

O'ZBEKISTON RESPUBLIKASI
OLIY VA O'RTA MAXSUS TA'LIM VAZIRLIGI

TOSHKENT DAVLAT SHARQSHUNOSLIK
INSTITUTI



WRITING BUSINESS E-MAILS

Toshkent – 2011

Mazkur metodik ishlanma Toshkent Davlat Sharqshunoslik Institutining xalqaro munosabatlar, xalqaro iqtisodiy munosabatlar, siyosatshunoslik ta'lim yo'nalishlari bo'yicha ingliz tilini o'rganuvchi talabalarga mo'ljallangan. Ushbu ishlanma muallifi talabalarning rasmiy va norasmiy elektron xat yozish ko'nikmalarini rivojlantirish va mustahkamlashni ko'zda tutgan. Ayni maqsadda ishlanmaga maxsus mashqlar, elektron xatlar matnlaridan namunalar, faol so'z birikmalari va so'zlar ro'yhati ilova qilingan. Yangi so'zlarning izohlari ingliz va o'zbek tillarida keltirilgan.

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KIRISH

Hozirgi kunimizni biz texnikasiz, kompyuter va internetsiz tasavvur qila olmaymiz. Ulardan foydalanishda esa kompyuter tilini ingliz tilida tushuna olish katta ahamiyatga egadir. Ushbu metodik ishlanmaning yaratilishidan maqsad ham talabalarga kompyuterdan foydalanishda o'rganishlari lozim bo'lgan kompyuter va internetga doir so'z va iboralar, elektron pochta orqali talabga javob beradigan darajada biznesga oid xatlar yozish mahoratini shakillantirishdan iboratdir. Mazkur metodik ishlanma Toshkent Davlat Sharqshunoslik Institutining xalqaro munosabatlar, xalqaro iqtisodiy munosabatlar, siyosatshunoslik ta'lim yo'nalishlari bo'yicha ingliz tilini o'rganuvchi 2-va 3-kurs talabalariga mo'ljallangan.

Metodik ishlanma sakkizta mavzuni o'z ichiga olgan. "Computers and the Internet" deb nomlangan mavzuda kompyuterda ishlash jarayonida qo'llanilishi mumkin bo'lgan so'z va iboralar, matn, dialog va mashqlar berilgan. Yettita mavzu esa elektron pochta orqali xat yozishning ba'zi qonun-qoidalariga bag'ishlangan.

Mazkur ishlanmaning vazifasi talabalarning rasmiy va norasmiy elektron xat yozish ko'nikmalarini shakillantirish va mustahkamlashdan iborat. Shu maqsadda ishlanmaga maxsus mashqlar, elektron xatlar matnlaridan namunalar, mavzuga doir faol so'z birikmalar va so'zlar ro'yhati ilova qilingan. Bundan tashqari ishlanmaning yakunida yangi so'zlarning izohlari ingliz va o'zbek tillarida keltirilgan. Har bir mavzudagi mashqlarning kalitlari berilishi o'qituvchi hamda talabalarga qulaylik yaratishi bilan birga talabalarning ishlanmadan mustaqil foydalanishlariga ham imkoniyat beradi.

Birinchi mavzu:

Computers and the Internet

Tayanch soʻz va iboralar:

to exchange information – maʼlumotlar bilan almashish
spare time – boʻsh vaqt
extra – qoʻshimcha
online shopping – internet orqali harid qilish
to keep in touch – aʼloqada boʻlmoq (elektron pochta, telefon orqali)
to store – saqlamoq
to install – oʻtkazmoq, oʻrnatmoq
deliberately – atayin, joʻrttaga
damage – zarar
a device – qurilma, mexanizm
to attach – ulamoq, yopishtirmoq
to destroy – buzmoq
inadvertently – ehtiyotsizlik bilan, bilmasdan
harmless – zararsiz

It wasn't such a long time ago that no one had even heard of an electronic machine that has programs on it for storing, writing, and calculating information which is called computer. It also allows us to communicate on the Internet which is a computer system that allows people in different parts of the world to exchange information. These days computers are really changing the way we live our lives. Everyone I know has a home computer so I decided it was time I got one too. I thought it would be best to get a laptop as they don't take up so much room. I got a bit carried away and bought all the extras -- a printer, a scanner, a webcam and lots of software that I didn't really need. Most importantly though, I wanted to have Internet access so I arranged a broadband connection as I was told that it would make everything much easier and faster. Now I spend a lot of my spare time going online. I love logging on to some of the chat rooms. You can meet some really interesting people. The biggest change for me though has been the online shopping. Many of the big shops have great websites and it saves me so much time. The other thing I love is being able to send and receive emails -- it is such an easy way to keep in touch with people. Some of my friends now work from their offices and then send it back as an email attachment when they've finished. I know they worry a little about getting computer viruses but there is plenty of good antivirus software that you can install.

1. Quyidagi izohlarga mos keladigan yuqoridagi tekstda tagiga chizilgan soʻz va iboralarni toping. - Match the definitions below with underlined words or expressions in the above text.

1. The ability to use the Internet
2. An area on the Internet where several people can have discussion.
3. A computer file that is sent with an email
4. A small computer that you can carry around with you
5. To buy things using the Internet.
6. A computer program that has been deliberately created to cause damage to other people's files.
7. An Internet connection that allows data to be sent and received at very high speeds.
8. To phone or write to someone regularly.
9. Computer programs, such as word-processors and web browsers.
10. A device that converts pictures or documents into computer files.
11. To add a new piece of software to your computer system.
12. A small camera attached to a computer. It takes moving pictures that can be seen on a website.

2. Berilgan soʻzlar bilan gaplarni toʻldiring. - Complete these sentences with the words from the list.

Internet, silicon chip, hacker, virus, database, laptop, online, hard disk, printer, download, chat room, software, email, modem, keyboard, online shopping, interface, hardware.

