



Предложения и стратегии за жени

предприемачи



Основни познания по английски език

Изготвено от: училище за чужди езици "Lingua" –

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СЪДЪРЖАНИЕ:

Цели на модула	1
1. Въведение	2
2. Професии	5
3. Работното място	7
4. В офиса	9
5. Дневен режим	12
6. Интернет	14
7. Медии	16
8. Бизнес и реклама	18
9. Писане на официален имейл	20
Дефиниции и упражнения	21
Източници	

ЦЕЛИ НА МОДУЛА

Този модул е предназначен за възрастни лица, които изучават английски език без предишни познания по него. Той има за цел да преподаде базов английски език, включително думи и фрази от различни области. Чрез този модул обучаемият ще знае как да се представи, да задава въпроси и да отговаря по теми, свързани с личния живот, професията и работното място, ще обогати речника си с фрази, свързани с медии, интернет и бизнес.

Съдържание:

Теми: въведение, дневен режим, професии, на работното място, в офиса, интернет, медии, бизнес и реклама, писане на официален имейл.

Граматика: лични местоимения, сегашно време на глагола "be", прилагателни, членове this/that; these/those, множествено число, сегашно просто време.

Писане: писане на официален имейл, описание на човек, описание на дневна рутина, описание на работното място.

1. ВЪВЕДЕНИЕ	1.4 Дните от седмицата. Попълнете
	дните от седмицата с ГЛАВНА буква.
1.1 Поздрав. Слушайте и четете.	W F S T S M
1. A: Hi, I'm Tom. What's your name?	onday.
B: Anna.	,
A: Sorry? B: Anna.	uesday.
D. Alliid.	
2. A: Hi, Dad. This is Dave.	ednesday.
B: Hello. Nice to meet you.	hursday.
C: Nice to meet you.	
·	aturday.
3. A: Good evening. What's your name?	
B: My name's Janet Leigh.	unday.
A: You're in room 5.	
4. A: Hello, John. How are you?	1.5 Месеци. Попълнете месеците с
B: I'm fine, thanks. And you?	ГЛАВНА буква.
A: Very well, thank you.	·
	anuary
1.2 Довиждане. Слушайте и подредете	ebruary.
думите.	arch.
Goodbye.	
Bye.	pril.
Goodnight.	ay.
See you.	,
See you on Saturday.	une.
See you tomorrow.	
1.2.11	uly.
1.3 Числа. Слушайте и повтаряйте числата.	ugust.
1; 2; 3; 4; 5; 6; 7; 8; 9; 10;	eptember.
11; 12; 13; 14; 15; 16; 17; 18; 19;	ctober.
20.	ovember.

____ecember.

1.4 Дните от седмицата. Попълнете

1.6 Държави, националности и езици

COUNTRY	NATIONALITY	LANGUAGE
	-ish	
England	English	English
Spain	Spanish	Spanish
	-ian	
Macedonia	Macedonian	Macedonian
Croatia	Croatian	Croatian
Italy	Italian	Italian
Lithuania	Lithuanian	Lithuanian
Bulgaria	Bulgarian	Bulgarian
	-an	
Germany	German	German
	-ese	
China	Chinese	Chinese
Japan	Japanese	Japanese
Cyprus	Cyprian	Cyprian
Greece	Greek	Greek

	1.7 Слушайте и попълнете диалозите.
	1.A: Are you? B: No, I'm I'm from Edinburgh.
	2.A: Where are you from?B: We're fromA: Are you on holiday?B: No, we aren't. We're on business.
	3.A: Where's she from? Is she? B: No, she isn't. She's She's from Buenos Aires.
n	4.A: Mmm, delicious. Is it? B: No, it isn't. It's
	1.8 Попълнете и отговорете на въпросите. 1. What's your first name?
	2 your surname?
	3 do you spell it?
	4. Where are you?
	5 do you do?
	6. How old you?
	7 your address?
	8. What's postcode?
	9 your e-mail address?
	10. What's your?

1.9 Прилагателни имена, които описват личността. Свържете прилагателните и дефинициите.

Friendly; funny; generous; lazy; shy; talkative		
	Adjective	Opposite
1. A person who talks a lot is	talkative	
2. A person who likes giving presents is		
3. A person who never does any work is		
4. A person who makes people laugh is		
5. A person who is open and nice is		
6. A person who is nervous and uncomfortable		
meeting new people is		
Complete the opposite column.		
Extrovert; hard-working; mean; quiet; serious;	unfriendly	

2. ПРОФЕСИИ

2.1 Прочетете интервюто и свържете въпросите и отговорите.

Do you like your job? Why?

How many hours do you work?

Do you earn a lot of money?

Where do you work?

What don't you like about your job?

How do you relax after work?

What do you do?

A DOUBLE LIFE!

1. What do you do?

I'm an artist. I draw and paint pictures for magazines, books, CD covers – all kinds of things.

5._____

It's stressful when I need to work fast and the ideas don't come. And sometimes it's lonely when you don't work with other people.

7._____

I play the bass in a band called International Airport. We play at weekends in pubs and clubs.

2.2. Свържете професиите с отговорностите.

an actor a builder builder a doctor a doctor an engineer a footballer a hairdresser a housewife a journalist a lawyer a musician a nurse a pilot a pilot a pilot a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Builds houses Kicks a ball Kicks a ball Stays and home and does the housework Flies a plane Chases criminals and puts them in jail Works in the government Brings people their food and drinks Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems Cuts people's hair		i	
a doctor an engineer a footballer a hairdresser a housewife a journalist a lawyer a musician a nurse a pilot a politician a receptionist a secretary a shop assistant a student a waiter a teacher Stays and home and does the housework Flies a plane Chases criminals and puts them in jail Works in the government Brings people their food and drinks Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	an actor		Builds houses
an engineer a footballer Chases criminals and puts them in jail Works in the government Brings people their food and drinks Plays an instrument or sings Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers A secretary A shop assistant A student A student Greets the visitors of a hotel or organization Use math and science to solve problems	a builder		Kicks a ball
a footballer a hairdresser a housewife a journalist a lawyer a musician a nurse a police officer a politician a receptionist a secretary a shop assistant a waiter a teacher Chases criminals and puts them in jail Works in the government Brings people their food and drinks Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a doctor		Stays and home and does the housework
a hairdresser a housewife a journalist a lawyer a musician a nurse a pilot a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Works in the government Brings people their food and drinks Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	an engineer		Flies a plane
a housewife a journalist a journalist Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Anopalician Acts in movies and plays Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a footballer		Chases criminals and puts them in jail
a journalist a lawyer a musician a nurse a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Plays an instrument or sings Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a hairdresser		Works in the government
a lawyer a musician a nurse a pilot a police officer a politician a receptionist a shop assistant a student a waiter a teacher Helps people who are ill Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a housewife		Brings people their food and drinks
a musician a nurse a pilot by the plane of ficer and politician a receptionist a secretary a shop assistant a student a waiter a musician Acts in movies and plays Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a journalist		Plays an instrument or sings
a nurse a pilot a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Goes to university Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a lawyer		Helps people who are ill
a pilot a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Works in a school and teaches students Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a musician		Acts in movies and plays
a police officer a politician a receptionist a secretary a shop assistant a student a waiter a teacher Answers the phone in a company Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a nurse		Goes to university
a politician a receptionist a secretary a shop assistant a student a waiter Works behind a counter and serves costumers Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a pilot		Works in a school and teaches students
costumers a receptionist Helps the doctors and cares for the patients Someone who practices law works and writes for a newspaper a student Greets the visitors of a hotel or organization a waiter Use math and science to solve problems a teacher	a police officer		Answers the phone in a company
a receptionist a secretary a shop assistant a student a waiter Use math and science to solve problems a receptionist Helps the doctors and cares for the patients Someone who practices law Works and writes for a newspaper Greets the visitors of a hotel or organization Use math and science to solve problems	a politician		
Helps the doctors and cares for the patients a secretary Someone who practices law Works and writes for a newspaper a student Greets the visitors of a hotel or organization a waiter Use math and science to solve problems a teacher	a recentionist		costumers
a secretary a shop assistant a student a waiter Use math and science to solve problems a teacher	a receptionist		Helps the doctors and cares for the patients
a shop assistant Works and writes for a newspaper a student Greets the visitors of a hotel or organization a waiter Use math and science to solve problems a teacher	a secretary		
Works and writes for a newspaper a student Greets the visitors of a hotel or organization a waiter Use math and science to solve problems a teacher	a shon assistant		Someone who practices law
Greets the visitors of a hotel or organization a waiter Use math and science to solve problems a teacher			Works and writes for a newspaper
a waiter Use math and science to solve problems a teacher	a student		Greats the visitors of a hotal or organization
a teacher .	a waiter		Greets the visitors of a noter of organization
	- th		Use math and science to solve problems
	a teacner		Cuts people's hair

3. РАБОТНО МЯСТО

3.1 Прочетете текстовете и ги свържете с картинките. Кои са професиите?

1. I only work parttime – four mornings a week, and I sometimes do overtime on a Saturday morning. I don't earn a big salary. It's a **temporary** job and I only have a sixmonth contract at the moment. But the working hours suit me because I have very young children. When they go to school I would like to find a permanent job and work full-time. What I like most about my job is working in complete silence! The only noise you can hear is of people turning pages and whispering.

2. I did a six-month training course at Technical College to get my qualifications and then I worked for a local company to get some **experience**. I worked long hours for a low salary and so I resigned last year and became selfemployed. I prefer working for myself. I don't work regular hours (sometimes people call me in the middle of the night) but you can earn a lot of money in this job, especially in the winter. If I'm lucky I'll be able to retire when I'm 60!

a)





3.2 Свържете уде	белите	думи	ВТ	екста	C
дефинициите.					

1. a written leg	al agreement	contract
------------------	--------------	----------

- 2. the knowledge you get from a job ______
- 3. a series of lessons to learn the job _____
- 4. the time you spend doing a job _____
- 5. working for yourself, not for a company

6. to stop working when	n you reach a	certair
age		

- 7. left a job because you wanted to
- 8 lasting for a short time

o. iastilig for a short tillie	5
/ opr	oosite
9. for only a part of the o	day or the week

/ opposite _____

10. exams you've passed or courses you've	9
done	

3.3 Свържете професиите и работните места.

an actor	At a hospital
a hairdresser	At home
a receptionist	At a school
a doctor	At a stadium
a teacher	At a police office
a secretary	At a shop
a footballer	On a stage
a nurse	At a restaurant
a shop assistant	At a hospital
a police officer	At a court od lawyer office
a lawyer	At a reception desk
a waiter	In an office
a musician	In a theatre or cinema
a housewife	At a hair salon

3.4 Говорене. Работа по двойки. Единият избира професия и я описва, а другият трябва да познае професията.

4. В ОФИСА

4.1 Прочетете текста.

Like most offices, my office is a place where I can concentrate on my work and feel comfortable at the same time. Of course, I have all the necessary equipment on my desk. I have the telephone next to the fax machine on the right side of my desk. My computer is in the center of my desk with the monitor directly in front of me. I have a comfortable office chair to sit on and some pictures of my family between the computer and the telephone. In order to help me read, I also have a lamp near my computer which I use in the evening if I work late. There is plenty of paper in one of the cabinet drawers. There are also staples and a stapler, paper clips, highlighters, pens and erasers in the other drawer. In the room, there is a comfortable armchair and a sofa to sit on. I also have a low table in front of the sofa on which there are some industry magazines.

