..... 48

    III. Instruction..... 55

    IV. Sample 2 ..... 56

    V. Writing assignment ..... 62

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**Модуль II**  
**ПЕРЕПИСКА О ТРУДОУСТРОЙСТВЕ И УВОЛЬНЕНИИ**

Под редакцией Ю. Л. Ситько

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(на английском языке)

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