1. A small group of _____ keyed into the _____ of a German bank in order to expose security risks.
2. Some _____ are harmless and amusing, but others can destroy the _____ of a computer.
3. Thieves inadvertently stole to secret Foreign Office plans when they took a _____ computer from an official's unattended car.
4. A lightning strike can destroy the _____ at the heart of a computer.
5. Freedom of information exchange was one of the founding premises of the _____
6. Japanese marriage specialists are offering the first _____ Internet wedding service.
7. If you want a computer that you can take anywhere with you, it would be a good idea to buy a _____. You can use it like an ordinary computer and attach any of the usual things to it, such as a _____ if you need to send letters to people.

8. I mainly use my computer to send receive _____ because it is such a convenient way of exchanging information.
9. If you want to talk to other people about something that you are interested in you can connect to an Internet _____.
10. He uses his notebook to do some _____ because he has no time to go to the shops himself.

3. Tom bilan onasi o‘rtasidagi suhbatni o‘qing. Tomning onasi nima qilmoqchi? - Read the conversation between Tom and his mum. What does Tom’s mum want to do?

Tom: Hello
Mum: Hello, Tom.
Tom: Oh hi, mum. Are you okay?
Mum: Fine, thanks. But I need some help with my new computer.
Tom: Ah - do you want to surf the net?
Mum: No, I just want to send an email to Carol.
Tom: Okay. That’s no problem. First, find the email icon.
Mum: Icon? What’s an icon?
Tom: It’s a little picture, like a symbol.
Mum: Where is it?
Tom: It is on your desktop.
Mum: Well, there’s nothing on my desk.
Tom: No – Mum - your desktop is on your computer screen.
Mum: Oh. Well, I can see lots of little pictures there.
Tom: Right. You need to click on the email icon.
Mum: Click?
Tom: Press the button on your mouse.
Mum: Mouse?
Tom: The thing in Your Hand.
Mum: Oh, yes. Okay, I’ve done that.
Tom: Now, click on the new message icon and type Carol’s email address in the box which says “to”.
Mum: Okay
Tom: Then type your message in the box and phone me back.
Mum: Okay. Bye.

4. Tomning onasi tushungan compyuter atamalariga “V” belgisi, tushunmagan atamalariga “X” belgisi q‘oying. - Tick (V) the computer terms which Tom’s mum understands. Put a cross (X) by the terms she doesn’t understand.

- | | |
|------------------|-------------|
| a) surf the net | d) desk top |
| b) send an email | e) click |
| c) icon | f) mouse |

5. Ikkinchi suhbatni o'qing. Tom foydalangan A ustunchasidagi compyuter atamalarining tagiga chizing. - Read the second conversation. Underline the computer terms in column A that Tom uses.

(T = Tom; M = Mum)

T: Yes, hello, Mum.

M: I am ready to send that email.

T: Okay. To send the message, you need to go online.

M: Online?

T: Yes, you need to connect to the internet.

M: Ah, yes. I knew that.

T: Now at the top of your screen there's a toolbar. Click on the "Send and receive" icon, and this will connect you to the net through your modem.

M: Oh, Thomas, speak English! I don't understand computer language.

T: Oh, I don't believe this. Okay, what can you see at the top of your screen?

M: Well, there are lots of little pictures and.....

A

- | | |
|-----------------|--------------|
| a) a file | f) a screen |
| b) to search | g) to delete |
| c) to go online | h) a toolbar |
| d) to save | i) to log on |
| e) to download | |

6. 5-mashqda berilgan A ustunchasidagi atamalarning izohini quyida berilgan B ustunchasidan toping. Masalan: a) – 8. - Work with a partner. Match the terms in column A in ex. 5 with the definition in column B. For example: a) – 8

B

1. to move information from the internet to your computer
2. to use your computer to look for information on the internet
3. a flat surface on a computer where you see words and pictures
4. to access a website, for example by typing in password
5. a row of icons on a computer screen that perform actions when you click on them
6. to remove something from a computer
7. to connect to the internet
8. a set of information such as a document or a picture that is stored on your computer
9. to make your computer retain information that you have put into it

Ikkinchi mavzu:

Styles of writing E-mail Formal or Informal

Tayanch soʻz va iboralar:

style – uslub
formal – rasmiy
informal – norasmiy
message – xabar, maktub
communication – axborot, xabar
fixed expressions – belgilangan iboralar
complaint – shikoyat
contraction – qisqartma
staff – xodim
representative – vakil
some extend – maʼlum darajada
regard – hurmat, salom, eʼtibor
requirement – talab, shart
reference – maʼlumot

E-mail is a system for sending message from one computer to another. It is the most common method of written communication. Three different styles of writing E-mails are often identified, although in real life the differences are not so clear:

1. Formal . This is the style of an old-fashioned letter. Ideas are presented politely and carefully, and there is much use of fixed expressions and long words. The language is impersonal. Grammar and punctuation are important. This style is not common in emails , but you can find it if the subject matter is serious (for example a complaint).

Example:

I am writing to complain about the poor service we have received from your company. Firstly the goods you sent were not the ones that we ordered. Our order dated 16 September clearly stated that we wanted 1000 t-shirts. However we only received 800. Furthermore ,we asked you to print our company logo in the top left corner of the shirts and you have printed it in the centre.

To make matter worse, your staff were very unhelpful when I called. Above all, no-one took responsibility to sort out the problem- I was simply passed from person to person. In fact, after 30 minutes I gave up in frustration and ended the call. The whole matter was treated by your staff as though it was

completely unimportant, in spite of the fact that we have been your customers for more than five years. As a result, we are considering stopping all future business with your company.

Taking everything into consideration, we must insist on an immediate replacement order, to reach here within 14 working days, at no cost to ourselves.

2. Neutral / Standard This is the most common style in professional work emails.

The writer and reader are both busy, so the language is simple, clear and direct.

Sentences are short and there is use of contractions (I've for I have etc.). The language is more personal. However, the style is not similar to speech - it is too direct.

Example:

Subject: Baltic States

Thanks for sending me the information about the Baltic States-it was really useful. I've forwarded your email to our representative in Estonia, Krista Kilvet. Would you be interested in giving a presentation at head Office on the political and economic background in the region? I'm sure the Board would be interested.

3. Informal This is the most common style for emails between friends. Sometimes the email can be very short or it could include personal news, funny comment etc. this is the style that is closest to speech, so there are everyday words and conversational expressions. The reader will also be more tolerant of bad grammar etc.

Example:

Hi Patti! Thanks for your email. Your new job sounds really great I know that you've wanted to work as a graphic designer for ages, and now it's finally happened! Congratulations! I'm sure you'll do really well in the job. Well, what about my news? I arrived in Prague about a month ago. It was quite difficult at first. I couldn't speak the language, and finding a place to live wasn't easy. Then my friend Belen and I found a lovely little flat. I'm working as a waitress in a cocktail bar. I don't suppose I'll do it for long, but it's a way to earn some money. Anyway, that's all for now. I hope you're well, and give my regards to your family-especially your mother. All the best, Florencia.

Note: with business emails you can mix styles to some extent, but don't mix styles at two extremes. If in doubt, follow the style of the other person.

1. Norasmiy iboralarga (1-15) mos keladigan neytral / rasmiy iboralarni (a-o) belgilang. - Match the informal phrases (1-15) with the neutral / formal (a-o).

Informal

- | | |
|---------------------------------------|------------------------------|
| 1) What do you need ? <u>d</u> | 8) Don't forget ...__ |
| 2) Thanks for the email of 12 Feb. __ | 9) I need to ... __ |
| 3) Sorry, I can't make it. __ | 10) Shall I __ |
| 4) I'm sorry to tell you that ...__ | 11) But.../ Also.../So... __ |
| 5) I promise....__ | 12) Please could you ... __ |
| 6) Could you ...? __ | 13) I'm sorry for ... __ |
| 7) You haven't... __ | 14) Re... __ |
| | 15) See you next week... __ |

Neutral / Formal

- a) With regard to ... (or with reference to).
- b) I can assure you that ...
- c) We note from our records that you have not ...
- d) Please let us know your requirements.
- e) I was wondering if you could...
- f) We would like to remind you that...
- g) I look forward to meeting you next week
- h) Thank you for your email received 12 February
- i) I am afraid I will not be able to attend.
- j) Would you like me to...?
- k) I would be grateful if you could...
- l) Please accept our apologies for...
- m) It is necessary for me to...
- n) We regret to advice you that...
- o) However.../ In addition.../ Therefore...

2. Quyidagi tagiga chizilgan iboralarni norasmiy iboralar bilan almashtirib, elektron xatni qayta yozing. Kerakli joyda qisqartmalardan foydalaning. - Rewrite the emails below by substituting the underlined phrases with more informal phrases. Use contractions where appropriate.

Email 1

I am afraid I will not be able to attend the meeting on Friday. As I will miss the meeting, I was wondering if you could send me a copy of the

minutes? I will write to Anita as well, to inform her that I will not be there. Once again, please accept my apologies for this, and I can assure you that I will be at the next meeting.

e.g. *Sorry I can't make it on Friday....*

Email 2

Thank you for your email of 25 January where you requested assistance on how to order on-line. It is necessary for me to know your a/c number before I can deal with this. I would be grateful if you could also provide details of which version of Windows you are using.

Email 3

With reference to your order number J 891- we received it this morning, but you have not filled in the sections on size and color. Please let us know your exact requirements. These products are selling very well at the moment, and we regret to advise you the medium size is temporarily out of stock. However, we are expecting more supplies in the near future. Would you like me to email you when they arrive?

3. Lotin tilidan kirib kelgan soʻzlarning (1-15) maʼnosiga mos keladigan qisqaroq soʻzlarni (a-o) toping. - Match the words of Latin origin (1-15) with the shorter words (a-o)

- | | | |
|---------------------|----|-----------------|
| 1) assistance | k) | a) ask |
| 2) due to | | b) ask for |
| 3) enquire | | c) because of |
| 4) further | | d) book (v) |
| 5) inform | | e) check/ prove |
| 6) information | | f) facts |
| 7) obtain / receive | | g) fix (v) |
| 8) occupation | | h) get |
| 9) possess | | i) give |
| 10) provide | | j) have |
| 11) repair | | k) help (n) |
| 12) request | | l) job |
| 13) requirements | | m) more |
| 14) reserve | | n) needs (n) |
| 15) verify | | o) tell |

Note: longer words of Latin origin sound more formal, and shorter words sound more informal.

Uchinchi mavzu:

Missing words and abbreviations in E-mails.

Tayanch soʻz va iboralar:

missing out words – tushirib qoldirilgan soʻzlar

meaning – maʼno

subject – 1. gram. ega; 2. mavzu

auxiliary verb – yordamchi feʼl

suggestion - taklif

clarification – aniqlashtirish, ravshanlik kiritish

abbreviated form – qisqartirilgan shakl

to supply – taʼminlamoq, yetkazmoq

to confirm - tasdiqlamoq

delivery – eltib berish, taʼminlash, yetkazib berish

customer – xaridor, mijoz

reference number – maʼlumot raqami

Missing out words is common in emails and informal speech. It happens where the people know each other very well and the situation is relaxed and friendly. The meaning is clear from the context so the full grammatical form is not necessary.

Example: *Good idea!* for *That's a good idea!*

The subject '*I*' can be left out, especially with mental verbs like *hope*, *think* etc.

For example: *(I) think your idea is great.*
(I) hope you're well.

In a question, the subject '*you*' and *the auxiliary* can be left out.

For example: *(Did you) get my last email?*
(Are you) coming with us on Friday?

The subject '*I*' and the auxiliary (*be, have, will*) can be left out.

For example: *(I am) looking forward to seeing you.*
(I'll) speak to you later.

The words '*That*' or '*It*' can be left out, often with a form of '*be*' as well.

For example: *(It's a) pity we missed you yesterday.*
(That) sounds like fun!

A form of '*be*' can be left out on its own.

For example: *Your suggestion (is) good, but needs clarification.*
Next week (would be) better than this week.

The word **'the'** can occasionally be left out.

For example: *Just read (the) email about relocation.*

In some emails you can find very abbreviated forms. The writer wants to write very quickly and the meaning is clear from the context. There are three techniques:

1. using a letter to stand for a sound.

For example: **'C'**=see **'U'**= you

2. making a short + from of a common word .

for example: **'yr'** = your **'Thx'** = Thanks **'msg'** = message

3. writing the first letters of a well-known phrase.

for example: **'asap'** = as soon as possible **'v'** = very
'otoh' = on the other hand.

1. Tushurib qoldirilgan soʻzlarni quyidagi elektron xatga qayta qoʻying. - Put the missing words back into the email below.

Great evening, wasn't it ! Really enjoyed the meal, and nice to see Mary and Roger again. Had a chance to speak to Lucy yet? Don't worry if you haven't, will be seeing her tomorrow.

About next week-film you suggested sounds great. Been talking to some colleagues at work about it. Not sure about the day, though. Tuesday might be difficult. Perhaps Wednesday better? Let me know. Going to my parents at weekend-looking forward to it. They live in Chichester. Ever been there? Sometime soon we need to talk about holiday plans for next summer. Things still a bit uncertain at work. Might be possible to take two weeks off in July, but can't sure. Three weeks impossible. A pity. Anyway, got to go now. Hope you're well. See you next week.

It was a great evening,.....

2. Qisqartmalarga (1-4) mos keladigan maʼnolarni (a-d) aniqlang. - Match the abbreviations (1-4) with the meaning (a-d).

1. i.e. (id est) ____

3. N B (note bene) ____

2. e.g (exempli gratia) ____

4. PS (postscript) ____

a) I am going to give an example.

b) I am going to explain what I mean using different words.

c) I am adding some information at the end that I forgot.

d) I want you to give special attention to this next point.

1. Elektron xatni to'liq yozing. - Write out the email in full.

Email 1

Subject: Yr order ref on KD 654

In relation to yr order rec'd today, we cannot supply the qty's you need at this moment. Pls confirm asap if a part-delivery wd be acceptable, with the rest to follow L 8 R. Rgds, Stefan.

Subject: *Your order reference number KD 654.*

Email 2

Subject: Thx for yr msg.

Re your msg left on my ans machine-yes, I'm free 4 lunch on Wed next wk. Btw, good news about yr interview. Hv 2 work now. CU, Jane.

Subject:

Email 3

Subject: Options for Tech Help.

We have a Tech assistance section on our website, with an extensive list of FAQs, Customers find this convnt as it is avail 24/7. Otoh, if you need to sb in person, you can call during wkng hours. Bw, Alan.

Subject:

To‘rtinchi mavzu:

Basics Opening or closing.

Tayanch so‘z va iboralar:

previous contact – avvalgi (oldingi, ilgarigi) aloqa
reason – sabab
to point out – ta‘kidlamoq
unfortunately – baxtga qarshi
request – iltimos, talab
matter – masala, ish
comment – mulohaza, fikr
hesitate – ikkilanmoq, shubhalanmoq
current catalogue – hozirgi katalog
purchase – harid
discount – skidka (kamaytirilgan narx)
terms of payment – to‘lov sharti
goods – tovar, mol
to circulate – aylanmoq

Standard words and expressions in writing E-mails

Name	Formal / Neutral	Informal
	Dear Mr/Mrs/Ms Dupuis Dear Marry	Hi / Hello Mary Mary, ... (or no name at all)
Previous contact	Thank you for your email of... Further to your last email, ... I apologize for not getting in contact with you before now.	Thanks for your email. Re your email, Sorry I haven't written for ages, but I've been really busy.
Reason for writing	I am writing in connection with ... I am writing with regard to ... In reply to your email, here are.. Your name was given to me	Just a short note about ... I'm writing about ... Here's the ... you wanted. I got your name

	by ... We would like to point out that ...	from ... Please note that ...
Giving information	I'm writing to let you know that ... We are able to confirm that ... I am delighted to tell you that ... We regret to inform you that ...	Just a note to say ... We can confirm that ... Good news ! Unfortunately, ...
Attachments	Please find attached my report I'm sending you ... as a pdf file	I've attached ... Here is the ... you wanted
Asking for information	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out...	Can you tell me a little more about ... I'd like to know... Please send me ...
Requests	I would be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help in this matter	Please could you Could you ...? Can I have ...? I'd appreciate your help on this
Promising action	I will ... I'll investigate the matter. I will contact you again shortly	I'll ... I look into it. I'll get back to you soon.
Offering help	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to	Do you want me to ...? Shall I ...? let me know if you'd like me to...
Final comments	Thank you for you help. Do not hesitate to contact us again if you require any further information Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...

Close	I am looking forward to ...(+ - ing) Give my regards to ... Best wishes Regards	Looking forward to ... (+ - ing) Best wishes to ... Speak to / see you soon Bye (for now) / All the best
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Example:

Dear Ms Newman

Thank you for sending your current catalogue and price list last week. We are interested in purchasing 5,000 units of product ref TG 67 and 2,000 of product ref K 800. However, there are one or two things we would like to clarify before going ahead with a firm order.

- 1. Do you give any discounts on an order of this size?*
- 2. Would you be prepared to let us have the goods on credit? Our normal terms of payment are 60 days after delivery, and we can of course supply a bank guarantee.*
- 3. We can find no mention of delivery times in your documentation. We need these items by the end of October at the latest.*

If we can reach an agreement on these matters, we are sure that we can do more business with you in the future. We are a well-known company that has been in the market for over twenty years.

We look forward to hearing from you soon.

Pavel Witkiewicz

As a rule **subject lines** must be given before writing emails. Subject lines should be very short and very clear. They should tell the reader exactly what is coming in the body of the email.

Example :

Subject: Meeting 7 February

Re our phone call, the meeting place you suggested is fine – lobby of the Intercontinental Hotel in Barcelona, 2.00 on 7 February. Look forward to seeing you there. Please be my guest for dinner in the evening.

1. Har bir elektron xat uchun mavzu tanlang. Berilgan mavzulardan biri ortiqcha. - Choose a subject line for each email. One of the subject lines in the box is not used.

*Action re contact
Special Offer!*

Meeting 14/5

Re your advertisement

Shipping confirmation

Regarding your order

Email 1

Subject: ____

Re your last email, we are in the process of arranging the meeting scheduled for 14 May, but there are still a few details I need from you. Do you want me to book hotel accommodation for you-or will you sort it out at your end? Also, can you send us something about the Barcelona project you were involved in last year? It would be helpful to have something to circulate before the meeting. Please send a copy of any relevant reports. Regards, Monica.

Email 2

Subject: ____

Sorry for the delay in replying – I’ve been out of the country on business. Unfortunately, the items you ordered are not in stock, but we are expecting delivery by the end of the week. I’ll get back to you as soon as they arrive. If you need any more information, please feel free to contact me.

Email 3

Subject: ____

Luisa, I’ve emailed Michelle and Roberto about the changes to the contract. Shall I have a word with Michelle to make sure she understands what’s going on?
You work with Roberto – can you talk to him?
Thanks for your help – I appreciate it.

Email 4

Subject: ____

Good news! Subscribers to our email news letter can take advantage of fantastic price savings in our January sale. I've attached a pdf file that gives full details, or alternatively just click on the link Below. You can order over the web or by email – our customer service staff are standing by. Looking forward to hearing from you soon.

Email 5

Subject: ____

Just a short note to let you know that we received your order. We can confirm that the items were sent by mail today. To track your order, click on the link below. If there is anything else, just let us know. Best wishes, Pierre.

2. Elektron xatning boshiga (1-8) mos keladigan yakunini (a-h) aniqlang. - Match the email beginnings (1-8) with the endings (a-h)

	Beginnings Endings
1.	I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. – C	a) Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
2.	Thanks so much for the wonderful present. It's exactly the book that I wanted – how did you know? I'm really looking forward to reading it. -	b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3.	Patricia, I've just read your email. I'm so sorry to hear about what happened -	c) Should you need any further information about room availability, we will be happy to assist you.
4.	Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.-	d) I look forward to receiving this information as soon as possible.

5.	I am mailing this via the 'Contract Us' link on your website. I'd like to know a few more details about the anti-virus soft ware that is listed on the site.-	e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.
6.	I am writing with reference to our order number GH 67. The goods arrived this morning, but you only sent 200 pieces in stead of the 300 that we ordered.-	f) Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
7.	Yes! Great! I'd love to come to the party.-	g) Thanks again for the gift, and give my regards to your family.
8.	I've just heard from Antonio about the Paris contract. It's fantastic news – you worked really hard on this and you deserve the success.-	h) Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Spielberg film?

3. 2-mashqdagi boshlanish va yakuniy qismga quyidagi tavsiflarni (1-8) mosini tanlang. - Match the beginning and ending pairs in exercise 2 with the descriptions (1-8)

- | | |
|--------------------------------------|-----------------------------|
| 1. An email asking for information. | Neutral style. – 5 d |
| 2. An email giving information. | Formal style. – |
| 3. An email accepting an invitation. | Informal style. – |
| 4. An email refusing an invitation. | Informal style. – |
| 5. An email of congratulation. | Neutral style. – |
| 6. An email of complaint. | Formal style. – |
| 7. An email of thanks. | Neutral style. – |
| 8. An email of sympathy. | Informal style. – |

4. Quyidagi gaplarni o'qing va ularning boshlanish yoki yakun qism va neytral yoki norasmiy uslub ekanligini aniqlang. - Read the following sentences. Decide whether they are *beginnings* or *endings* and *neutral* or *informal*.

1. The computer network will be shut down for maintenance at 5 pm on Thursday.

Beg/End **Neut/ Inf**

2. Oh, yes – I'll be back late tonight. Can you do the shopping and buy something nice for dinner? Thx

Beg/End Neut/ Inf

3. I look forward to receiving your advice on this matter.

Beg/End Neut/ Inf

4. What a surprise – how nice to hear from you!

Beg/End Neut/ Inf

5. Bye for now. See you soon.

Beg/End Neut/ Inf

6. I hope that everything is okay, but do not hesitate to contact me if you need any clarification.

Beg/End Neut/ Inf

7. Please find attached my report, as promised in Friday's meeting.

Beg/End Neut/ Inf

8. I'm so happy for you! Write again soon and tell me how it's going.

Beg/End Neut/ Inf

9. We are writing to advise you about some changes in our price list.

Beg/End Neut/ Inf

10. If you'd like any more details just let me know. I'm away all next week but Andrea is dealing with this in my absence.

Beg/End Neut/ Inf

Beshinchi mavzu:

Attachments

Tayanch soʻz va iboralar:

attachment – elektron pochta bilan joʻnatiladigan kompyuter fayli
CV (curriculum vitae) – ixtisoslik (malaka), ishlagan joylar xaqida toʻliq maʼlumot kiritilgan xujjat
reply – javob
report – hisobot, xabar
enclosed – ichiga kiritilgan (xat bilan birga joʻnatilgan xujjat)
alteration – oʻzgartirish
to appoint – belgilamoq
itinerary – marshrut
questionnaire – savolnoma
to be capable – layoqatli, qobiliyatli boʻlmoq
to forward – joʻnatmoq
to insert – qoʻymoq, kiritmoq

Attachment is a computer file that you send with an email. You can attach another document for example your CV or some documents, photos with email.

Example: I attach a copy of his reply.

1. Tushurib qoldirilgan soʻzlar oʻrniga A, B, C va D javoblardan ikkitasi mos kelishi mumkin. Ikkala javobni yozing. - In each gap there are two possible answers from A, B, C, or D. Write both answers.

1) Please **B/C** my report. Hope it's useful.

A find attachment

C find attached

B find enclosed

D see attached

2) Here is my report. If there are any problems, _____ me know.

A please let

C please to let

B make

D just let

3) This report has just arrived. I'm _____ it to you. Hope it's not too late.

A moving

C replying

B forwarding

D sending

4) I'm sending various forms for you to complete. Please ____ special attention to AF 200.

A give

C make

B pay

D take

5) Please complete the attached forms, and return them to me ____ 3 June.

A by

C before

B until

D to

6) As agreed, I'm sending the pre-meeting notes. Let me know if there is anything else we can do ____ before we meet.

A from our part

C on our side

B from this end

D on this way

7) I'm attaching the Business Plan Review. Please ____ that several alterations in dates have been made.

A look

C note

B appoint

D be aware

8) Please find attached my report. ____ if there are any problems with deadlines etc.

A Get back with me

C Get back to me

B Get in touch

D Make a touch

9) Please find attached my report. ____

A Let me know what you think.

C Let me have what you think.

B Let me have any comments.

D Make me have any comments.

10) Here is the itinerary for Sri Lanka. Please ____ that I have included everything you want in it.

A check

C control

B agree

D confirm

2. Har bir gapda bitta xato bor. Uni to'g'rilang. - There is one mistake in each of the sentences. Correct it.

1) Here's the report – hope you like.

2) Attached are the two questionnaires – please return them me by 24 September.

3) I sending the report as an attachment.

4) I'm sorry you couldn't open the document – I have attach it again.

5) Hope you will be capable to open the document this time!

6) Please check the attached document careful and let me know if you have any questions.

- 7) I be grateful if you could complete the attached form and return it asap.
- 8) Sorry, I forgot send the attachment!
- 9) I attached my report like promised.
- 10) Here's a copy of Leslie's report – what you think?
- 11) Thanks for sending me the report – I let you know what I think.
- 12) I'm retuning your original document with my comments inserted with red.

2. Elektron xatdagi har bir bo'sh joyni bitta gap bilan to'ldiring. Bir qacha javoblar mos kelishi mumkin. - Complete the emails by writing one word in each gap. There may be several possible answers.

Email 1

Please (1) _____ attached my report. (2) _____ it's not too late. (3) _____ me know if you have any questions.

Email 2

I'm (1) _____ various forms for you to complete. Please pay special (2) _____ to the expenses claim form. In need them back (3) _____ 16 February at the latest.

Email 3

(1) _____ agreed, I'm sending the pre-meeting notes. Let me know if there is anything (2) _____ we can do from this (3) _____ before we meet.

Email 4

Sorry, I (1) _____ to send the attachment! (2) _____ it is. Please get (3) _____ to me If you can't open it.

Email 5

I (1) _____ be grateful if you (2) _____ complete the attached form and return it asap. Please (3) _____ that I have changed my email address.

Oltinchi mavzu:

Being indirect and polite

Tayanch soʻz va iboralar:

permission – ruxsat
 to offer – taklif qilmoq
 suggestion – taklif
 soften – yumshatish
 to disagree – qarshi chiqmoq, rad qilmoq
 delay – kechiktirish, keyinga surish
 invoice – sotib olingan va pul toʻlanishi lozim boʻlgan tovar yoki xizmat
 xaqidagi maʼlumot xujjati, yuk xati (nakladnaya); xisob
 cancel – bekor qilish
 brochure – risola
 quote – ulush, qism, boʻlak
 alternative – ikki yoʻldan birini tanlash
 quality – sifat, nav
 range of accessories – buyumlar, narsalar tizimi
 profit – foyda

Direct/Indirect

	Direct	Indirect: polite/diplomatic
Request	Can you...? Please could you...	Could you...? I was wondering if you could...
Asking for permission	Can I...? Could I...?	Is it all right if I...? I wonder if I could...?
Offering help	Can I...? Shall I...?	Would you like me to ...? Do you need any help with ...?
Making a suggestion	What about...(+ing) Shall we ...?	Why don't w...? Perhaps we should...?
Softening a strong comment	There is a problem That will be	I'm afraid there is a small problem It seems there is a slight problem. That might be quite

very expensive

expensive?

Won't that be a bit

expensive?

We can't do
that

I'm not sure we can do
that.

That gives us
very little time.
It will be better
to ask Heidi

Actually, that doesn't
give us much time.
Would it be better to
ask Heidi?

I disagree.

I can see what you are
saying, but..

Don't you think that...?

To be honest, I think it
might be better to...

1. Tilni xushmuomala qilishning turli yo'llary berilgan. Gaplardagi so'zlarning tushirib qoldirilgan xarflarini toping. - Here are more ways to make your language polite/diplomatic. Complete the words in each sentence with the missing letters.

There will be a delay. ____

1. I'm afraid will be a sm ____ delay.

There is a problem. ____

2. It se ____ we have a sl ____ problem.

I disagree. ____

3. I th ____ there m ____ be an issue here.

We can't do that. ____

4. To be ho ____? I'm not s ____ we can do that.

That gives us very little tme ____

5. Act ____, that does _' _ give us m ____ time.

It will be better to ask Heidi. ____

6. Wou ____' _ it be better to ask Steven?

That will be very expensive. ____

7. That mi ____ be qu ____ expensive.

That will be very expensive ____

8. That won' ____ be ch ____.

2. Qavs ichidagi so'zlardan foydalanib, gaplarni xushmuomaliroq qilgan holda qayta yozing. - Rewrite each sentence with the words in brackets to make them more polite and diplomatic.

1) Can we meet again next week? (wonder/could) ____

2) You have made a mistake on the invoice. (there/seems) ____

3) The quality is low. (not very) ____

4) Shall I speak to Mr Baker? (would you like) ____

5) Your estimate for the cost is too low. (might/a bit) ____

6) We should wait. (wouldn't/better idea) ____

7) It's a bad idea. (honest/I'm not sure/good) ____

8) Let's cancel the project. (perhaps/should think about) ____

3. Javobdagi tushirib qoldirilgan xarflarni topib soʻzlarni toʻldiring. - Read the situation. Then complete the words in each reply with the missing letters.

Somebody sends you an email:

I've just had a great idea! We could have a team meeting every Monday Morning at 8 am to plan the week's work.

You want to disagree:

- 1) It sou *nds* like a good idea, but I'm not sure it would work in pra____.
- 2) I can see what you're sa____, but wh____ a ____the traffic on Monday morning?
- 3) Wo____'____some people find that a li____early?
- 4) To be ho____, I'm not s____ that would be conv____for everybody
- 5) I know what you m____, but I can see one or two problems with that.
- 6) It's a good idea, but d____'____ you think 9 am wo____be b____r?

Look back at the sentences (1-6) and find:

- a) four examples of *Yes, but ...* ____/____/____/____
- b) a normal question to show doubt____
- c) two negative questions to doubt____/____
- d) an introductory phrase to prepare the reader for disagreement____

4. Elektron xatdagi ajratib koʻrsatilgan soʻzlarni oʻzgartirib, uni xushmuomaliroq qiling. - Make the emails below more polite or diplomatic by changing the words in *italics*.

Luisa, thanks for your email about the knew brochure and the attached file with the quote from the printers. (1) It is (2) very expensive. (3) Isn't it a better idea to contact some other printing firms and get some alternative quotes? After all, (4) we have been very unhappy with the quality of their work on the last few jobs. What do you think?

- | | |
|--|----------|
| 1. <i>It seems</i> / <i>I think it's</i> | 3. _____ |
| 2. _____ | 4. _____ |

Frank – sorry we didn't have a chance to talk yesterday. Actually, I have (5) a favour to ask. (6) I wonder if can have a word with Sandra in Human Resources about when the position of Sales Director is going to be advertised. (7) It's delicate for me, as I'm sure you understand Because there is a chance (8) I will be one of the candidates. Thanks.

5. _____
6. _____

7. _____
8. _____

Steven, thanks for sending the suggestions on how to price our new range of accessories. (9) I don't agree with you. The prices you suggest (10) are (11) too high for the market. Don't you think a lower price (12) will result in higher sales and therefore higher profits? Let me know what you think.

9. _____
10. _____

11. _____
12. _____

Yettinchi mavzu:

Checking understanding

Tayanch soʻz va iboralar:

in case – agarda

to clarify – oydinlik kiritish, aniqlashtirish

amend – yahshilash, toʻgʻrilash

feasibility - roʻyobga chiqarish, bajarish imkoniyatliligi

increase – oʻsish, koʻtarilish

quarter - chorak

Convention – yigʻilish

instead – oʻrniga

Technical problems	Did you get my last message sent on ...? Sorry, you forgot to attach the file. Can you send it again? I got your email, but I can't open the attachment. Did you mean to send this? I don't want to open it in case it's got a virus.
Asking for clarification	I'm not sure what you mean by ...? Could you clarify? Which ... do you mean? I don't understand this point. Can you explain in a little more detail? Are you sure about that?
Giving clarification	Sorry, what I meant was ..., not ... I thought ..., but I may be wrong. I'll check and get back to you. The correct information is given below. Please amend your records accordingly. Sorry, forget my last email. You're right.
Close	I hope this clarifies the situation. Get back to me if there's anything else.

1. Piter va Keyt o'rtasida yozilgan elektron xatni o'qing. Har bir bo'shliqda ikkita so'z tushurib qoldirilgan. Ularni berilgan so'zlar ichidan tanlab to'ldiring. Ikkinchi elektron xatda Keyt "Reply" tugmasidan foydalanganligi uchun qabul qilgan elektron xatining teksti kiritilgan.

Read the email exchange between Peter and Kate. In each gap there are two missing words – try to guess what they are. In email 2 Kate has used the "Reply" button, so she includes the text of the email she received.

*Attachment be conference it know me mean open sure
to the which wrong you you you*

Email 1 (from Peter to Kate)

Kate, I have attached the sales figures for Q3, as requested.
You'll see that we're up 6%! Things are really taking off in Central Europe.
By the way, are you going to the conference?

Email 2 (from Kate to Peter)

➤ Kate, I have attached the sales figures for Q3, as requested.
Sorry, Peter, you forgot to send (1) _____. Can you send it again?
➤ You'll see that we're up 6%! Things are really taking off in Central Europe.
Great news. Do (2) _____ 6% increase for the quarter or for the whole year?
➤ By the way, are you going to the conference?
(3) _____? The sales conference in Istanbul next month or the International Plastics Convention in Slough?

Email 3 (from Peter to Kate)

Sorry about that, Kate. Here it is again. Let (4) _____ if you get it. I meant 6% for the quarter! Head Office are very pleased.
What do you mean "Which conference?" I was talking about the sales conference of course. But are (5) _____ it's in Istanbul?

Email 4 (from Kate to Peter)

Okay, I've got the attachment this time. But you'll never believe it – I can't (6) _____ ! Can you check that you've saved it properly?
I thought the conference was in Istanbul, but I may (7) _____. I'll check and get back (8) _____. Anyway, I can't go this year – Cathy is going instead.

2. Tushurib qoldirilgan predloglarni toping.- Fill in the missing preposition. Each gap represents one word.

1. To copy somebody ____ an email. (= to send somebody a copy of an email)
2. To get _____ somebody about something. (= to contact somebody again)

3. Gaplarni tartib bilan qayta yozing. - Rewrite the sentences below with the correct word order to make typical email phrases. Start each sentence with a capital letter.

1. sorry, you forgot the send to attachment. you can again send it?
2. mean you to send this did ? I don't want the attachment to open in case it's a virus got.
3. about that are you sure? I thought was in Istanbul the conference.
4. I'll check and get you back to later today.
5. you do mean which conference?
6. I don't this point understand sorry. Can you in a little detail more explain it?
7. I'm sure not what mean you by this. You could clarify?
8. I thought on Thursday was the meeting, but I wrong may be.
9. sorry, my last email forget. You're right. Not Friday, it should Thursday be.
10. what was meant I Gatwick, not Heathrow. The situation this clarifies I hope.

4. Elektron xatdagi har bir bo'shliqni bitta so'z bilan to'ldiring. - The email below shows some original text introduced with a '>' symbol, and some comments in italics. Complete the email by writing one word in each gap.

➤ I've written down some thoughts about the Beta project – It's (1) _____ as a Word doc. I'm circulating it to all line managers. (2) _____ me know what you think.

I'm afraid you (3) _____ *to send the attachment. Can you send it* (4) _____ ?

➤ There is a couple of things I'd like you focus on. First is timing.

I'm not sure what you mean (5) _____ 'timing'. The time before the project starts, or the time the project will actually take once it's started?

➤ *Then there's the question of marketing costs.*

I know Daniel produced some detailed figures on this some time ago. Have you (6) _____ with him?

➤ *Finally, feasibility.*

I don't understand this (7) _____. Can you explain in a little more (8) _____ ?

➤ *I'd like your comments by the end of next week at the (9) _____ .*

Okay, I'll try to get them (10) _____ to you by then.

One last thing – I think you need to copy Lila (11) _____ on your original email. I may be (12) _____ , But I think she's now involved from the Latin America end.

Sakkizinchi mavzu:

Job application

Tayanch soʻz va iboralar:

to apply – murojaat qilmoq

background - tajriba

to be well-suited for – mos tushmoq

consider – koʻrib chiqmoq, eʼtiborga olmoq

to be available – yaroqli, mavjud, foydali boʻlmoq

grade - daraja

responsible – javobgar, masʼul

reliable - ishonchli

challenging – daʼvat qiluvchi

Greeting (formal)	Dears Sir/Madam
Reason for writing	With reference to your advertisement on the...website, I'm interested in applying for the post of...
Your background and experience	I'm 26 years old and am currently studying for a degree in... at... University. For the last two months/years I have been working as a...at... .
The job itself	I am interested in this job because... I feel that I would be well-suited for this job as I enjoy/have a lot of experience in... .
Referring to your CV	I have attached my CV as a Word document. You will notice that I ...as well as You will also notice that... .
Final comments	<p>I would be grateful if you would consider my application.</p> <p>You will see from my CV that two people can be contacted as references, one is ... and the other is from... .</p> <p>I am available for interview in.../by phone any weekday afternoon, and you can email me or telephone me on the number below.</p>

Close	I look forward to hearing from you soon. Yours faithfully
--------------	--

1. Ishga joylashish maqsadida yozilgan elektron xatning qismlarini to'g'ri, tartib bilan joy-joyiga qo'ying. - Put the parts below into the correct order to make a complete email for someone applying for a job.

- a) the summer programme where I worked last year. I am available for interview in Naples any weekday afternoon, you can email
- b) as a Word document. You will notice that I have supervised children on a range of sports and cultural activities as well as dealing
- c) Dear Sir/ Madam // with reference to your advertisement on the JobFinders. com website, I am interested in applying
- d) as I enjoy working with your people. I have a lot of energy and am also responsible and reliable. I have attached my CV.
- e) First Certificate grade A. I would be grateful if you would consider my application. You will see
- f) the travel industry. During the last summer holidays I have
- g) for the post of tour leader for Italian school students. I am 26 years old and am currently studying
- h) me or telephone me on the number below. I look forward to hearing from you soon. Yours faithfully
- i) for a diploma in Tourism at Naples University. After that I hope to follow a career in
- j) in the job of tour leader, taking students to London. I feel that I would be well-suited for this job
- k) to do something more varied and challenging, and for this reason I am interested
- l) with transport arrangements and tickets. You will also notice that my English is good and I have

m) from my attached CV that two people can be contacted as references, one is a university professor and the other is from

n) worked as a youth leader in Italy, and I enjoyed the work very much. Next summer I would like

1) c

2. 1-mashqda berilgan elektron xat bitta uzun abzas. Uni abzaslarga bo'lib, xar bir yangi abzas oldiga // belgisini qo'ying. Jadvaldan foydalaning. - The email in ex. 1 is one long paragraph. Show where new paragraphs could begin by writing a // symbol in the text. The structure will help you.

1) Greeting

2) Reasons for writing

For example: where (and when) you saw the advertisement and which job you are interested in.

3) Your background and experience

For example: your age (optional); present job and/or studies; your qualifications (or if you are a student what you hope to do in the future); a description of your recent work experience.

4) The job

For example: mention the skills and personal qualities that make you suitable for this job.

5) