

**ДИСКУРСИВНЫЙ ПРАКТИКУМ
ПО УСТНОМУ ПЕРЕВОДУ С ЛИСТА
(НА МАТЕРИАЛЕ КОММЕРЧЕСКИХ ПИСЕМ
НА АНГЛИЙСКОМ ЯЗЫКЕ)**



МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РФ
ФГБОУ ВО «УДМУРТСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ»
ИНСТИТУТ ЯЗЫКА И ЛИТЕРАТУРЫ

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Учебно-методическое пособие



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Д482 Дискурсивный практикум по устному переводу с листа (на материале коммерческих писем на английском языке): учебно-методическое пособие / сост. О.В. Ковзанович, Н.П. Лобанова. Ижевск: Издательский центр «Удмуртский университет», 2020. – 100 с.

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Учебно-методическое пособие предназначено для студентов бакалавриата по направлению подготовки «Экономика», а также слушателей программы дополнительного профессионального образования для получения квалификации «Переводчик в сфере профессиональной коммуникации».

Задача пособия – дать студентам возможность наработать практический опыт преобразования письменного текста в устный без подготовки и развить умения учиться использовать его для осуществления межкультурной речевой и коммуникативной деятельности в поле своих профессиональных интересов.

Целевая специфика дискурсивного практикума – научиться ориентироваться в различных ситуациях коммерческого дискурса, которые возникают при устном переводе, и конструировать собственный путь развития иноязычной речевой компетентности.

Пособие может быть рекомендовано для самостоятельного овладения основами перевода коммерческих писем лицам, имеющим достаточные знания английского языка (уровень не ниже Intermediate / B1 Threshold) и развивающим компетенции межкультурной коммуникации в коммерческом бизнесе.

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Предисловие

Предлагаемое учебно-методическое пособие предназначено для студентов бакалавриата направления подготовки «Экономика», а также слушателей программы дополнительного профессионального образования для получения квалификации «Переводчик в сфере профессиональной коммуникации». Оно представляет собой результат многолетних исследований авторов в области лингводидактического сопровождения иноязычных речевых практик в профессиональной деятельности и методики преподавания профессионально ориентированного перевода.

Задача данного пособия - дать начинающим переводчикам возможность узнать о навыках, необходимых при работе в области зрительно-устного перевода с листа, помочь им овладеть профессиональной терминологией, наработать практический опыт преобразования письменного текста в устный без предварительной подготовки или с минимальной подготовкой и развить умения учиться использовать его для осуществления межъязыковой речевой и коммуникативной деятельности в поле своих профессиональных интересов.

Целевая специфика дискурсивного практикума – научиться ориентироваться в различных ситуациях коммерческого дискурса, которые возникают при устном переводе с листа, и конструировать собственный путь развития иноязычной речевой компетентности. Под переводом с листа (sight translation) принято считать устный перевод, осуществляемый на основе зрительного восприятия исходного письменного текста.

В аудиторных условиях под учебным переводом понимается перевод как одно из средств изучения иностранного языка. Однако следует отметить, что при обучении будущих переводчиков перевод является целью обучения, в то время как при обучении иностранному языку перевод есть средство обучения. Реальные ситуации устного перевода с листа часто возникают, например, когда начальник просит перевести ответ от бизнес-партнера, который только что пришел по электронной почте.

Пособие раскрывает специфику устного перевода с листа:

- скорость выполнения заказа на перевод;
- зрительная опора обычно облегчает восприятие и снижает фактор нервозности;
- у переводчика бывает возможность предварительного ознакомления с оригиналом;
- не требует никакого оборудования для проведения учебных занятий;
- при переводе писем переводчик не зависит от темпа речи оратора и сам выбирает удобный для себя темп;
- большая степень точности (адекватности) перевода.

В разработанной дискурсивно-коммуникативной модели при подготовке к переводу писем предлагается составить краткую характеристику коммерческого дискурса для последующего перевода. Студентам

рекомендуется предварительно ознакомиться с работами, содержащими характеристики коммерческого дискурса, при этом полезно обратиться к нескольким работам разных авторов.

На учебных занятиях стратегия устного перевода с листа сводится к следующему:

- анализ коммуникативной ситуации перевода с дискурсивных позиций (характеристика отправителя и реципиента, тема сообщения, цель/мотив коммерческого письма);

- определение формата исходного сообщения и его дискурсивной функции (назначения), текстовой нормы письма и его композиции;

- понимание исходного текста с первого предъявления в объеме, необходимом для адекватного перевода;

- процесс перевода исходного (печатного) текста с листа с первого предъявления. В процессе перевода преподаватель и студенты в аудитории фиксируют удачные и неудачные переводческие решения, неточности, ошибки, оценивают языковое оформление перевода, внешнюю презентацию.

- верификация перевода (анализ результатов перевода и его соотнесение с результатами анализа ситуации перевода).

- верификация названий документов, организаций, структурных подразделений и должностей, реалий, специальной терминологии на основе составленных студентами глоссариев.

Этапы перевода в равной степени охватывают уровень коммуникации, уровень дискурса и уровень текста. Для последующего самоанализа и тренировки навыков студенты отмечают индивидуальные недостатки в переводах, вносят необходимые исправления в глоссарии, анализируют недочеты в своем переводческом поведении и определяют пробелы в собственных знаниях, требующие восполнения.

При переводе с листа переводчик зрительно воспринимает исходный текст, имеющий письменную фиксацию, и «зачитывает», или порождает, вторичный текст на языке перевода устно. Студенты учатся быстро выбирать вариант перевода, самостоятельно устанавливать темп речи и преодолевать противоречие между необходимым временем для понимания и немедленной «подачей».

Из теории перевода известно, что перевод с листа занимает промежуточное место между устным и письменным переводом, с одной стороны, и между синхронным и несинхронным переводом, с другой, и остается значимым для профессиональной коммуникации видом перевода. Несмотря на кажущуюся легкость перевода с листа по сравнению с устным переводом на слух, на практике такой перевод часто вызывает наибольшие трудности, что в основном объясняется недостаточным знанием родного языка, неумением адекватно выразить свои мысли, а также сильным влиянием английского текста, что приводит к калькированию, буквализму, нарушению норм русского языка.

Дискурсивно-коммуникативная модель устного перевода с листа представляется весьма интересным методическим решением в результате реализации такого практикума. Она предполагает два этапа в овладении технологией перевода с листа: подготовительный этап (психолингвистическая модель перевода), на котором авторы предлагают выполнить комплекс тренировочных операциональных упражнений и заданий, и этап моделирования дискурсивных ситуаций в аудитории, обеспечивающий симуляцию профессиональной деятельности в данном виде перевода.

Устный перевод с листа можно представить в виде трех отдельных действий: 1) зрительное восприятие и понимание исходного текста (чтение про себя), 2) поиск решения на перевод, 3) оформление перевода в устной форме.

Основными навыками, которые должны быть отработаны студентами, являются: навыки переводческих преобразований, навыки переключения с одного языка на другой, навыки управления речевыми механизмами.

Виды устного перевода с листа в аудитории проводятся в следующей последовательности и носят рекомендательный характер: переводческий диктант; устный перевод текста с предварительным чтением и разбором текста на учебном занятии; устный перевод текста, предварительно подготовленного дома; устный перевод текста с предварительной подготовкой на занятии; неподготовленный перевод с русского языка на иностранный; неподготовленный перевод с иностранного языка на русский. Студент - будущий переводчик получает законченный небольшой текст, который он ранее не видел. Читая оригинал одними глазами, он произносит перевод так, как будто текст написан на языке перевода.

Мозаика текстов, скомпонованных и распределенных в пособии, представлена согласно тематике коммерческих писем. Включены различные типы писем, сходные по своим дискурсивным функциям (первичные запросы, ответы на письма-запросы, заказы образцов/товара, подтверждение получения заказа, письма, сопровождающие заказ).

В центре учебного процесса – дискурсивная текстовая деятельность (понимание исходного текста с первого предъявления в объеме, необходимом для адекватного перевода, и порождение вторичного текста). Учебная задача – не просто понять и перевести текст в его лингвистических параметрах, а активизировать жизненный опыт обучающихся в данной предметной области (в процессе порождения вторичного текста). При правильном и последовательном изложении мыслей текст письма начинает работать на нас. С целью закрепления лексики и грамматики включен материал для перевода как с английского языка на русский, так и с русского на английский.

Пособие построено по тематическому принципу и состоит из трех разделов, где представлен широкий набор писем на английском и русском языках, отражающих различные ситуации коммерческого дискурса в рамках основной темы практического занятия. В разделе I навыки восприятия письменного текста для дальнейшего изложения его содержания и устного

перевода отрабатываются упражнениями, требующими одновременного переключения от письменного текста к устной речи и с одного языка на другой, что способствует созданию связей между лексическими единицами русского и английского языков и вырабатывает вербальную реакцию на предъявленный стимул. Устный перевод с опорой на письменный (печатный) текст облегчает восприятие исходной информации и ее последующий перевод. Принимая во внимание тот факт, что именно упражнения ориентированы на выработку умений, навыков и формирование компетенций, авторы уделяют особое внимание систематике операциональных упражнений. После тренировочного смешанного диктанта-перевода многочисленных речевых клише, специальной терминологии, выражений и предложений, часто употребляемых в коммерческой корреспонденции, предложены тексты писем для межъязыкового перевода с английского языка на русский и с русского на английский для овладения основами устного коммерческого дискурса.

Важной частью работы над текстами является обсуждение их содержания с двойной целью: более осознанного усвоения специальной лексики в контексте данной темы и развития навыков устной речи в профессиональной деятельности. В свою очередь, письменный перевод способствует формированию навыков и умений устного перевода, поэтому в раздел II включены упражнения на отработку навыков и умений письменного перевода текста коммерческого письма, которые позволяют выявить степень усвоения студентами изученного материала.

В разделе III дискурсивные досье могут служить одним из инструментов «формирования профессионального переводческого мышления» (В. В. Сдобников). Дискурсивное переводческое мышление подразумевает умение «сложить картинку» ситуации, описанной в исходном тексте, т.е. «целостное видение специфического контекста межкультурной коммуникации».

Дискурсивное досье является основой для освоения жанра (типа) исходного текста коммерческого письма. Анализ параметров коммуникативной ситуации и обсуждению соответствующих особенностей текста, коммерческого дискурса, коммуникации (по параметрам дискурсивно-коммуникативной модели перевода на примере материалов, подготовленных преподавателем или собранных студентами самостоятельно в ходе подготовки) целесообразно посвятить часть занятия.

В приложении содержатся справочные материалы, которые не представляют трудности для студентов и могут быть освоены ими самостоятельно, а также список рекомендованных учебных пособий по составлению и переводу коммерческих писем, которые доступны в электронной библиотечной системе «Юрайт» (biblio-online.ru).

В результате освоения пособия студент должен знать *требования к переводчику устного перевода с листа*:

- точность, логичность, выразительность и связность речи;

- аккуратность как максимальное сохранение исходного сообщения в полном объеме;
- сохранение равномерного темпа речи говорения без лишних пауз, повторений или исправлений, косноязычия;
- сохранение естественной интонации и логических ударений и естественного ритма перевода;
- умение одновременно читать, переводить и проговаривать свой перевод;
- умение членить текст при чтении на такие отрезки, которые могут быть успешно переведены;
- умение быстро переключаться на язык перевода при широком использовании полуавтоматической подстановки готовых соответствий;
- умение совмещать проговаривание перевода с чтением следующего отрезка оригинала;
- умение быстро читать про себя;
- богатый словарный запас в обоих языках;
- знание норм современного русского литературного языка и умение применять их в речи;
- грамотная речь на родном языке; следование внутренним законам языка перевода;
- владение профессиональной терминологией;
- знание границы соответствий между терминами и понятиями;
- повышенное внимание при преобразовании письменного текста в устный, лаконичность перевода.
- навыки быстрого анализа текста с грамматической, лексической и стилистической точки зрения;
- умение фиксировать необходимый объем информации;
- умение следить за жестикуляцией и выражением лица в процессе перевода.

Пособие может быть рекомендовано для самостоятельного овладения основами перевода коммерческих писем лицам, имеющим достаточные знания английского языка (уровень не ниже Intermediate / B1 Threshold) и развивающим компетенции межкультурной коммуникации в коммерческом бизнесе.

Раздел I. Устный последовательный перевод с листа с английского языка на русский

1. Первичные запросы: начало переговоров

1.1. Слова и выражения для смешанного лексического диктанта-перевода.

Упражнение. Переведите устно с листа следующие слова и словосочетания в быстром темпе.

to make an enquiry about a product

поставщик

to quote prices

клиент

a wholesaler

компаньон

a bulk buyer

выставлять на стенде

a price list

ярмарка

a retailer

будущий покупатель

up-to-date price list

иметь спрос

the current catalogue

торговать /вести дела

a newsletter

преимущества товара

a firm order

произвести хорошее впечатление

to place an order for something with
somebody

разместить первый заказ

payment by 30-day B/E
цены могут быть изменены
to look forward to
приложить к письму
to state prices and conditions
предложить выгодные цены
the trial order
цены, указанные в каталоге
a prompt reply
устойчивый спрос
to provide samples on approval
специализироваться на производстве
товара
to handle an order
ассортимент товара
to persuade a prospective customer
удовлетворить спрос
to write on behalf of principals
стимулировать спрос
to encourage the demand for goods
условия оплаты
to do business with the company
подтвердить информацию
a substantial order
интересоваться чем-то
delivery
скидка на количество
to send samples
демонстрация, показ (на выставках,
ярмарках)
sign a contract
представлять (на выставке, ярмарке)

1.2. Перевод предложений с английского на русский

Упражнение. Переведите устно на русский язык предложения, используемые в первичных запросах.

- We are a co-operative wholesale society based in Moscow.
- Our company is a subsidiary of Universal Oil Company and we specialize in...
- We are one of the main producers of industrial chemicals in Russia, and we are interested in ...
- We are a major retail store chain and are inviting estimates for the supply and installation of new universal product code cash registers in all of our 12 outlets in the Moscow metropolitan area.
- We were given your name by the XYZ Company in Wien, Austria.
- We have been given your name by our business associates, Messrs. Carlson & Sons in New York, NY, who inform us that they have been doing business with your company since 2008.
- Your company was recommended to us by Ms. Andrea Jensen of the Heyerdahl Company in Providence, Rhode Island.
- The Belgian Consulate General in Moscow advised us that your company is looking for an import agent in Belgium to represent you.
- We have learned from the Muller Company in Frankfurt, Maine, that you are the manufacturer of the Elekta answering machine with built-in telephone and fax.
- Mr. Frank Norris of the Butler Company in Woodlane, UK, advised me that your company is interested in supplying sporting clubs and fitness centers with competitively priced, high-energy soft drinks and candy.
- Your company has been highly recommended to us by Stewart, Jones & Company in Melbourne, Australia, with whom we have done business during the past twenty years.
- We were impressed by the selection of ... tools that displayed on your

stand at this year's ... Exhibition held in Hamburg.

- Could you please send your current catalogue and price list for exhibition stands?
- We are particularly interested in "furniture display" stands.
- Would you let us have your summer brochure for holidays to Greece and Greek islands, and supply details of any low fares and tariffs for the month of September?
- I would appreciate your sending me an up-to-date price list for your building materials.
- I am planning to come and study in London next autumn and I would like a prospectus for your college giving me information about fees and special courses in computing.
- We have heard about your latest equipment in laser surgery and would like more details. Please send us any information you can supply, marking the fax "For the attention of Professor Ivanov", Moscow Central Hospital, Russia.
- I am replying to your advertisement in the December edition of Strictly Slots magazine...
- Please send us details about your Document Binding machine as advertised in the Sunday edition of The Newark Gazette.
- We are writing to several industrial coffee machine manufacturers to invite estimates for the installation and maintenance of automatic coffee machines in our headquarters in St. Petersburg, Russia, as well as at our two production facilities in the Moscow area, in accordance with the attached specification list.
- We are interested in importing Dutch cheese (in particular Edam, Gouda and Zaanlander) and would like to receive a copy of your latest sales brochure, export price list, and export terms.
- We have studied the specifications of your electronic typewriters (Model 227BB) and would like a quote from you for the supply of 200 of these typewriters.
- Since we intend to place a substantial order for your new line of BMX lightweight binoculars and monoculars, we would like to know

whether you are prepared to grant special quantity discounts for orders in excess of \$10,000.

- We would appreciate it if you could send some samples of the material so that we can examine the texture and quality?
- Before selling toys we prefer to test them for safety. Could you therefore send us at least two examples of these children's cars?
- I would like to discuss the problem of maintenance before deciding which model to install in my factory. I would be grateful if you could arrange for one your representatives to call on me within the next two weeks.
- We usually deal on a 30% trade discount basis with an additional quantity discount for orders over 1,000 units.
- As a rule our suppliers allow us to settle by monthly statement and we can offer the usual references if necessary.
- We would also like to point out that we usually settle our accounts on a documents against acceptance basis with payment by 30-day bill of exchange.
- Could you let know if you allow cash or trade discounts?
- We intend to place a substantial order, and would therefore like to know what discounts you allow.
- Would it be possible for us to have a hundred sets of your imported knit sweatshirts for young women BO 157—White, Pink, Melon, and Indigo Blue; Misses sizes: small, medium, and large) on approval before we place a firm order? We intend to test the response to and demand for these colorful knits in our stores in Moscow, Ekaterinburg, and Novgorod.
- Please let us know on what terms you can deliver the video recorders.
- Please reply as soon as possible because we would like to make a decision early next month.
- Please send us your latest catalog and full details of your export prices, discounts, and terms of payment.

- Please let me have your quotation as soon as possible.
- We would appreciate a prompt reply quoting export trade and delivery prices to Moscow, Russian Federation.
- Thank you for your attention. We hope to hear from you in the near future.
- We would be grateful for an early reply.
- Finally, we would like to point out that delivery before Christmas is essential and hope that you can offer us that guarantee.
- If concessions we have asked for could be met, we would place a substantial order.
- Prompt delivery would be necessary as we have a fast turnover. We would therefore need your assurance that you could meet all delivery dates.
- If the product is satisfactory, we will place further orders with you in the future.
- If the prices quoted are competitive, and the quality is up to standard, we will order on a regular basis.
- Provided you can offer favorable quotations, and guarantee delivery within four weeks from receipt of order, we will place regular orders with you.

1.3. Перевод текстов писем-запросов

Упражнение. Переведите с листа следующие тексты писем-запросов.

Dear Sir / Madam

Please would you send me your Spring catalogue and price list, quoting CIF prices, Le Havre?

Yours faithfully

F. Raval

F.Raval (M.)

R. Hughes & Son Ltd.

21 Mead Road, Swansea, Glamorgan 3ST1DR

Telephone: Swansea 58441

VAT No. 215 2261 30

Telex: 881821

Mr R. Cliff,
Homemakers Ltd.,
54-59 Riverside,
Cardiff CF1 1JW

17th November 2015

Dear Mr Cliff,

Thank you for your last delivery. You will be pleased to hear that the dressing tables are selling well.

A number of my customers have been asking about your bookcase and coffee table assembly kits, which are listed in your Summer catalogue under KT 31, and we would like to test the demand for them. Would it be possible for me to have, say, half a dozen units of each kit, on approval, before placing a firm order?

I have enclosed an order, No. B1463, in anticipation of you agreeing, and as there is no particular hurry for the units; you could send them along with your next delivery.

Yours sincerely,

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL

Telephone No.: 021 2366571 Fax: 0212368592 Telex: 341641

SateX S.p.A

Via di Pietra Papa

00146 Roma

Your ref:

Our ref: Inq. C351

6 February 2015

Dear Sirs,

We were impressed by the selection of sweaters that were displayed on your stand at the 'Menswear Exhibition' that was held in Hamburg last month.

We are a large chain of retailers and are looking for a manufacturer who could supply us with a wide range of sweaters for the teenage market.

As we usually place very large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices, and our terms of payment are normally 30-day bill of exchange, documents against acceptance.

If these conditions interest you, and you can meet orders of over 500 garments at one time, please send us your current catalogue and price-list. We hope to hear from you soon.

Yours faithfully,

L. Crane

Chief Buyer

To... Satex S.p.A
Cc...
Subject: Sales enquiry

Dear Sir/Madam

We are a chain of retailers based in Birmingham and are looking for a manufacturer who can supply us with a wide range of sweaters for the men's leisurewear market. We were impressed by the new designs displayed on your stand at the Hamburg Menswear Exhibition last month.

As we usually place large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices. Our terms of payment are normally 30-day bill of exchange, D/A.

If these conditions interest you, and you can meet orders of over 500 garments at one time, please send us your current catalogue and price list.

We hope to hear from you soon.

Peter Crane
Chief Buyer
F. Lynch & Co. Ltd
Nesson House, Newell Street, Birmingham B3 3EL
Telephone: +44(0)21236 6571
Fax: +44 (0)21 236 8592
Email: pcrane@lynch.co.uk

251 rue des Raimonieres
F—86000 Poitiers Cadex

Telephone: (+33) 299081031
Telecopie: (+33) 274102163
Email: p.gerard@disc.co.fr

Ref. PG/AL
12 May 20-

The Sales Department
R.G. Electronics AG
Havmart 601
D-50000 Koln 1

Dear Sir / Madam

We are a large music store in the centre of Poitiers and would like to know more about the re-writable and recordable CDs you advertise in this month's edition of 'Lectron'.

Could you tell us if the CDs are leading brand names, or made by small independent companies, and whether they would be suitable for domestic recording? We would appreciate it if you could send us some samples. If they are of the standard we require, we will place a substantial order. We would also like to know if you offer any trade discounts.

Yours faithfully,

P. Gerard

P. Gerard (M.)

Manager

2. Ответы на письма-запросы

2.1. Слова и выражения для смешанного лексического диктанта-перевода.

Упражнение. Переведите устно с листа следующие слова и словосочетания в быстром темпе.

patterns

предлагать условия

to offer concessions

скидки за расчет наличными

to quote CIF price

отсутствие товара на складе

a discount on/off (the price)

скидки за количество

to allow/give/grant a discount

издержки постоянно растут

a monthly/quarterly statement

условия платежа

documents against acceptance

поставить со склада

a counter-offer

качество изготовления

present stocks

обратить внимание

to extend the present range

товары с возможностью возврата

to hold/carry (a) stock of a product

запас товара

to be subject to a discount

(широкий) ассортимент

a consignment

предложение действительно

to buy subject to a 5% discount
прилагать к (письму)
to purchase
предоставить скидку
to buy subject to inspection
подробное предложение
to be subject to call
условия платежа
to accept orders
ассортимент образцов
to deal on a discount basis
диапазон цен
to offer worldwide after sales service
иметь в наличии
(to send) by separate post / under separate
cover

2.2. Перевод предложений с английского на русский

Упражнение. Переведите устно на русский язык предложения, используемые в ответах на письма-запросы.

- Please find enclosed our color brochure and export price list, which will give you a good idea of the range of our best-selling brass-look curtain rods.
- I enclose our latest catalog and export price list which will provide you with detailed information about our newest range of smooth leather gloves and crocodile-look belts. Our company allows a trade discount of 25 percent off the quoted list prices to wholesalers in North America.
- Please find enclosed a copy of our latest catalog and price list quoting prices for delivery in Montreal. The prices quoted are subject to change, however, because the international market for pure cotton is rather unstable at the moment. Of course, we will inform you by fax or telephone if there is an increase in our quoted prices.

- We believe we have covered every point of your inquiry in our recent follow-up letter. Since the Christmas season will soon start, we must therefore ask you to answer our letter before the end of this month to guarantee stock availability.
- If your company requires the goods urgently, we will send them by United Carrier airfreight from London, although this would of course involve higher freight charges.
- Any orders you place with our company will have our prompt attention, because we can supply from stock. Goods that are delivered from stock are usually sent within four or five days of receipt of order.
- We are confident of an enthusiastic response from the Russian market. I look forward to discussing this with you in Frankfurt later this month, when I hope we may also be able to explore your production line-up for next year.
- The samples you requested in your letter of June 21 will be sent to you today as a separate airfreight package.
- Please let us know if you would like to have a demonstration of our document- binding machine at your office next week.
- If you would like more information or have any questions on any of our products, please do not hesitate to get in touch with me.
- Our international sales manager, Ms. Louise Truffaut, will be in San Diego next month and will be pleased to visit your office to discuss the contents of our follow-up letter of April 9.
- I am sorry to say that our company no longer manufactures the Model 3GF tool storage box that you are interested in. However, I can suggest an excellent alternative, Model 4GG, which also carries a five-year guarantee.
- The brochures you ordered are being printed now. We will ship them on December 3.
- Requests for our color brochure concerning our SLR-35 mm automatic camera outfit have been so overwhelming that we temporarily are out of copies. We are reprinting and will soon mail one out to you.
- We very much regret the delay in sending your merchandise and

assure you that future orders will be handled promptly.

- Our usual terms of payment are cash on delivery (C.O.D.).
- Our usual terms of payment are 30 days net.
- Our usual terms of payment are sixty days from the date of delivery.
- Our quotations are subject to 2 percent discount for cash.
- Our terms are 30 percent discount, with 3 percent for settlement within fifteen days of date of invoice.
- This is a special introductory offer and is therefore not subject to our usual discount schedule. If you accept our quotation of November 5, please advise us by fax or telex.
- We are enclosing our current catalog and price list quoting F.O.B. prices Tokyo and urge you to order as soon as possible, because there is a great demand for the new Models ZA2 and ZB3. Our quoted price includes special export packing and airfreight delivery.
- We are offering your company a special discount for our video recording equipment based upon the following sliding-scale: On purchases exceeding an annual total of \$2,500 but not exceeding \$5,000: 2 percent; \$5,000 but not exceeding \$15,000: 4 percent; \$15,000 but not exceeding \$35,000: 5 percent; and \$35,000 and above: 6 percent.
- We hope that this initial order is only the beginning of a long and pleasant business relationship.
- Many thanks for your proposal for name of project.
- Thanks for submitting your proposal so promptly. Unfortunately, your numbers make it clear that this project would be prohibitively expensive.
- Your proposal is most impressive, but I am afraid that it is not for us.
- We have read your proposal with great interest, but, unfortunately, we have concluded that it is inappropriate for our market.
- After long and careful consideration of proposals from various vendors for name of project/product, we have concluded that what you offer is not quite right for us.
- We were pleased to receive your inquiry today, and are inclosing the catalogue and price list you asked for.

2.3. Перевод текстов писем-ответов на запросы

Упражнение. Переведите с листа следующие тексты писем-ответов на запросы.

Dear Mr Raval

Thank you for your enquiry of 31 January. We enclose our Spring Catalogue and current price list quoting CIF prices Le Havre.

We would like to draw your attention to the trade and quantity discounts we are offering in our Special Purchases section on pp. 19-26, which may be of particular interest to you.

Please contact us if we can be of any further help.

Yours sincerely

Tim Hoad

Tim Hoad

Dear Mr Wymer

Thank you very much for your enquiry. I enclose a catalogue giving detailed information about our heavy goods vehicle tyres, including the impressive results we have achieved in rigorous factory and track tests. Please note especially the items on safety and fuel economy - the main selling points of this product.

With regard to trade discounts, we can offer 25% off list prices to bona fide retailers and wholesalers, with quantity discounts for orders over £20,000 00.

We would be pleased to supply any further information you require.

Yours sincerely

Darren Treadwell

Darren Treadwell

R.G. Electronics AG

Havmart 601
D-50000 Koln 1

Telefon: (+49) 221 32 42 98
Telefax: (+49) 221 83 61 25
Email: gerlachr@rge.co.de
www.rge.de

Your Ref: PG/AL

14 May 20--

P. Gerard
Manager
Disc S.A.
251 rue des Raimonieres
F-86000 Poitiers Cedex

Dear M. Gerard

Thank you for your enquiry of 12 May in which you asked about the CDs we advertised in this month's edition of 'Lectron'.

I can confirm that they are of high quality, and suitable for domestic recording. They are 'Kolby' products, a brand name you will certainly recognize, and the reason their prices are so competitive is that they are part of a consignment of bankrupt stock that was offered to us.

Because of their low price, and the small profit margin, we will not be offering any trade discounts on this consignment. But we sell a wide range of electronic and computer products and have enclosed a price list giving you details of trade, quantity and cash discounts.

We have sent, by separate post, samples of the advertised CDs and other brands we stock, and would urge you to place an order as soon as possible as there has been a huge response to our advertisement. Thank you for your interest.

Yours sincerely

R. Gerlach

(Herr) R. Gerlach
Sales Director
Enc. Price-list

GLASTON
POTTERIES LTD

Telephone: +44 (0) 1282 46125
Facsimile: +44 (0) 1282 63182
Email: j.merton@glaston.co.uk
www.glaston.com
10 June 20--

Ms L. Lowe
Sanders & Lowe Ltd
Planter House, Princes Street
London EC17DQ

Dear Ms Lowe

We were pleased to receive your enquiry today, and are enclosing the catalogue and price list you asked for.

You will see that we can offer a wide selection of dinner and tea services ranging from the rugged 'Greystone' earthenware breakfast sets to the delicate 'Ming' bone china dinner service. You can choose from more than fifty designs, which include the elegance of 'Wedgwood', the delicate pattern of 'Willow', and the richness of 'Brownstone' glaze.

We would very much like to add your clients to our worldwide list of customers, and could promise them an excellent product with a first-class service. We would be glad to accept orders for any number of pieces, and can mix sets if required.

You will see that our prices are quoted CIF to Eastern Canadian seaboard ports and we are offering a special 10% discount off all net prices, with delivery within three weeks from receipt of order.

If there is any further information you need, please contact us, or go to our website at the address above. Once again thank you for your enquiry.

Yours sincerely

J. Merton

J. Merton (Mr)
Sales Manager
Enc.

Satex S.p.A.

Via di Petra Papa, 00146

Telefon: +39 (0)6 769910
Telefax: +39 (0)6 6815473
Email: causiod@satex.co.it
Vs. rif.: 6 Feb. 20—
D/1439
20 February 20--

Mr Peter Crane
Chief Buyer
F. Lynch & Co. Ltd
Nesson House, Newell Street
Birmingham B3 3EL
UK

Dear Mr Crane

We were pleased to receive your enquiry, and to hear that you liked our range of sweaters. We can confirm that there would certainly be no trouble in supplying you from our wide selection of garments.

We can offer you a quantity discount, which would be 5% off net prices for orders over £2,000, but the usual allowance for a trade discount in Italy is 15%, and we always deal on payment by sight draft, cash against documents. However, we would be prepared to review this once we have established a firm trading association with you.

Enclosed you will find our summer catalogue and price list quoting prices CIF London. We are sure you will find a ready sale for our products in England, as have other retailers throughout Europe and America, and we hope very much that we can reach agreement on the terms quoted.

Thank you for your interest. We look forward to hearing from you soon.

Yours sincerely

D. Causio

D. Causio (Sig.)

Sales Director

Encs.

3. Заказ товара

3.1. Слова и выражения для смешанного лексического диктанта-перевода.

Упражнение. Переведите устно с листа следующие слова и словосочетания в быстром темпе.

consignment

повторный заказ

initial/trial/first order

невыполненные заказы

to comply with/to conform to

бланк заказа

to abide by/to be in accordance with

заказ с немедленной поставкой

to accept an order

подтвердить получение заказа

an order for delivery in May

задержать заказ

согласовать (цену), договориться о цене

to fulfil an order

(временно) приостанавливать

to cancel an order

недостаток, дефект, неисправность

to review terms of payment

не по чьей-либо вине

to pay / repair the damages

отнести расходы на чей-л. счет

a suspension

некондиционный товар

through somebody's fault

убытки

3.2. Перевод предложений с английского на русский

Упражнение. Переведите устно на русский язык предложения, используемые в письмах, сопровождающих заказ.

- Please find enclosed our Order No. B4521 for 25 'Clearsound' transistor receivers.
- The enclosed order (No. R154) is for 50 reams of A4 bank paper.
- Thank you for your reply of 14 May regarding the cassettes we wrote to you about. Enclosed you will find our official order (No. B561) for...
- Your letter of 12 October convinced me to place at least a trial order for the 'Letherine' material you spoke about. Therefore, please find enclosed...
- Please find enclosed our official order form No. 338A for fifty (50) Model B Regina compact disc players.
- This fax will confirm our order-placed by telephone this morning with your representative, Janet Gaynor-for 100 Annis pocket thermometers Model F4.
- We hereby confirm our telephone order for 25 sets of your special Quartz Clock (see page six of your summer catalog) at \$89.50 per clock, minus two percent cash discount.
- We would like to emphasize that this is a trial order. If the quality of your merchandise is up to sample, we expect to place substantial orders at regular intervals.
- As agreed in our telephone conversation of August 12, we will pay half the amount of this order against your invoice when the goods are delivered at our warehouse in Fayetteville, Maryland, and the remainder within 30 days, deducting three percent discount.
- We place this trial order on the clear understanding that delivery to our warehouse in San Diego, California, has to take place before May 1. Therefore, we reserve the right to cancel this order and refuse delivery after this date.
- You will find detailed instructions regarding marking and packing on the attached sheet. When packing, please wrap each part separately in soft material. Please, limit the overall length of any one crate to two

yards.

- The net price of this article is \$10.00, to which must be added VAT at 1 71/2%, making a gross price of \$11.75.
- We can quote you a gross price, inclusive of delivery charges, of \$37.50 per 100 items.
- These goods are exempt from VAT.
- The prices quoted above are provisional, since we may be compelled by increased costs of raw materials to increase our prices to customers. I will inform you immediately if this happens.
- We can offer you a price of \$6.29 per item, firm 21 days, after which the price will be subject to an increase of 5%.
- As agreed, you will draw on us at 30 days, documents against acceptance, with the documents being sent to our bank at...
- We would like to confirm that payment is to be made by irrevocable letter of credit, which we have already applied to the bank for.
- Once we have received your advice, we will send a banker's draft to...
- ...and we agreed that payments would be made against quarterly statements...
- Butler Company in Tolex, Ohio, has listed the name of your company as a financial reference. This company wishes to establish an account with us with estimated purchases in the low five figures monthly.
- Mr. John Durham, proprietor of the Durham Fresh Bakery Company in Bergentown, New Mexico, has applied for an account with our company and listed you as a credit reference.
- Could you please furnish us with information about the Grunder Company, in particular about the promptness and regularity with management meets their financial obligations? You have our assurance that your reply will be held in strict confidence.
- We would appreciate receiving any information you can give us about the general reputation and creditworthiness of the Miller Corporation that will help us to make a quick decision about that company's credit application.

- We would like to receive information about whether the Berkshire Hills Company in Pineville, Michigan, is considered to be strong financially and whether we would be justified in delivering to this company goods on 60-day credit in excess of \$25,000 at any one time.
- We would appreciate receiving your confidential information regarding the Rosenbaum Company's credit rating as soon as possible.
- We would appreciate a brief statement concerning your company's length of credit relationship with Murphy Jansen Company and that company's promptness in meeting financial obligations.
- Our credit department is now reviewing Hinton Company's application and we would appreciate receiving the following information regarding your company's experience as one of Hinton's creditors.
- We would like to thank you for the 30% trade discount and 10% quantity discount you allowed us.
- Finally, we would like to say that the 25% trade discount is quite satisfactory.
- ...and we will certainly take advantage of the cash discounts you offered for prompt settlement.
- It is essential that the goods are delivered before the beginning of November in time for the Christmas rush.
- Delivery before February is a firm condition of this order, and we reserve the right to refuse goods delivered after that time.
- Please confirm that you can complete the work before the end of March, as the opening of the supermarket is planned for the beginning of April.
- Although the rather low trade discount of 15% disappointed us: we will place an order and hope that this allowance can be reviewed at some time in the near future.
- ...and please remember that only airfreight will ensure prompt delivery.
- Please send the goods by Red Star express, as we need them urgently.

- We advise delivery by road to avoid constant handling of this fragile consignment.
- Could you please ship by scheduled freighter to avoid any unnecessary delays?
- Each piece crockery is to be individually wrapped in thick paper, packed in straw, and shipped in wooden crates marked <> and numbered 1 to 6.
- The carpets should be wrapped in thick grease-proof paper, which is reinforced at both ends to avoid wear by friction.
- The machines must be well greased with all movable parts secured before being loaded into crates, which must be marked.
- We hope that this will be the first of many orders we will be placing with you.
- We will submit further orders, if this one is completed to our satisfaction.
- If the goods sell as well as we hope, we shall send further orders in the near future.
- I look forward to receiving your advice /shipment /acknowledgement /confirmation.
- Thank you for your order No. 338B which we received today. We are now dealing with it and you may expect delivery within the next three weeks.
- Your order, No. 6712/1 is now being processed and should be ready for dispatch by next week.
- We are pleased to say that we have already made up your order, No. 9901/1/5 for 50 canteens of 'Silverline' cutlery, and are now making arrangements for shipment to Rotterdam.
- Your order No. 8502 for 100 anti-theft auto locks is being processed and will be ready for shipment on October 13.
- We are pleased to inform you that your order (GWRK/229) is being processed and will be dispatched by airfreight to Naples on July 2.
- Your order (No. 88QE) will be dispatched immediately upon receipt of your remittance of DM 5,700.69 as per the attached pro-forma invoice.

- Your order, No. D/154/T, has now been placed on board the SS Mitsu Maru sailing from Kobe on 16 May and arriving Tilbury, London, on 11 June. The shipping documents have already been sent to your bank in London for collection.
- We are pleased to advise you that the watches you ordered No. 88151/24 were put on flight BA 165 leaving Zurich 11.00, 9 August arriving Manchester 13.00. Please find enclosed air waybill DC 15161/3 and copies of invoice A113/3.
- Please be advised that your order, No. YI/151/C, has now been put on the Glasgow-London express and can be collected at Euston station. Enclosed is consignment note No. 1167153 which should be presented on collection. You should contact us immediately if any problems arise. Thank you for your order, and we hope we can be of service in the future.
- Thank you for your order No. 00833, which has been completed and transported to the Port of Newark, New Jersey, where it will be loaded onto the S.S. Denver. The freighter sails for Hamburg on April 11 and arrives on April 20.
- Thank you for your order (D-3302) for 1,000 panel alarm clocks. Unfortunately, this new product has been so popular that our stock has been temporarily depleted. However, in view of your urgent need, we are giving your order priority when a new shipment arrives at the end of this month.
- We are pleased to receive your Order No. AA-9947 for 1,500 chain-saw sharpeners. However, we regret that we cannot supply these items immediately owing to a strike of truck drivers in Illinois.
- We are very sorry to have to advise you that we are unable to accept your order #8311 for 575 tricycles until further notice, because our manufacturing facilities in Thailand are fully occupied with long-term contract orders.
- The above order has now been completed and sent to Liverpool Docks, where it is awaiting loading on to the SS Manitoba, which sails for Dawson, Canada on 16 July arriving 30 July.
- We would appreciate delivery within the next six weeks, and look forward to your acknowledgement.

3.3. Перевод текстов писем, сопровождающих заказ.

Упражнение. Переведите с листа следующие тексты писем, сопровождающих заказ.

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL
Telephone: 021 236 6571 Fax: 021 2368592 Telex: 341641

Setex S.p.A
Via di Pietra Papa
00146 Roma
ITALY
Attn. Mr D. Causio

Your ref: D/1439
our ref: Order DR4316

9 March 2005

Dear Mr Causio,

Please find enclosed our order, No. DR4316, for men's and boys' sweaters in assorted sizes, colors, and designs. We have decided to accept the 15% trade discount you offered and terms of payment viz. documents against payment, but would like these terms reviewed in the near future.

Would you please send the shipping documents and your sight draft to Northminster Bank (City Branch), Deal Street, Birmingham B3 1SQ.

If you do not have any of the listed items in stock, please do not send substitutes in their place.

We would appreciate delivery within the next six weeks, and look forward to your acknowledgement.

Yours sincerely,

Lionel Crane
Chief Buyer

Sanders & Lowe Ltd.

Import and Export. (London Office), Planter House, Princes Street, Lon EC1 7D0

Birmingham Office: 28 Bradshaw Street, Birmingham B5 1TQ

Telephone: 071 543 1615

Manchester Office: 343 Oxford Street, Manchester M27 2LR

Fax: 71 543 1925

**Liverpool Office: 54 Bakers Road, Liverpool L3 9HW
5**

Telex: 928537 Stockport Office:

Island Road, Stockport SM3 12K

Reg. No. England 155134

Directors: L.W. Lowe. D. R. Sanders

VAT No. 013 7001 21

Your ref: -

Our ref: 185/MB

Date: 2 July 2015

Mr J. Merton

Sales Manager

Glaston Potteries Ltd.

Clayfield

Bumley BB10 IRQ

Dear Mr Merton,

Please find enclosed an order (R1432) from our principals, MacKenzie Bros. Ltd., 1 – 5 Whale Drive, Dawson, Ontario, Canada.

They have asked us to instruct you that the 60 sets of crockery ordered should be packed in six crates, ten sets per crate, with each piece individually wrapped, and the crates marked clearly with their name, the words 'fragile ', 'crockery ', and numbered 1 – 6.

They have agreed to pay by letter of credit, which we discussed on the phone last week, and they would like delivery before the end of this month, which should be easily effected as there are regular sailings from Liverpool.

If the colours they have chosen are not in stock, they will accept an alternative provided the designs are those stipulated on the order.

Please send any further correspondence relating to shipment or payment direct to MacKenzie Bros, and let us have a copy of the commercial invoice when it is made up.

Yours sincerely,

L. W. Lowe (Mrs)

SatexS.p.A.

Via di Pietra Papa,00146 Roma

Telefono: Roma 769910

Telefax: (06) 681 5473

Telex: 28s136

Mr L. Orane, Chief Buyer
F.Lynch& Co. Ltd.
Nesson House
Newell Street
Birmingham B3 3EL
UNITED KINGDOM

ref.: Order DE4316
Ns. Ref.: D/1141
29 March 2005

Dear Mr Crane,

We would like to advise you that your order has been shipped on the SS Marconissa and should reach you within the next ten days. Meanwhile our bank has forwarded the relevant documents and sight draft for £1,662.60 to the Northminster Bank (City Branch) Birmingham.

We are sure you will be pleased with the consignment and look forward to your next order.

Yours sincerely,

D. Causio

D. Causio

Panton Manufacturing Ltd.

Panton Works | Hounslow | Middlesex | TW 6 23Q

TELEPHONE: +44 (0)20 8353 6783

FACSIMILE: +44 (0)20 8353 6783

EMAIL: d.panton@panman.co.uk

8 October 20__

Mr H. Majid
Majid Enterprises
Grant Road
Bombay
INDIA

Dear Mr Majid

I am writing to you concerning your order, No. CU 1154/d, which you placed four weeks ago. At that time we had expected to be able to complete the order well within the delivery date which we gave you of 18 June, but since then we have heard that our main supplier of chrome has gone bankrupt.

It will be necessary to find an alternative supplier who can fulfil all the outstanding contracts we have to complete. As you will appreciate this will take some time, but we are confident that we should be able to deliver consignments to our customers by the middle of next month.

The units themselves have been assembled and only need completing. We regret this unfortunate situation over which we had no control, and apologize for the inconvenience caused. We will understand if you wish to cancel the order, but stress that we are confident that we will be able to complete delivery by the middle of next month.

Please let us know your decision as soon as possible. Thank you for your consideration.

Yours sincerely

D. Panton

D. Panton
Managing Director

To: Richard MacKenzie

Cc:

Subject: Order No. R1432

Dear Mr Mackenzie

The above order has now been completed and sent to Liverpool Docks, where it is awaiting loading on to the SS Manitoba, which sails for Dawson, Canada on 16 July arriving 30 July. When we have the necessary documents we will transfer them to Burnley City Bank, your bank's agents here, and they will forward them to the Canadian Union Trust Bank.

We have taken particular care to see that the goods have been packed as per your instructions: the six crates have been marked with your name, and numbered. Each crate measures 6ft x 4ft x 3ft and weighs 5 cwt.

We managed to get all items from stock with the exception of Cat. No. G16, which is only available in red, but we included it in the consignment as it was of the design you asked for.

If you need any further information, please contact us. Thank you very much for your order.

We look forward to hearing from you again soon.

John Merton

Sales Manager

Glaston Potteries Ltd

Clayfield, Burnley BB10 1RQ

Tel: +44 (0)1282 46125

Fax: +44 (0)1282 63182

Email: j.merton@glaston.co.uk

4. Платежи

4.1. Слова и выражения для смешанного лексического диктанта-перевода.

Упражнение. Переведите устно с листа следующие слова и словосочетания в быстром темпе.

to make payment against documents

способ платежа

payment by banker's transfer

выписка из счета

to effect payment

аккредитив

a confirmed L/C

снизить цену до минимума

(in)divisible L/C

производить платеж

(ir)revocable L/C

документы против акцепта

a transferable L/C

сделать скидку с назначенных цен

to revise the price

дополнительные расходы

to lower the price

цена брутто

to make an allowance on the quoted prices

трата с оплатой по предъявлении

to keep prices as low as possible without sacrificing quality

предоставлять кредит

to be guaranteed for 3 years

against normal use

вексель на предъявителя
payment by 30-day B/E
скидка розничным торговцам
to be due
своевременная уплата
a Letter of Credit
задержка оплаты
exchange fluctuations
компенсация за поврежденный товар
a Bill of Exchange
деньги зачислены на счет
a prompt payment
оплачивать счета в срок
an overdue account
кредитовать счет на сумму
to clear/settle an account
партия товара с оплатой за наличный счет
to extend credit
подтверждение из банка
due date
непредвиденные обстоятельства
a draft
платеж с аккредитива осуществляется
траттами через 30 дней
payment by/in installments
полная сумма счета-фактуры
to remit
неуплата задолженности по кредиту
to reimburse the credit by installments
льготный срок
delay in payment
предоставлять отсрочку платежа

4. 2. Перевод предложений с английского на русский

Упражнение. Переведите устно на русский язык предложения, используемые в письмах, связанных с оплатой.

- Please find enclosed our invoice No. B1951 for £29.43. The plugs you ordered have already been dispatched to you, carriage forward, and you should receive them within the next few days.
- The enclosed invoice (No. D1167) for £56.00 is for 2 'Layeazee' chairs at £40.00 each less 33 per cent trade discount. We look forward to receiving your remittance and will then send the chairs on carriage forward.
- Our Invoice No. TR3351/6 for £400 net is attached. We look forward to receiving your cheque from which you may deduct 3 per cent cash discount if payment is made within seven days.
- Your Order No. H 615D is at present being processed and will be sent on to you within the next few weeks. Thank you for your order. We are sure you will be pleased with the units when you receive them.
- I enclose your statement as at 31 July. May I remind you that your June statement is still outstanding, and ask you to settle as soon as possible?
- Please find enclosed your statement of account as at 31 May this year. If the balance of £161 is cleared within the next seven days, you can deduct a 3 per cent cash discount.
- The enclosed pro-forma No. 1164 for £853.76 is for your order No. C1534, which is now packed and awaiting dispatch. As soon as we receive your cheque we will send the goods which will reach you within a few days.
- We are sending the enclosed pro-forma (No. H9181) for £3,160 gross, for the consignment of chairs you ordered on approval. We would appreciate your returning the balance of unsold chairs by the end of May as agreed.
- Pro-forma invoice, No. PL7715, is for your order, No. 652 1174, in confirmation of our quotation. The total of £15,351 includes cost,

insurance, and freight.

- Thank you for your prompt delivery. Please find enclosed our draft for £2,341 drawn on Eastland City Bank, Sommerville. Could you please acknowledge receipt?
- We would like to inform you that we have arranged for a credit transfer through our bank, the Hammergsbank, Bergen. Could you confirm the transfer has been made as soon as the bank advises you?
- Thank you for your Postal Order Cheque/draft/credit transfer/postal cheque for £... In payment of our statement/invoice No.... dated...
- Our bank advised us today that your transfer of £761.00 was credited to our account. Thank you for paying so promptly, and we hope to hear from you again soon.
- We received your Giro slip today informing us that you had paid £126.00 into our account in settlement of Invoice
- No. L231. Thank you for letting us know, and we look forward to hearing from you in the near future.
- Thank you for sending your draft for invoice No. 11871 so promptly. We hope you like the consignment and look forward to your next order.
- We received advice from our bank this morning that your transferred for invoice No. RE1641 has been credited to our account. We would like to thank you, and ask you to contact us if you need anything else in menswear, or any information about fashions in this country.
- Our bank informed us today that you accepted our bill (No. BE 2255) and the documents have been handed to you. We are sure you will be pleased with the consignment.
- The Nippon Bank in Tokushima have told us that the proceeds of your letter of credit have been credited to our account. Thank you for your custom and we hope you will write to us again. We are enclosing our summer catalogue which we are sure will interest you.
- We have pleasure in enclosing our bank draft for £5,141.53 as payment on pro-forma invoice No. 5512. Please advise us when the goods will be shipped and are likely to reach Barcelona.
- You will be pleased to hear that we have accepted your bill and now have the documents. We shall collect the consignment as soon as it

arrives in Bonn and honour your draft at maturity.

- Our bank informs us that they now have the shipping documents, and will be transferring the proceeds of our letter of credit to your account.
- The dock strike which has been in operation for the past six weeks has made it impossible to ship our products, and as our customers have not been able to pay us, we have not been able to clear our own suppliers' accounts yet.
- A warehouse flood destroyed the majority of the components that were to be fitted into Zenith 900. We are waiting for our insurance company to settle our claim so that we can renew our stock and pay our suppliers.
- We were not able to settle the account because of the bankruptcy of one of our main customers, who we hoped would have cleared his balance with us. The debt was considerable and its loss has made it difficult for us to pay our suppliers.
- I am sorry that I was not able to clear my July account.
- We regret we were unable to send a cheque to settle our account for the last quarter.
- Failure to pay on time will affect your ability to charge merchandise at our store.
- In the credit agreement you signed, you agreed to pay off your bill in three payments.
- Enclosed please find a copy of your statement up to and including 30th June 20.. showing a balance of €230.00 in your favour.
- We have not yet received your payments. This is to remind you that both your first and second payments of \$100 are now overdue.
- Please check this statement again and if you agree with it we shall be pleased to receive your corrected version. We shall then remit the amount of € 180.00 immediately to your account by banker's transfer.
- As we have been dealing with one another for some time, I hope you will agree to trade on the basis of open account facilities

4.3. Перевод текстов писем, связанных с оплатой.

Упражнение. Переведите с листа следующие тексты писем, связанных с оплатой.

Western Wear
2212 Boot Hill Rd. • Cheyenne, WY 82001
Ted Wilson
515 Ramey Ct.
Laramie, WY 82063

July 5, 20XX

Dear Mr. Wilson:

We have not yet received your payments. This is to remind you that both your first and second payments of \$100 are now overdue. This \$200 plus the balance of \$119.04 is due on August 15.

In the credit agreement you signed, you agreed to pay off your bill in three payments. The first payment of \$100 was due June 15, 20XX, the second payment of \$100 was due July 15, 20XX, and the final payment of \$119.04 is due August 15, 20XX. Please send the full amount in 10 days.

Failure to pay on time will affect your ability to charge merchandise at our store. If you want to discuss your account, call me at 800-555-9875. Perhaps we can arrange a more comfortable payment plan.

Thank you for your immediate attention.

Sincerely,
Signature
Mary West
Credit Manager

PLANCO LTD
16 Garden Avenue
HARWICH
CO12 4JR
Great Britain

11 July 20..

Attn: Ms Anne Howard, Accounts

Dear Ms Howard

Your statement of account no. 5471 of 30 June 20..

Enclosed please find a copy of your statement up to and including 30th June 20.. showing a balance of € 230.00 in your favour.

Unfortunately, we think there is a mistake in this statement. You have forgotten to credit us with € 50.00, a reduction which you granted us on 5th 20.. because one case of your delivery covering order no. 3099 arrived here in damaged condition.

Please check this statement again and if you agree with it we shall be pleased to receive your corrected version. We shall then remit the amount of € 180.00 immediately to your account by banker's transfer.

Yours sincerely
Sellhuber & Maier GmbH

R. Hughes & Son Ltd

21 Media Road, Swansea
West Glamorgan 3ST 1DR
Telephone: +44(0)179258441
Fax: Swansea +44(0)17925947
Email: r.hughes@huson.co.uk

18 July 20—

Mr R. Cliff
Homemakers Ltd
54-59 Riverside
Cardiff CF1UW

Dear Richard

I have enclosed an order, No. B.1662, for seven more 'Sleepcomfy' beds which have proved to be a popular line here, and will pay for them as usual on invoice. However, I wondered if in future you would let me settle my accounts by monthly statement as this would be more convenient for me?

As we have been dealing with one another for some time, I hope you will agree to trade on the basis of open account facilities. I can, of course, supply the necessary references.

Yours sincerely

Robert

Robert Hughes

Enc. Order No. B1662

R.G. Electronics AG

Hayma rt 601
D-5000 Koln 1

Telefon (+49) 221 32 42 08
Telefax (+49) 221 83 61 25
Email gerlacnr@rge.co.de
www.rge.de

Your Ref: PG/AL

8 December 20—

M. P. Gerard
Disc S.A.
251 rue des Raimonieres
F-86000 Poitiers Cedex

Dear M. Gerard

Thank you for your letter of 3 December in which you enquired about credit facilities.

We appreciate that you have placed a number of orders with us in the past, and are sure that you can supply the necessary references to support your request. However, as you probably realize, our products are sold at extremely competitive prices. This allows us only small profit margins and prevents us offering any of our customers credit facilities.

We are very sorry that we cannot help you in this case and hope you understand our reasons.

Once again, thank you for writing, and we look forward to hearing from you soon.

Yours sincerely



R. Gerlach
Sales Director

5. Транспортировка товара и транспортные расходы

5.1. Слова и выражения для смешанного лексического диктанта-перевода.

Упражнение. Переведите устно с листа следующие слова и словосочетания в быстром темпе.

партия товара, груз

to deliver CIF St. Petersburg

поставка

to (strictly) observe

импортная пошлина

detailed packing and shipping instructions

поставить на условиях сиф Санкт-Петербург

freight charges

отгрузка требуется в течение 4 недель от даты заказа

a pro-forma invoice

организовать поставку

an invoice

транспорт, перевозка морем, фрахт, страхование

a consignment

чистый коносамент

a consignee

повреждение товара

carriage forward

вес брутто

to charge expenses to somebody's account

претензия, рекламация

«freight prepaid»

грузоотправитель

damage to the goods

грузовая накладная

a bill of lading
накладная об отправке
a consignor
транспортно-экспедиционный агент
haulage (trucking)
строго соблюдать даты поставки
a freight company
instructions for dispatch form

5.2. Перевод предложений с английского на русский

Упражнение. Переведите устно на русский язык предложения, используемые в письмах, связанных с транспортировкой товара.

- I am writing to complain, not only about the very poor service we received from your company this week, but also about the discourteous behavior of your new sales representative, Arthur Jones.
- We refuse to pay for merchandise that was never delivered to our company.
- I am returning the damaged goods to your office for a full refund. We are returning the defective products for credit at your expense.
- We are returning the entire order of 55 tennis rackets and would like to be refunded for their full purchase price of \$2286.37 plus shipping expenses of \$198.11.
- In our opinion, the damage seems to have been caused by inadequate packaging.
- I would like to clear up this unpleasant situation without delay. For that reason, I expect a prompt reply.
- This mistake must be corrected as soon as possible, because we are far from being satisfied with the service your company offers.
- We are confident that we can resolve this serious complaint without having resort to the Small Claims Court.

- Our order No. 88KLS was placed on condition that we receive the blue jeans before November 15. Unless your company can fulfill our monthly orders efficiently in the future, we will have to consider other reliable sources of supply.
- I am seriously disappointed to find that the quality of the tricycles for young children (Model EK3-RR) you supplied does not correspond with that of the sample tricycle submitted to us in February.
- Thank you for your promptness in dealing with our complaint. However, we absolutely deny allegation that our company is at fault in this matter. Therefore, we demand a formal and thorough investigation of our claim.
- Your recent action not to replace the faulty floor-to-floor belt conveyor constitutes a flagrant breach of contract.
- Things have now reached the point that I want action within forty-eight hours or will place the whole matter in the hands of my lawyer.
- Thank you for your letter of February 28 bringing this problem to our attention.
- We thank you for bringing this matter to our attention.
- Thank you for writing us as candidly as you did about the defect in your new vacuum cleaner.
- We can understand your annoyance at not having received the color television set you ordered on September 15.
- We are sorry that the Model 233 Espresso Machine you purchased on April 12 has not lived up to your expectations. We are prepared to exchange this model or give you a full refund.
- We greatly regret your unsatisfactory experience with our direct mail order products. You have every right to be upset about the fact that the clock radio did not work.
- We are sorry to learn that you are not completely satisfied with the performance of our multipurpose manual lift, Model 34-10-16A. We are prepared to exchange the faulty parts.
- We are very sorry that our work was unsatisfactory and did not meet your company's expectations, especially since we take great pride in

our work. We can, however, assure you that we will do our utmost to correct this situation as quickly as possible. Please, accept our sincere apologies for the inconveniences this has caused you.

- We sincerely regret to inform you that the replacement of your two damaged tablecloths will be delayed by approximately five weeks due to a fire at our manufacturer's plant in Chicago.
- I suggest you discuss this problem with your local dealer for a replacement or a possible refund. We will make every effort to ensure that this problem will not happen again.
- Enclosed you will find our credit note for \$371.40 representing a complete refund on the faulty merchandise you returned to our warehouse last month.
- Therefore, we are anxious to settle this claim to your complete satisfaction. Don't you agree this is an equitable way to settle this matter? We do see your point of view, but we are also sure that you will consider ours.
- We appreciate your patronage and are, of course, always willing to help a customer with a problem.
- Thank you once again for your concern and understanding and for bringing this serious matter to our attention.
- Your company will receive immediate credit for all shipping charges. If this is not satisfactory, please let me know.
- Please return the damaged chair to our warehouse in Deakinsville. They will replace the chair and ship a new one to your office address. Thank you very much for your understanding and cooperation. If we can be of further service, please let us know.
- The replacement of the faulty vacuum cleaner is on the way and should be in your possession within one week. Please, accept our apologies for the inconvenience.
- We will correct the discount error on your pro-forma invoice immediately. It is unusual for this type of error to arise and we apologize for any inconvenience this may have caused you.

5.3. Перевод текстов писем, связанных с транспортировкой

Упражнение. Переведите с листа следующие тексты писем, связанных с транспортировкой товара.

Putney & Raven Merchants Ltd.

Dealers House, Cantley Street, London WC11AR

Directors: ML Putney, D. Raven

Telephone: 071 467 3149 (10 lines)

Reg No: England 615113

Telex: 886125 PUTRAY G

VAT No: 21321942

Fax: 071 467 5959

Keyser Shipbrokers Ltd.

123-5 Lowland Street

London EC 1 2RH

2 July 2015

Dear Sirs,

We would like to charter a vessel for one voyage from Newcastle, New South Wales, Australia, to St Malo, Brittany, France, to take a consignment of 4,000 tons of bauxite.

Our contract states that we have to take delivery between 1st and 5th August, so we will need a ship that will be able to load during those dates. Please advise us you can get a vessel and let us know the terms.

Yours faithfully,

D. Raven

D. Raven

F. Lynch & Co. Ltd

Head Office
Nesson House
Neweil Street
Birmingham
B3 3EL
Telephone: +44(0)21 236 657
Fax: +44(0)21 236 8592
Email: pcrane@lynch.co.uk
www.lynch.com

Order No. 144781
15 August 20____

Satex .p.A.
Via di Pietra Papa
00146 Roma,
ITALY

Attn. Sig. Daniele Causio

Dear Sig. Causio

Our Order No. 14478

I am writing to you to complain about the shipment of sweaters we received yesterday against the above order.

The boxes in which the sweaters were packed were damaged, and looked as if they had been broken open in transit. From your invoice No.18871 we estimate that thirty garments have been stolen, to the value of £550.00. Because of the rummaging in the boxes, quite a few other garments were crushed or stained and cannot be sold as new articles in our shops.

As the sale was on a CIF basis and the forwarding company were your agents, we suggest you contact them with regard to compensation.

You will find a list of the damaged and missing articles enclosed, and the consignment will be put to one side until we receive your instructions.

Yours sincerely

Peter Crane

Peter Crane

Chief Buyer
Encl.

International Shippers Ltd

Telephone: +44(0)3 975 036

Facsimile: +44(0)20 617

14 May 20__

Mr J. D. Simpson
Supervisor
Kent, Clarke & Co. Ltd
South Bank House
Borough Road
London SE1 OAA

Dear Mr Simpson

In reply to your fax of 13 May, the earliest vessel due out of London for New Zealand is the Northern Cross, which is at present loading at No. 3 Dock, Tilbury, and will accept cargo until 18 May, when she sails. She is due in Wellington on 25 June. The freight rate for cased cargo is £ 612.00 (six hundred and twelve pounds) per ton or 10 (ten) cubic metres.

I have enclosed our standard shipping note and bill of lading for you to complete and return to us.

Yours sincerely

Yvonne Pollard

Yvonne Pollard

Shipping Manager

Enc. Standard shipping note

Bill of lading

Far eastern shipping lines

31-4 Park Road., Hong Kong

Telephone: (+852) 602135
Email: mwhang@fareast.com
www.fareast.com
Cable FREAST

24 April 20__

Mr J. Lee
Lee Boatbuilders Ltd
Dock 23
Mainway
Hong Kong

Dear Mr Lee

Thank you for your fax of 21 April. Enclosed you will find details of our sailings from Hong Kong to Tilbury for the end of this month and the beginning of next.

You will see that the first available vessel we have will be the MV Orient, which will accept cargo from 3 May to 7 May, when she sails. She is due in Tilbury on 3 June.

Our freight rate for crated consignments is £91.00 (ninety-one pounds per tonne, and I have attached our shipping instructions to the enclosed itinerary.

Yours sincerely

M. Whang

M. Whang (Mrs)
Director
Enc. Itinerary
Shipping instructions

Foehamvechiclespls

Lever Estate
Scarborough
Yorkshire
YO11 3B
Telephone: +44(0)1723 16932
Fax: +44(0)1723 81953
Email: m.blackburn@fohan.com

20 June 20__

Herr R. Zeitman
E.F Baden AG
Zulpicher Str.10-20
D-40000 Dusseldorf 11

Dear Herr Zeitman

Order No. C58391

We are writing to you with reference to the above order and our letter of 22 May in which we asked when we could expect delivery of the 60 dynamos (Artex model 55) you agreed to supply on 3 June for an export order. We have tried to contact you by phone, fax, and email but no-one in your organization seemed to know anything about this matter.

It is essential that we deliver this consignment to our Greek customers on time as this was an initial order from them and would give us an opening I the Greek market. Our deadline is 28 June, and the lorries have been completed except for the dynamos that need to be fitted.

Unless we receive the components within the next five days, our customers will cancel the order and place it elsewhere. We would like to make it clear that we are holding you to your delivery contract, and if any loss results because of this late delivery we will take legal action.

Yours sincerely,

Michael Blackburn

Michael Blackburn

Director

Раздел II. Устный перевод с листа с русского языка на английский

1. Перевод письменно на английский язык русского текста писем.

Упражнение. Переведите письменно на английский язык следующие тексты писем, используя при необходимости словарь. Сравните ваш перевод с текстом перевода на английском языке (См. Приложение 4). Согласны ли вы с переводчиком?

LITEX and Co. Ltd.

Green Mills Emsley; Bridford

Tel. 086 304 4104 +++ Telex 589324

S.B.M. Industrielle
153, bd Herriot
Lyon 3,
France

8 октября 20..

Управляющий директор

Уважаемые господа,

Мы все сильнее ощущаем спрос на промышленные ткани, имеющие хорошие свойства сохраняться от износа и противостоять коррозии в заводских условиях.

С целью удовлетворения спроса мы приступили к производству «Вартекс» – новой гаммы тканей из хлопка с териленом, сочетающих сохранность от износа с мягкостью и гибкостью.

В приложении к этому письму Вы найдете образцы новых материалов различных цветов вместе с экземпляром нашей брошюры с указанием всех деталей возможного использования этой ткани.

Мы готовы принять пробные заказы, и их следует нам направлять, заполнив бланки заказа, которые Вы найдете в нашей брошюре. Мы готовы предоставить 15%-ную скидку на все заказы на «Вартекс», полученные до 31 декабря.

С большим нетерпением ожидаем Вашего ответа.

С уважением,

Питер Уптон

Директор по продажам

WADCO MANUFACTURING CO.LTD.

24,Crescent St., London SW4

Ref .: FT/AB

Г-ну ДЖ.ЛЕЛОТУ

Service des Achats

Societe UNICOUPE

191, av. Halevy

69002 LYON CEDEX 02

FRANCE

1 июля, 20..

Уважаемый господин Лелот,

Мы получили Ваш запрос от 25 июня, касающийся различных станков серии СИЛЬВА, перечисленных в нашем новом каталоге.

Господин Дональд Дженкинс, наш менеджер по продажам в этом районе, позвонит Вам в ближайшее время в офис, чтобы договориться о встрече. Он сможет дать Вам более полную информацию по этим станкам и посоветовать, какие из них наиболее удобны для проведения испытаний.

Мы уверены, что станки серии СИЛЬВА прекрасно удовлетворят Ваши требования.

С уважением,
Вадко Мануфекчуриг Ко., Лтд.
Ф. Томкинс
Менеджер по продажам и маркетингу

LIGHTFOOT INDUSTRIES Ltd

**18 Churchill Place
Tipton NT4 9HJ Somerset**

Ref: JD/CP
PENTAMEX S.A.
15 La Boiserie
92100 BOULOGNE-BILLANCOURT
FRANCE

4 апреля 20..

Уважаемый господин <фамилия>,

Мы получили Вашу брошюру, в которой представлены Ваши новые продукты, входящие в группу Chairmex. Некоторые из представленных товаров могли бы найти применение и в нашем производственном процессе. Были бы Вам признательны, если бы Вы направили нам более полные данные по всем товарам этой группы вместе с Вашим текущим прейскурантом цен с указанием условной поставки на экспорт за границу.

С уважением,

Джон ДИКСОН,

Ответственный за покупки

ETERNA-TOOLS, INC.

Route 9

Saddlebrook, N.J.07666

Г-ну Джеку Паттерсону
Jack's Hardware Store
72 Elm Street
Kennenbunk, Maine 066606

9 апреля, 20..

Уважаемый господин Паттерсон,

Мы сожалеем, что закупленные Вами ручные пилы модели 88b не оправдали Ваших ожиданий. Откровенно говоря, мы удивлены, что они оказались такими хрупкими и согласны с Вашим возвратом их нам. Сотрудники нашей лаборатории уже работают над поиском причин этой проблемы.

Мы готовы возместить понесенные Вами транспортные расходы, г-н Паттерсон. Однако, хотим предложить Вам вместо возмещения суммы этого заказа перенести ее в счет оплаты заказа на пилы модели 78b. Из Вашего собственного опыта Вы знаете, насколько они надежны и мы уверены что и Ваши покупатели будут довольны этой продукцией компании «Этерна-Тулуз».

Если вы письменно подтвердите Ваше согласие на отгрузку, Ваши ручные пилы модели 78 b будут отправлены в течение недели.

С уважением,

Дж. Мертон

Менеджер по продажам

New York, New York 10055

JASONS COAL MINING LTD.

**Head Office, Bruce House
Bruce Street, Aberdeen AB9 1FR**

Господину Дж. Симпсону
Отдел по работе с претензиями
Kent, Clarke & Co. Ltd.
South Bank House
Borough Road
London SE1 0AA

7 июня, 20..

Уважаемый Г-н Симпсон,

Благодарю Вас за сообщение о том, что вы так и не получили 14 тонн угля по заказу на поставку № 1239 от 5 апреля 20.. г.

Уголь был отгружен 16 апреля 20.. г. Мы сделали запрос о потерянном грузе и сообщим вам о результате запроса, как только получим соответствующую информацию.

Если нам не удастся выяснить его местонахождение, груз будет незамедлительно отправлен повторно.

Приносим наши извинения за сложившуюся ситуацию и заверяем Вас в том, что примем соответствующие меры.

С уважением,

Эмили Снейк

Отдел доставки

2. Перевод устно с листа на английский язык русского текста писем

Упражнение. Переведите с листа на английский язык следующие тексты писем **с предварительным прочтением**, отставая на три-четыре слова от вашего коллеги, зачитывающего текст на языке оригинала. Выберите оптимальный вариант перевода.

Уважаемый господин Паттисон,

В ответ на Ваше письмо от 10 марта мы направляем Вам наш последний каталог.

В нем содержится полная гамма производимых нами в настоящее время линий.

Модели, которые Вас интересуют, представлены на страницах с 16 по 22.

Если Вы захотели получить более полную информацию о любом из этих приборов, свяжитесь, пожалуйста, с нами, возвратив приложенную карточку. Мы обязательно представим Вам все детали в ближайшее время.

С уважением,

Уважаемые господа,

Мы изучили Вашу брошюру и нас, в частности, привлек B5T на 24 страницах.

Качественные характеристики этого товара, видимо, отвечают потребностям наших клиентов.

Как Вы советуете, мы связались с фирмой MODAZ, которую Вы упоминаете как Вашего агента с исключительными правами в этом районе. Нам сказали, что эта фирма больше не занимается продажей Ваших товаров. Мы интересуемся, можете ли Вы назвать нам адрес

другого поставщика, или в случае невозможности, сможете ли Вы проинформировать о Вашей возможности поставить нам напрямую.

В этом случае мы были бы признательны, если Вы назовете нам условия продажи.

С уважением,

Уважаемый господин Смит,

Мы получили Ваш заказ на видео-камеру «Сони», но, к сожалению, вынуждены вернуть Ваш чек.

Наша компания, как производитель видео-камер, поставляет их только дилерам, с которыми у нас имеются определенные договоры по оптовым поставкам.

Тем не менее, благодарны за проявленный Вами интерес к продукции «Сони». В связи с этим прилагаем список магазинов в Вашем районе, которые торгуют всеми типами наших видео-камер. В любом из них Вас встретят с радостью.

С уважением,

Джон Найт,

Менеджер по продажам

Уважаемые господа,

Мы были рады получить Ваш заказ от 15 сентября и хотели бы поприветствовать Вас в качестве нового клиента компании «Пейтон пластикс».

Ваш заказ (№ 62997) на дюжину листов 4" × 5" пластмассы % Lucite находится в исполнении и будет готов к отправке 21 сентября. Он будет доставлен в Ваш цех нашим автофургоном на условиях наложенного платежа (такова наша практика для всех заказов на сумму менее \$100).

Уверен, что Вы по достоинству оцените высокое качество и предел прочности при растяжении всех видов нашей пластмассы. Наш представитель отдела сбыта и г-жа Джули Метель вскоре прибудет к Вам с каталогом и образцами.

С уважением,

Уважаемые господа,

Относительно Вашего запроса от 29 марта, касающегося упаковки и перевозки товаров на экспорт, мы рады сообщить, что партии наших товаров обычно отгружаются в пакете по 100 штук на картонных поддонах с прокладками из несминаемого картона для предотвращения повреждений при неосторожном обращении.

Экспортные заказы обычно перевозятся контейнеровозами с перегрузкой каждой партии на железную дорогу в порту прибытия судна.

Пожалуйста, сообщите, устраивает ли вас подобная система отгрузки. Мы всегда рады изменить какие-то ее детали в соответствии с вашими потребностями.

С уважением,

Упражнение. Переведите с листа на английский язык следующие тексты писем **без предварительного прочтения**. Сравните ваш перевод с вариантом перевода текста письма (См. Приложение 4).

Уважаемые господа,

Благодарим за Ваш запрос. Ниже мы приводим наши обычные условия платежей по заказам из-за границы.

Обычный метод платежа - это банковский перевод в течение 30 дней после получения выписки. Когда мы получим подтверждение от Вашего банка о сделанном переводе, мы немедленно выполним Ваш заказ и будем ждать инструкции об отгрузке от Вашего агента.

Мы уверены, что Вы будете удовлетворены качеством наших товаров и услуг.

С уважением,

Уважаемый господин,

Подтверждаем получение Ваших образцов и кож, в частности, заинтересовала модель Chambord.

При этом прилагаем заказ на 200 комплектов этого типа скатерти с салфетками. Вопреки тому, в чем Вас убедил г-н Дювивье, их следует поставить в наш магазин в Гавре, а не на наш склад в Дьюпе. Дата поставки остается прежней - последняя неделя марта, самое крайнее.

Мы надеемся, что Вы, как обычно, быстро поставите этот заказ.

С уважением,

Уважаемые господа,

Изучив Ваш рекламный проспект по кухонным миксерам типа Cookhand 2000, мы хотим разместить срочный заказ на пять единиц профессионального оборудования с дополнительными приспособлениями в соответствии с прилагаемым бланком заказа Р 3409 Т.

Если Cookhand 2000 окажутся такими, какими мы надеемся, они являются, мы надеемся разместить дополнительный заказ у Вас в ближайшее время.

С уважением,

Уважаемые господа,

Мы с Вами работаем уже в течение года на базе оплаты против выставленных счетов, и мы бы хотели Вас попросить предоставить нам в качестве условий платежа открытый счет с платежом один раз в квартал.

Другие наши основные поставщики в Вашей стране уже согласились на торговлю с нами на этих условиях.

Надеемся получить Ваш положительный ответ на нашу просьбу.

С уважением,

Уважаемый господин Хелин,

Мы получили Ваше письмо от 3 ноября, за которое мы Вас благодарим.

К сожалению, должны Вам сообщить, что мы прекратили выпуск модели 42К несколько лет тому назад и заменили ее на модель 58К, которая, по нашему мнению, является лучшим инструментом. Кроме того, модель 36К также может удовлетворить Ваши требования.

Цены всех имеющихся в наличии инструментов вместе с их характеристиками указаны в приложенном перечне.

Мы можем отправить Вам один инструмент самолетом с оплатой Вами доставки и таможенных сборов.

Если Вы хотите заказать один инструмент, пришлите, пожалуйста, нам банковский вексель на его цену и плюс 100 французских франков за специальную упаковку.

Если Вам нужна дополнительная информация, сообщите нам.

С уважением,

Раздел III. Составление дискурсивных досье

Упражнение. Вставьте в шаблон письма недостающую информацию.

REQUEST FOR INFORMATION IN ADVANCE OF PURCHASE ORDER

[DATE]

[CONTACT NAME]

[NAME OF COMPANY/BUSINESS FIRM]

[CONTACT ADDRESS]

[ZIP/POSTAL CODE]

Dear **[CONTACT NAME]**,

We are writing to inform you that we have attached a document bearing an overview of the item/products and services from **[NAME OF COMPANY/BUSINESS FIRM]** which we are interested in ordering. At the same time, we would like to ask if you could also send us back more information about the products we're interested in, including the price list of your items/products and services, terms and conditions, applicable discounts, fees, shipping dates, modes of payment, policies etc.

Provided that your terms and conditions are favorable and that your prices are competitive, you may look forward to our first order within **[SPECIFY NUMBER]** days.

We also attached our procurement of specifications and conditions for your review. Thank you for your cooperation and we look forward to your reply.

Sincerely,

[YOUR NAME AND SIGNATURE]

[JOB TITLE]

[COMPANY/BUSINESS NAME]

[CONTACT NUMBER]

PURCHASE ORDER LETTER

[INSERT MONTH DAY YEAR]

[INSERT NAME OF RECEIVER]

[INSERT COMPLETE ADDRESS]

Subject: Purchase Order Letter

Dear Mr. /Ms. **[INSERT SURNAME]**,

Greetings!

This letter is sent to formally inform you of our order for the merchandise detailed below.

Description	Quantity	Unit Price	Total Amount

We request that you ship the merchandise following the information mentioned above using the **[INSERT METHOD]** method of shipment with **[INSERT SHIPMENT COMPANY NAME]**. We expect that these ordered

merchandise be delivered on **[INSERT MONTH DAY YEAR]** as agreed. As for the payment terms, we shall follow the standard **[INSERT DETAILS]**.

We look forward to your confirmation of our order upon your receipt of the purchase order letter. If you have any questions regarding the contents of this purchase order letter and of order itself, you can contact **[INSERT AUTHORIZED PERSON]** with the following contact information: **[INSERT CONTACT INFORMATION]**.

Thank you for your prompt handling of this order.

Sincerely,

[INSERT NAME OF SENDER]

[INSERT JOB TITLE]

[INSERT CONTACT INFORMATION]

LETTER PURCHASE ORDER ISSUED ON ACCEPTANCE OF DELIVERY DATE

[DATE]

[CONTACT'S NAME]

[STREET ADDRESS]

[CITY, STATE/PROVINCE]

[ZIP/POSTAL CODE]

Dear **[CONTACT'S NAME]**,

This is to acknowledge the estimated delivery date on **[DATE]** that you have provided us for our order of **[SPECIFY MERCHANDISE]**. As such, we have approved the date and we are enclosing our purchase order **[PURCHASE NUMBER ORDER]** for this transaction.

We would like to reiterate the urgency of the delivery, which must arrive in our premises on or before **[DATE]** due to other commitments we have made to our customers. We will take your word that everything will go according to promised regarding our order.

Thank you for your cooperation regarding this matter. Have a good day!

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[EMAIL ADDRESS]

PURCHASE ORDER CANCELLATION LETTER

[DATE]

[NAME OF IN-CHARGE FOR ORDERS]

[NAME OF COMPANY]

[COMPANY ADDRESS]

[CITY, STATE]

[ZIP CODE]

Dear **[MR. /MS.] [NAME IN-CHARGE]**,

This is to formally inform you that we are cancelling our entire order under purchase order **[NUMBER]**.

Based on your terms and conditions, it is stated that we are allowed to cancel our order if shipment is not made on or before the date mentioned on the receipt.

As such, our ordered goods were supposed to arrive in our premises on or before **[DATE]**. It's been **[NUMBER]** and we still have not received our order.

With this we are cancelling our order and expect a full refund for the amount of **[AMOUNT]**. Attached with this letter is the receipt of the order.

If you have any questions, please contact me at **[PHONE NUMBER]**.

Thank you.

Best regards,

[SIGNATURE]

[NAME OF COMPANY REPRESENTATIVE]

[COMPANY]

[PHONE NUMBER]

[EMAIL]

DEMAND FOR EXTENSION OF PAYMENT DATE

[DATE]

[CONTACT'S NAME]

[STREET ADDRESS]

[CITY, STATE/PROVINCE]

[ZIP CODE]

Dear [MR. /MS.] [CONTACT'S NAME],

Good day!

I am writing this letter following our conversation over the phone recently regarding our scheduled payment on [DATE].

However, due to unfortunate and unforeseen circumstances, we cannot guarantee to be able to make the payment on the said date. We would appreciate it if you extend the due date for our payment of the account until [DATE]. This will allow us to ensure that our payment is complete and that we have collected and prepared the proper documents for this invoice.

Thank you for understanding and it has been a pleasure conducting business with your company and we are excited with the years to come.

Sincerely,

[NAME]

[JOB TITLE]
[COMPANY NAME]
[CONTACT NUMBER]
[EMAIL ADDRESS]

FINAL DEMAND FOR PAYMENT LETTER

[DATE]

[RECIPIENT'S NAME]
[RECIPIENT'S ADDRESS]
[ZIP/POSTAL CODE]

Dear [MR/MS] [RECIPIENT'S NAME],

This letter serves as the final demand for payment for the delinquent amount in your account which has reached \$[SPECIFY AMOUNT]. This is for invoice Number [SPECIFY INVOICE NUMBER] dated [DATE IN THE INVOICE].

Your refusal to settle the account deeply concerns us, and so we demand your immediate response on the matter.

You have [SPECIFY NUMBER] days to make proper arrangements and pay for the amount. Failure to do so will prompt us to seek counsel and pursue legal action against you.

If you feel that this message was sent to you in error or any of the above information is incorrect, please feel free to contact us at **[CONTACT NUMBER]**. We hope to hear from you soon.

Respectfully,

[SENDER'S NAME]
[SENDER'S JOB TITLE]
[SENDER'S CONTACT NUMBER]
[SENDER'S EMAIL ADDRESS]

SPECIAL PRICING POLICY FOR REPEAT BUYERS

[DATE]

[CONTACT NAME]
[ADDRESS]
[ADDRESS 2]
[CITY, STATE/PROVINCE]
[ZIP/POSTAL CODE]

Dear **[CONTACT NAME]**,

Good day!

I received recently your first repeat order for our **[PRODUCT]**. We highly appreciate your continued support and usage of our products. Our

[PRODUCT] is a popular buyer's choice and you are well-assured of its high quality.

Prior me filling your order, I want you to know that our company offers a special pricing policy for repeat buyers. If you order **[AMOUNT/UNIT]** or more of our **[PRODUCT]** – in any specific combination of styles – and make a purchase order of them all in one shipment, you can avail of a discount of **[DISCOUNT PERCENTAGE]** % from our wholesale price.

There is no real need for further advertisements. You may even attest for yourself how well our **[PRODUCTS]** are being received, and this special pricing gives you the opportunity to explore our other **[DESIGNS/ MODELS/PRODUCTS]**. Personally, our novelty line, including the **[PRODUCT]** and **[OTHER SAMPLE PRODUCT/MODELS]**, sells very well with an audience that appreciates unique quality styles.

Please feel free to call me before your scheduled shipment for the **[PRODUCT]** if you want to avail of the volume buyer discount plan. Thank you for your time and continuing patronage for our **[PRODUCT]**. Best regards to your business.

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[EMAIL ADDRESS]

FINAL REMINDER TERMS AND PRICING GOOD FOR A LIMITED TIME

[DATE]

[CONTACT'S NAME]

[COMPANY' NAME]

[STREET ADDRESS] [CITY, STATE/PROVINCE]

[ZIP CODE]

Dear **[MR. /MS.] [CONTACT'S NAME]**,

Greetings!

This letter is written to inform you that the terms and pricing on this quotation are guaranteed for only **[NUMBER]** days.

This is not to rush you or get ahead of your capacity to decide for your own business and preference. However, if in the event that you have made a decision in favor of our **[PRODUCT/SERVICE]**, kindly give us a written confirmation notice and let us know right away. We shall lock in the prices without delay and begin the paperwork to move your transaction forward.

If you think you might want a different **[PRODUCT/SERVICE]** than what is described in our quotation, kindly tell us what you have in mind. We shall give you a revised quote immediately.

If you are unsure whether you are going to proceed but have considered the possibility, please do not hesitate to call me at **[PHONE NUMBER]** any time during business hours. I will extend the terms and prices on the enclosed quotation for another **[NUMBER]** days, regardless iCf whether our suppliers increase their prices during that time. If they do, we will take care of the difference.

Thank you for your careful and detailed attention to this matter and we look forward to a prompt response.

Sincerely,

[AUTHORIZED SIGNATURE]
[NAME]
[JOB TITLE], [DEPARTMENT NAME]
[COMPANY NAME]
[CONTACT NUMBER] / [EMAIL ADDRESS]

NOTICE TO CANCEL SHIPMENT OF BACK-ORDERED GOODS

[DATE]

[NAME OF IN-CHARGE FOR ORDERS]
[NAME OF COMPANY]
[ADDRESS OF COMPANY]
[CITY, STATE, ZIP CODE]

Dear **[MR. /MS.] [NAME OF IN-CHARGE]**,

This is regarding our purchase order under the contract dated **[DATE]**.

We received partial shipment last **[DATE]** in our **[OFFICE WAREHOUSE ADDRESS]** and we noticed that some items were out of stock or were on backorder.

In view of this, we would like to request that you cancel our order for the back-ordered goods. Please also make the necessary adjustments on our invoice for the items we received.

Best regards,

[SIGNATURE]

[NAME OF COMPANY REPRESENTATIVE]

[COMPANY]

[PHONE NUMBER]

[EMAIL]

WE ARE WORKING ON THE MISSING SHIPMENT

[DATE]

[CONTACT'S NAME]

[STREET ADDRESS]

[CITY, STATE/PROVINCE]

[ZIP CODE]

Dear **[CONTACT'S NAME]**,

This is regarding your ordered shipment, which you've mentioned has not reached you.

First of all, let us extend our sincerest apologies for the inconvenience. We checked on your order and everything in the shipment went accordingly, which is why we honestly do not know what happened.

Thank you though, for not waiting any longer to call us and inquire about your order.

As such, we're shipping the products you ordered **[INVOICE NUMBER]** by air at our own expense so that you'll have them for your **[PURPOSE]**. They will arrive on **[DAY]** to ensure that you will be able to meet your obligations in time.

In the meantime, we are also working on gathering information regarding the missing shipment and we are currently seeking answers to ensure that neither you nor any of our customers will experience this inconvenience ever again. I promise to let you know immediately once we have all the answers.

Thank you so much for your patience and understanding throughout all of this. We certainly value you as one of our best customers and would be sorry to see you go.

Sincerely,

[NAME]

[TITLE]

[CONTACT NUMBER]

[EMAIL ADDRESS]

Приложение 1

Список наиболее употребительных в деловой переписке аббревиатур и сокращений

ack.	acknowledgement	подтверждение
add(r)	address	адрес
amt.	amount	сумма, количество, итог
appro	approval	одобрение
approx	approximately	примерно
arr	arrival	прибытие
a.k.a.	also known as	так же известен, как
AOB	any other business	и прочие вопросы
appx	appendix	приложение
assoc.	association	ассоциация
asst	assistant	помощник, ассистент
Attn	Attention	вниманию
av.	average	средний
Av(e)	avenue	авеню
bc	blind copy	пометка в письме, которую ставит автор, если он не желает упоминать имя другого адресата
b.e.	bill of exchange	переводной вексель, тратта
cat	catalogue	каталог
c	circa (roughly this date)	примерно, приблизительно, около
cc	carbon copy	машинописная копия
dif(f)	difference	разница
do	the same as before	так же как и раньше

contd	continued	продолжение следует
cont	contents	содержание
dd	Dated; deadline date	датированный; предельная дата
E&OE	errors and omissions excepted	исключая ошибки и пропуски
enc.	enclosed	прилагается
eta	estimated time of arrival	расчетное время прибытия
etd	estimated time of departure	расчетное время отбытия
LOC	Letter of commitment	гарантийное письмо
mdse	merchandise	товар
misc	miscellaneous	разное
NB	nota bene (take special note of)	обратите внимание
no(s)	number (s)	номер(а)
NIS	not in stock	не быть на складе, в ассортименте
NL	no liability	не нести обязательства
P	page; penny; per	страница; пенни; через, в
pa	per annum	ежегодно
p/d	postdate	датировать более поздним числом или более поздняя дата
pd	paid	оплачено
p & p	postage and packing	пересылка и упаковка
p.m.	per month	ежемесячно
pp, p.p.	post procurationem (for and on behalf of)	по доверенности
pp	pages	страницы
PS	postscriptum	приписка

pt	payment	платеж
PTO	Please turn over.	Пожалуйста, переверните страницу.
Qu	queen; question	королева; вопрос
qv	quod vide (which may be referred to)	смотри там-то
rcd	received	получено
ref.	refer to	ссылаться на
re	with reference to	со ссылкой на
sae	stamped addressed envelope	конверт с обратным адресом
SAYE	save-as-you-earn	сберегайте по мере получения дохода
sec	secondary; secretary	вторичный; секретарь
sgd	signed	подписанный
Sr.	senior	старший
tbc	to be confirmed	будет подтверждено
temp	temporary	временный
urgt	urgent	срочно
VAT	value added tax	налог на добавочную стоимость, НДС
viz.	videlicet (namely)	то есть, а именно
vs	versus	против
v.s.	vide supra	смотри выше
wt	weight	вес
w/o	without	без
yr	year; your	год; ваш (а, е, и)
yf	yours faithfully	с совершенным почтением, искренне Ваш

yrs ty	yours truly	искренне Ваш
ys	yours sincerely	искренне Ваш
&	and	союз и
@	at	коммерческое at в адресе электронной почты

Указатель важнейших коммерческих сокращений

a.a.r.	against all risks	против всех рисков
a/c	account	счет
a/d	after date	от сего числа, от даты векселя
art.	article	статья; предмет, товар; артикул
A/S	account sales	отчет (комиссионера) о продаже
ad val.	ad valorem	с объявленной стоимости
B/E (B(s)E)	bill(s) of exchange	тратта, переводный вексель
B/L (B(s)/L)	bill(s) of lading	коносамент
CAD	cash against documents	наличные против документов
c.c.	carbon copy	копия под копирку
C.C.	charges collect	с оплатой расходов
c.p.d.	charterer pays dues	провоз оплачен
D/A	documents against acceptance	документы против акцепта
D/P	documents against payment	документы за наличный расчет
d/s	days after sight	через...дней после предъявления
ETA	estimated time of arrival	назначенное время прибытия
encl, enc(s)	enclosure(s)	приложение (приложения)

ICC	institute cargo clauses	условия страховки грузовых транспортов
e.t.c.	expected to complete	в ожидаемый срок погашения
e.t.s.	expect to sail	предположительный срок отплытия
EXW	ex works	с завода
INCOTERMS	International Commercial Terms	международные правила выработки формул торгового договора
L/C (L(S)/C)	letter(s) of credit	аккредитив
m/s	months after sight	через... месяцев после предъявления
No/Nos	number(s)	номер (номера)
O/O	to the order of	по поручению, распоряжению; приказу кого-л.
pc (pc(s))	piece(s)	штука
pd	paid	оплаченный; оплачено
P.O. Box	Post Office Box	абонентский ящик
P.O.	postal order	денежный перевод по почте
p.o.d.	paid on delivery	наложенным платежом
pp.	per pro (curationem)	по доверенности
ppd	pre-paid	с предоплатой
recd.	received	полученный; получен
regd.	registered	зарегистрированный (о торговой марке); заказной (о письмах)
R.O.G.	receipt of goods	получение товаров

R.P.	reply paid	ответ оплачен
rsvp	repondez s'il vous plait	просьба ответить
S/A	Statement of Account	выписка из счета
sgd.	signed	подписано; подпись
Through B/L, Thru B/L	through bill of lading	сквозной коносамент
VAT	value added tax	налог на добавленную стоимость
WB, w/b	waybill (AE)	накладная, транспортная накладная
wt.	weight	вес
yd.	yard	ярд

Краткий словарь терминов для обозначения условий доставки товаров

Abbreviation	Incoterm	Explanation
Group C		
CFR	Cost and Freight (...named port of destination)	Стоимость и фрахт (употребляются с указанием порта прибытия груза конечного порта следования товара). Доставка считается осуществленной по пересечении грузом трапа на корабле в обозначенном порту отправки. Поставщик оплачивает все расходы до конечного порта, но импортер несет ответственность за груз с момента доставки.
CIF	Cost, Insurance, and Freight (...named port of destination)	Стоимость, страхование и фрахт употребляется с названием порта. Доставка осуществляется так же, как и при CFR (выше) и с теми же рисками, но поставщик полностью оплачивает страховку груза до конечного пункта.
CFR и CIF используются для морских и речных перевозок		
CPT	Carriage Paid To (...named port of destination)	Стоимость транспортировки оплачена до (+ место назначения). Моментом получения товара считается передача груза транспортной фирме (первой, если их несколько). Поставщик

		оплачивает стоимость доставки до указанного места и оттуда наступает ответственность заказчика.
CIP	Carriage and Insurance Paid To (...named port of destination)	Стоимость транспортировки и страхования оплачена до (+место назначения). Тоже что, и предыдущий вариант, риски покупателя такие же, но экспортер оплачивает стоимость страховки.
Group D (Arrival)		По прибытии
DAF	Delivered At Frontier (...named place)	Поставлено до границы (название места). Доставка производится до места на границе, товар очищен для экспорта, но не для импорта. С этого момента покупатель принимает на себя все риски. Стоимость разгрузки и таможенной очистки ложится на покупателя.
DES	Delivered Ex-Ship (...named port of destination)	Поставлено на судне (название порта). Моментом доставки считается момент доставки в порт. Затем покупатель принимает все риски, в том числе по разгрузке и уплате сборов за импорт – до этого момента все расходы нес экспортер.
DEQ	Delivered Ex-Quay (...named port of	Поставлено на пристань (название порта). Вариант предыдущего условия,

	destination)	только покупатель принимает товар в своем портовом складе (доке) и с этого момента принимает на себя все риски. Продавец оплачивает импортные пошлины.
DES и DEQ используется для морских и речных перевозок		
DDU	Delivered Duty Unpaid (...named port of destination)	Поставлено без оплаты пошлины. Факт доставки по месту прибытия товара в оговоренное место в стране импортера. До этого момента все расходы – за исключением налогов и сборов – несет продавец.
DDP	Delivered Duty Paid (...named port of destination)	Поставлено с оплатой пошлины. Доставка товара в оговоренное место в стране импортера, все платежи, включая таможенные, осуществляет экспортер.
Group E (Departure)		Отправка грузов
EXW	EX-Works (...named place)	С фабрики или склада. Продавец готовит груз для отправки со своей фабрики или склада, далее покупатель принимает все транзитные риски.
Group F(Main carriage unpaid)		Неоплаченная перевозка
FCA	Free Carrier (...named place)	Место передачи груза перевозчику. Экспортер передает груз перевозчику, указанному покупателем. Экспортер оплачивает все экспортные пошлины и стоимость доставки до этого места. Для любого вида или комбинации видов перевозок.

FAS	Free Alongside Ship (...named port of destination)	Свободно вдоль борта судна (название порта поставки). Доставка до трапа корабля в порту, указанном покупателем. Далее все платежи, включая погрузку, оплачивает покупатель. Термин используется только для перевозок морем и внутренними водными путями, например, кандалами и т.д.
FOB	Free On Board (...named port of destination)	Свободно на борту судна (название порта отбытия). Доставка товара на борт корабля в порту, указанном покупателем. Продавец оплачивает погрузку. Для перевозок морем и внутренними водными путями.

Приложение 4
Ключи к упражнениям Раздела II

LITEX and Co. Ltd.
Green Mills Emsley; Bridford
Tel. 086 304 4104 +++ Telex 589324

S.B.M. Industrielle
153, bd Herriot
Lyon 3,
France

October 8, 20..

Dear Sirs,

We have been increasingly aware of the demand for industrial fabrics which have good wearing qualities and corrosion resistance in the factory environment.

In order to meet this demand we are bringing out "WEARTEX", a new line of cotton/terylene fabrics which combine resistance to wear with general flexibility. Enclosed with this letter you will find samples of the new material in varying colors, together with a copy of our brochure setting out full details of the possible applications of the fabric.

Trial orders are welcome and should be sent to us on the form which you will find in our brochure. We are prepared to grant a 15% discount on all orders for "WEARTEX" received before the 31st of December.

We look forward to hearing from you.

Yours faithfully,
LITEX and Co. Ltd

Peter Upton
Sales Manager

WADCO MANUFACTURING CO. LTD.

24, Crescent St., London SW4

Ref . : FT/AB
Mr. J. LELOT
Service des Achats
Societe UNICOUPE
191, av. Halevy
69002 LYON CEDEX 02
FRANCE

1st July, 20..

Dear Mr. Lelot,

We were pleased to receive your inquiry of 25 June concerning the SILVA range of machine tools featured in our new catalogue.

Mr. Donald JENKINS, our Area Sales Manager, will telephone your office shortly in order to arrange a meeting. He will be able to give more complete details of the machines and advise you on suitable items for trial.

We are sure you will find our SILVA range excellently suited to your requirements.

Yours sincerely,

WADCO MANUFACTURING CO. LTD

F. TOMKINS

Sales and Marketing Manager

LIGHTFOOT INDUSTRIES Ltd

18 Churchill Place

Tipton NT4 9HJ Somerset

Ref. : JD/CP

PENTAMEX S.A

15 La Boiserie

92100 BOULOGNE-BILLANCOURT

FRANCE

4th April, 20..

Dear Sir,

We are in receipt of your brochure introducing your new products in the "CLAIRTEX" range.

Some of the items presented could have applications in our own manufacturing processes.

We should be obliged if you would forward fuller details of the range together with your current price list quoting terms for overseas delivery.

Yours faithfully,

John DIXON

Purchasing Manager

ETERNA-TOOLS, INC.

Route 9
Saddlebrook, N.J.07666

April 19, 20..

Mr. Jack Patterson,
Jack's Hardware Store
72 Elm Street
Kennenbunk, Maine 066606

Dear Mr. Patterson,

We are sorry that the model 88b handsaws you purchased have not lived up to your expectations. Frankly, we are surprised they have proved so fragile and appreciate your returning them to us. Our lab people are already at work trying to discover the source of the problem.

We are glad to assume the shipping costs you incurred, Mr. Patterson. But may we suggest that, instead of a refund, you apply the price of these saws to the cost of an order of model 78b saws. Your own experience will bear out their reliability, and we are sure your customers will be pleased with an Eterna-Tool Product.

If you will drop us a line okaying the shipment, your 78b handsaws will be on their way within the week.

Sincerely yours,

J. Merton
Sales Manager

JASONS COAL MINING LTD.

**Head Office Bruce House
Bruce Street, Aberdeen AB9 1FR**

June 7, 20..

Mr J. Simpson
Kent, Clarke & Co.Ltd.
South Bank House
Borough Road
London SE1 OAA

Dear Mr. Simpson,

Thank you for advising us that you never received the 14 tons of coal covered on your purchase order No. 1239 dated 5 April 2000.

The coal was shipped on 16 April 2000. A tracer is being initiated and we will notify you as soon as the information becomes available. If we are unable to determine the status, we will immediately release a duplicate shipment.

We are sorry for this situation and assure you of our prompt attention.

Yours sincerely,

Emily Snake

Shipment Department

Dear Mr. Pattison,

In reply to your letter of 10 March we send you herewith our latest catalogue.

It features the complete range of our current lines. The models you are interested in are presented on pages 16 to 22.

Should you wish to obtain more detailed information about any of these appliances, do not hesitate to contact us, by returning the enclosed reply-card. We will not fail to provide full particulars as soon as possible.

Yours sincerely,

Dear Sirs,

We have studied your brochure and are particularly attracted by the B5T on page 24.

The qualities of this item seem to correspond to the needs of our clients. As you advise, we have contacted MODAZ, whom you mention as the exclusive distributor in the area. We were told that this firm no longer distributes your products. We wondered whether you would be able to give us the address of another supplier or, failing this, to let us know if you are in a position to deliver directly.

In the latter case, we would be grateful if you would give us details of your terms of sale.

Yours faithfully,

Dear Sir,

During the International Trade Fair, you visited our stand and displayed an interest in our products, and more particularly in our electronic toys.

I would be very happy to discuss with you the possibility of having these articles distributed in your country, where we have no engagement with any specific firm. We could meet at our... Headquarters unless you would prefer me to come to...I enclose our brochure "Electronic Toys" which includes our very latest models and in particular the second generation of the "Linguistic Games" is which seemed to interest you.

I hope that we will be able to meet soon.

Yours faithfully,

Dear Mr. Smith:

We have received your order for a Sony VCR but, unfortunately, must return your check.

As a manufacturer, we sell cameras only to dealers, with whom we have very explicit wholesale agreements. Nevertheless, we sincerely appreciate your interest in Sony products. We are therefore enclosing a list of retailers in your community who carry a full line of our cameras. Anyone of them will be happy to serve you.

Sincerely yours,

John Knight

Sales manager

Dear Sirs,

We are pleased to have received your order of September 15 and would like to welcome you as a new customer of Payton's Plastics.

Your order (No. 62997) for one dozen 4" × 5" sheets of % Lucite is being processed and will be ready for shipment on September 21. It will be delivered to your workshop by our own van, and payment will be c.o.d. (our policy for all orders under \$100).

We are sure you will appreciate the clear finish and tensile strength of our entire line of plastics, Mrs. Julie Methel, our sales representative, will call on soon with a catalog and samples.

Cordially,

Dear Sirs,

Further to your inquiry of 29th March concerning packing and transport of overseas we are happy to supply the following information:

Consignments of our products are usually supplied in unitised loads of 100 on cardboard pallets with crush-proof boards as protection against rough

handlings. Orders for overseas delivery are usually despatched by container-ship, each shipment being transferred to the local rail freight system on arrival at the port of entry.

Please advise us whether the above arrangements would suit your requirements. We are always happy to modify details according to your needs.

Yours faithfully,

Dear Sirs,

Thank you for your inquiry. Please find below our usual terms of settlement of foreign orders.

The usual method of payment is by banker's transfer within 30 days of receipt of statement. When we receive confirmation of credit transfer from your bank we will make up your order immediately while awaiting despatching instructions from your agent.

We are sure you will be satisfied with the quality of our goods and services.

Yours faithfully,

Dear Sir,

We acknowledge receipt of your samples and are particularly interested in your Chambord model.

Please find enclosed an order of 200 sets of this type of table linen.

Contrary to what Mr. Duvivier left you to understand, they should be delivered to our shop in Le Havre, and not to our warehouse in Dieppe. The delivery date will remain unchanged - the last week in March at the latest.

We look forward to your usual prompt delivery of this order, and remain.

Yours faithfully,

Dear Sir,

Having studied the brochure on your kitchen mixers COOKHAND 2000 we wish to place an urgent order for five of the caterer-sized units with accessories as per the enclosed order form P3409 T.

If the COOKHAND 2000 unit fulfils our high expectations we would hope to place a further order with you in the near future.

Yours faithfully,

Dear Sirs,

As we have now done business with you for over a year on the basis of payment on invoice we would like to ask you to grant us open account terms with quarterly settlements.

Our other main suppliers in your country have already agreed to trade with us on these terms.

We hope you will be willing to comply with our request.

Yours faithfully,

Dear Mr. Helin:

We are in receipt of your letter of November 3, for which we wish to thank you.

We are sorry to inform you that we discontinued the 42 K several years ago, and have replaced it by model 58 K, which we think is an even better instrument. The 36 K may also meet your requirements.

The prices of all available instruments, together with their specifications are indicated on the enclosed list. We can ship one instrument to you by Air Freight collect for shipping and duties.

If you would like to order one, kindly send us a bank draft or the price of the instrument and add FF 100 for special packing.

If you need any more information, please let us know.

Sincerely yours,

Список рекомендованных учебных пособий по составлению и переводу коммерческих писем

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О.В. Ковзанович, Н.П.Лобанова

**Дискурсивный практикум
по устному переводу с листа
(на материале коммерческих писем
на английском языке)**

Отпечатано в авторской редакции
с оригинал-макета заказчика

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Издательский центр «Удмуртский университет»
426034, г. Ижевск, ул. Университетская, д. 1, корп. 4.
Тел. / факс: +7(3412)500-295 E-mail: editorial@udsu.ru