- 4.2 Изберете правилния отговор на база на прочетеното в текста.
- 1. What do I need to do in my office?
 A) relax B) concentrate C) study
- 2. Which piece of equipment I do NOT have on my desk?
- A) fax B)computer C)photocopier
- 3. Where are the pictures of my family located?
- A) on the wall B) next to the lamp C)between the computer and the telephone
- 4. I use the lamp to read:
- A) all day B) never C) in the evening

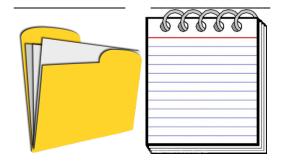
- 5. Where do I keep the paperclips?
 A)on the desk B)next to the lamp C) in a cabinet drawer
- 6. What do I keep on the table in front of the sofa?
- A) company records B)industry magazines C) fashion magazines
- 4.3 Верни или грешни са твърденията? Отбележете T (true) and F (false).
- 1. I work late every night. _____
- 2. I use highlighters to help me remember important information. _____
- 3. I keep reading materials that are not related to my job in the office.
- 4. It is important to me to feel comfortable at work. _____

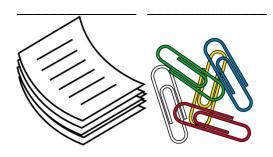


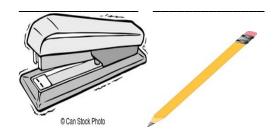
4.4 Свържете думите с картинките.

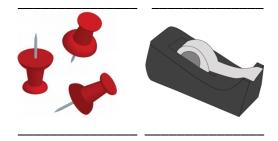




















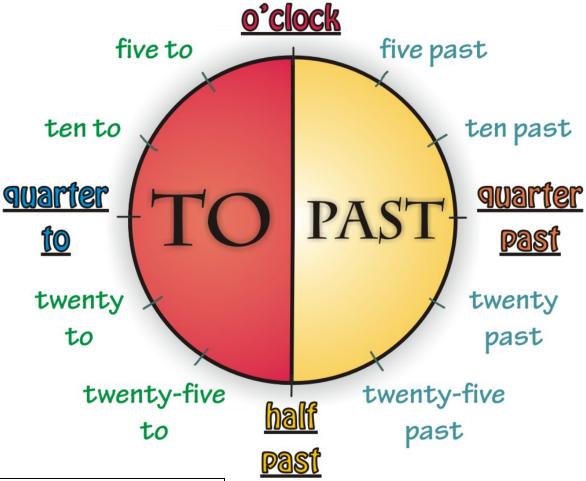


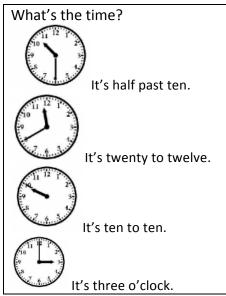
Paper		
	A pencil	
A chair		A stapler
A Cilali		
	A notepad	
A desk	·	
		A computer
A talambana	Pins	
A telephone		A pen
	A file	A pen
A tape dispense	r	
		A calendar
	A photocopier	
A lamp		

Paper clips

5. ДНЕВЕН РЕЖИМ

5.1 Часовникът.





5.2. Ежедневна рутина.

Поставете фразите в правилния ред.

FINISH WORK		
	CET HOME	GET DRESSED
GET TO WORK	GET HOME	
		GET UP
GO SHOPPING	GO HOME	
do shorring		GO TO BED
	GO TO THE GYM	
GO TO WORK		HAVE A COFFEE
	HAVE A SHOWER/A BATH	
HAVE BREAKFAST		HAVE DINNER
	HAVE LUNCH	HAVE DINNER
MAKE THE DINNER		
	SLEEP	START WORK
TAKE THE DOG FOR A WALK		STAIL WOLK
		WAKE UP
	WATCH TV	

^{5.3} Съставете изречения с горните фрази за ежедневните ви занимания.

e.g. I wake up at 7.00 o'clock.

6. ИНТЕРНЕТ

Teenagers and Internet addiction

Today's teenagers are a generation where there is no line between the online and real life communication. The main way for them to connect is through Facebook.com, which began as a social networking site, but which now is 'a nightclub open 24 hours a day, seven days a week'. Facebook currently receives more daily visits than Google and Amazon. The site has 40 million members worldwide, each using their personal page to email and post news, blogs and photos of themselves. It is precisely that creation of identity which has made it such a teen sensation.

For millions of teenagers, the Internet is like a drug. And the madness of the Internet and of adolescent hormones can be an especially harmful combination. On one occasion, fourteen-year-old Kara met 18-year-old David on Facebook. The relationship, which began as a friendship, became something more on the site. When her parents, who didn't like the relationship, tried to cut off her online access to him, her parents were shot dead by the boy.

Kids are using these sites to act out fantasy. On the Internet, you are allowed the chance to be the best. Besides, lonely, unpopular or troubled teenagers get online and play the roles they want to be. It doesn't matter if anyone is actually reading their posts or not: it just feels good to let it all out.

6.1 Отговорете на следните въпроси:

- 1. Why being a teenager and using Internet is such a harmful combination?
- 2. Why were Kara's parents murdered?
- 6.2 Верни или грешни са твърденията, отбележете TRUE (T) or FALSE (F)
- 1. a. Teenagers are obsessed with getting their posts read by other teens.
- 2. Facebook is more popular than Google and Amazon.
- 3. Nowadays young people don't see the difference between their real life and their virtual life.

6.3 Изберете a, b или c.

1. Kara's parents were shot dead because...

- a) they did not like Kara's boyfriend.
- b) they do not believe in adolescent love through the Internet.
- c) they wanted to stop Kara having any online contact with her boyfriend.

2. Internet fuels fantasy...

- a) because people can be whoever they want to be.
- b) because Internet is a world of magic.
- c) because Internet is virtual.

6.4 Свържете думите с тяхното значение.

e-mail	a secret word that only you know
virus	a hidden program that can hurt your computer
password	a name you choose for yourself that isn't your real name
Blog	a worldwide system of computers
Internet	a letter you send through your computer
Website	a journal you keep on the Web
Username	a place on the internet that you can visit
Download	when you take something from the internet and put it on your computer
Social media	a connection between documents on the
Wi-fi	internet
Hacker	the first page that you see when you look at a website
Link	a computer program which allows you to look at pages on the internet
Browser	technology that allows people to communicate
Home page	wirelessly
	a person who accesses computers without permission
	website where we make profiles and share our information

7. МЕДИИ

- 7.1 Отговорете на следните въпроси. $\mathcal{THE}\ \mathcal{MEDIA}\ \mathcal{AND}\ \mathcal{YOU}$
- 1. What kind of news stories do you find most/least interesting? Write 1-6 (1=most interesting)
 - celebrity gossip
 - politics
 - sport
 - science/technology
 - business **ú**
 - health 🗳
- 2. What stories are in the news at the moment?
- 3. How do you normally find out...?
 - what the weather's going to be like
 - the sports results
 - what's on at the cinema
 - the news headlines
- 4. Do you ever ...? Where?
 - read your horoscope
 - do crosswords, Sudoku or other games
 - look at cartoons
 - read advertisements, e.g. jobs, flats
- 5. Do you have a favourite...?
 - newsreader
 - film critic
 - journalist
 - sports writer

- 6. Which newspapers/TV channels/ radio stations in your country do you think are...?
 - biased
 - realistic
- 7. How do you find out what is happening in the world?
 - surf the Internet
 - watch TV
 - listen to the radio
 - read newspapers
- 7.2 Прочетете текста и отговорете на въпросите по-долу.

Woody Allen once said, "In Beverly Hills, they don't throw their garbage away, they make it into television shows". Whatever his opinion, I believe we can learn a lot from television.

Firstly, television offers up-to-date information about the world. News reports and current affairs programmes help us to keep up with what is happening both in our country and abroad. Moreover, TV news stories are often broadcast live, so we are able to watch pictures of events as they happen.

Secondly, TV can be extremely educational. Documentaries are an excellent way to learn about topics connected with, for example, history, science, wildlife or foreign cultures.

However, it is true that some of the programmes we see on TV can be useless or even harmful. For example, watching violent films or badly-made soap operas is a

waste of time and it can have negative effects on the way we behave. In conclusion, although not all TV programmes are useful, I think that many of them provide a helpful source of news and education, It is up to us to keep what is really useful and "throw the garbage away".

What two programmes does the writer find USEFUL and NOT USEFUL. What reasons does he give?

7.3	Свържете	думите	идed	ринициите

commentator; critic; editor; journalist; newsreader; paparazzi; press photographer; reporter; advertisement; cartoon; crossword; front page; horoscope; review; weather forecast;

1	photographers who
	people and take pictures of
them.	
2	a person who writes
about the bad/	good qualities of books,
concerts, films	etc.
3	a person who
describes sport	s event while it is on TV.
4	a person who writes
for newspapers	and magazines.
5	a person in charge of a
newspaper or r	nagazine.
6	a person who collects
and reports nev	ws for newspapers, radio or
TV.	
7	a person who reads the
news on TV or	radio.
8	a person who takes
photos for a ne	wspaper.

9	_ a statement about what
the weather is g	oing to be like.
10	astrological chart
representing the	e position of the Sun, Moon
and planets and	their connection to a
person.	
11	a story on the first page
of a magazine o	r newspaper.
12	a picture that tries to
persuade people	e to buy something.
13	a report that gives
someone's opin	ion about a book, film etc.
14	a funny or satirical
drawing.	
15	a puzzle where you
write words ver	tically and horizontally.



8. БИЗНЕС И РЕКЛАМА

8.1 Типове срещи. Свържете срещите вляво с целите им вдясно.

bilabo e deliante am boacho.		
1. a job interview	a) communicate with workers from abroad	
2. a teleconference	b)discuss an employee's	
3. an appraisal meeting	performance	
	c) recruit a new	
4. a team-building meeting	employee	
_	d) solve problems,	
5. a management meeting	make decisions	
	e) strengthen	
	relationships between	
	colleagues and	
	resolve conflicts	

- 8.2 Проблеми и решения. Свържете подчертаните думи с дефинициите подолу.
- 1. Things are behind schedule.
- 2. A few participants are <u>dominating</u> the meeting.
- 3. Meetings are often used to <u>deal with</u> immediate problems.
- 4. Key people don't attend.
- 5. People don't <u>follow through on</u> action plans, tasks and decisions after the meeting ends.
- 6. The participants are getting side-tracked.
- a) controlling
- b) discussing issues that are not relevant
- c) do something that was planned

- d) important
- e) taking longer than planned
- f) try to solve
- 8.3 Сега вижте решенията по-долу и ги свържете с предишните проблеми.
- 1. Ask opinions from quiet individuals in private.
- 2. Go back to the original questions or state the purpose of the meeting again.
- 3. If meetings are only used for announcements and information sharing, there may be better ways to share the information (e.g. e-mail). In this way, meetings will like to attend them.
- 4. Make sure to include at least one item for discussion that focuses on something strategically important, but not urgent.
- 5. Put topics that need more room for discussion at the beginning of the agenda.
- 6. Provide written action plans people usually need to see in writing what they have to do and by when.



8.4 Попълнете с глаголи от списъка.	4 the main office of a
	company.
Become; expand; export; import; launch;	5 an office or shop that is a
manufacture; market; merge; set up; take	part of a larger organization.
over.	
	8.6 Хора. Свържете думите и
1 a company (=start)	дефинициите.
2 a product (=make in a	A client; a colleague; a customer; the
factory)	(managing) director (MD); an employee; ar
3a product (=sell using	employer; head of department; manager;
advertising)	the owner; the staff.
4materials (= buy from	
another company)	1 the group of people who work
5 your product (=sell to other	for an organization.
countries)	2 a person who works for
6 (=get bigger)	somebody.
7 the market leader (=be the	3 a person or company that
most successful company)	employs other people.
8 another company (= get	4 someone who buys goods or
control of)	services e.g. from a shop.
9 a new product, an advertising	5 someone who receives a
campaign (=show for the first time)	service from a professional person.
10 with another company	6 a person who works with you.
(=combine to make one single company)	7 the person who manages or
	controls a company or organization.
8.5 Организации. Свържете думите и	8 the person who owns a
дефинициите.	business.
A branch; a business/company/firm; a	9 a person who is in charge of a
chain; head office; a multinational.	department in a company.
	10 a person in charge of part of
1 a group of shops, hotels,	an organization e.g. a branch.
etc. owned by the same person or	
company.	
2 an organization which	
produces or sells goods or provides a	
service.	
3 a company that has offices	

or factories in many countries.

9. ПИСАНЕ НА ОФИЦИАЛЕН ИМЕЙЛ

Dear (name or Hiring Manager)

First paragraph illustrates why the position desired fits your interests.

Your posting on (state the place you saw the advertisement) for (insert job title) is of special interest to me because it calls for qualifications which match my background and skills. With more than 5 years of experience in this field and a proven record of accomplishments, I believe I am qualified for this position.

Middle paragraph highlights what you can offer to the company.

You will note from my enclosed resume that I have experience with (state your experience). I have an ability to grow with a job, handle responsibility and build a positive relationship with work colleagues at all levels. I am also very communicative and easy-going which allows me to communicate with people from different backgrounds and social positions. Furthermore, (give some example of your previous employment).

Last paragraph explains how/when you will contact or follow up or expresses the next step.

I look forward to the opportunity to meet with you to further discuss how my skills will benefit your organization. I thank you for taking the time to consider my qualifications.

Sincerely,

Name and surname.

Напишете имейл съгласно долната обява.

Senior Customer Service Advisor

- Doxford International Business Park, Sunderland (SR3), SR3 3XW
- 18.58k to 18.58k per year GBP
- Cactus Frontline

One of the world's leading and best known financial services businesses are looking to recruit Senior Customer Service Advisors as it continues to grow its Sunderland Office. Working in a highly progressive business environment, you will be part of a dynamic, customer focused team of customer service advisors. The company has built a reputation for building long lasting relationships with its customers and clients as well as creating a supportive, high energy environment for its employees.

The ideal Customer Service Advisor will have the following skills and experience:

- * Previous experience within a Call Centre is desirable, however, bright, articulate candidates from other customer service backgrounds will be considered.
- * Good communication skills the ability to explain information simply and clearly whilst building a strong rapport with customers.
- * Excellent listening skills and the ability to identify the customer issue, adapting approach accordingly.
- * Ability to multi-task, handle volume calls efficiently and think on your feet..
- * Be customer-focused, positive and have a professional attitude.

ДЕФИНИЦИИ И УПРАЖНЕНИЯ

1. ЛИЧНИ МЕСТОИМЕНИЯ

1	WE
YOU	YOU
HE	THEY
SHE	
IT	

2. СЕГАШНО ВРЕМЕ НА ГЛАГОЛА "СЪМ"

AFFIRMATIVE	NEGATIVE	QUESTIONS
I am a doctor.	I am not a	Am I a
You are a	doctor.	doctor?
teacher.	You are not	Are you a
He is an actor.	a teacher.	teacher?
She is a	He is not	Is he an
journalist.	an actor.	actor?
It is a school.	She is not a	Is she a
We are	journalist.	journalist?
students.	It is not a	Is it a
You are	school.	school?
lawyers.	We are not	Are we
They are	students.	students?
doctors.	You are not	Are you
	lawyers.	lawyers?
	They are	Are they
	not	doctors?
	doctors.	

2.1. Довършете изреченията с am, is or are.

aic.			
1. My surname Lopez.			
2. We from Madrid.			
3. I Anna.			
4. Antonia and Anna in room 7.			
5. The teacher English.			
2.2. Write the sentences in the negative.			
1. I am British			
2. They are Brazilian.			
3. We are from England			
4 He's from the USA			

3. ПРИТЕЖАТЕЛНИ МЕСТОИМЕНИЯ

I'm Italian	My family is from
You're in level 1.	Rome.
He 's the director.	This is your
She 's your teacher.	classroom.
It's a school.	His name is
We 're an	Michael.
international school.	Her name is Tina.
They're new	Its name is Queen's
students.	School.
	Our students are
	from different
	countries.
	Their names are
	David and Emma.

3.1 Довършете изреченията с притежателно местоимение.

L. Angela, please turn off mobile	
phone.	
2. The students are	from Italy
names are Susanna	and Tito.
3. London is famou	s for red buses.
4. She's French, but	t mother is
English.	
5. I'm Mike	family is from Dublin.

4. ОПРЕДЕЛИТЕЛЕН ЧЛЕН A/AN, THE, MHOЖЕСТВЕНО ЧИСЛО, THIS/THAT/THESE/THOSE.

A/AN (INDEFINITE)	THE (DEFINITE)
It's a bag.	Open the door.
It's a pen.	Close the windows.
Use a/an with a	Use the when we
singular noun. Use an	know which door,
with a noun	windows, etc. Use
beginning with a	the with singular
vowel (a,e,i,o,u)	and plural nouns.

МНОЖЕСТВЕНО ЧИСЛО

SINGULAR	PLURAL	SPELLING
A book	Books	Add -s
A key	keys	
A watch	Watches	Add –es
A box	Boxes	after ch, sh,
		s, x
A country	Countries	Consonant
A dictionary	Dictionaries	+y = ies

THIS/THAT/THESE/THOSE

What's **this**? It's a pen. (use this for singular things near you)

That car is Italian. (use that for singular things which are far away)

These watches are Japanese. (use these for plural things near you)

What are **those**? They're tables. (use those for plural things which are far away).

4.1. Попълнете определителния член а or an. Напишете множествените числа на думите.

Singular		Plural
1	bag.	
2	country.	
3	_ e-mail.	
4.	watch.	

4.2. Довършете диалозите c this, these, that, or those.

What's	in your hand Tim?
It's a pen.	
And what are __	over there Tim?
They are table	S.
What is	_ next to the table?
It's a book.	
What are	in my hand?
They are noter	oads.

5. СЕГАШНО ПРОСТО ВРЕМЕ

AFFIRMATIVE	NEGATIVE	QUESTIONS
I work.	I don't work.	Do I work?
You work.	You don't	Do you
He works.	work.	work?
She works.	He doesn't	Does he
It works.	work.	work?
We work.	She doesn't	Does she
You work.	work.	work?
They work.	It doesn't	Does it
	work.	work?
	We don't	Do we work?
	work.	Do you
	You don't	work?
	work.	Do they
	They don't	work?
	work.	

Spelling rules for he/she/it
I work/play = He works/plays
I watch/finish= She watches/finishes.
I study= She studies.
I have= She has/ I do= She does/ I go=She goes

5.1 Променете изреченията.
We like animals. He likes animals.
1. I listen to music. She
2. He lives in a flat. We
3. They have two dogs. He
4. I don't smoke. My father
5. I do housework. She
5.2 Задайте въпросите с DO or DOES.

	• • • • • • • • • • • • • • • • • • • •
L. _.	you like Chinese food?
2.	your father cook?
3.	you speak French?
1.	your teacher smoke?
5.	you play the piano?

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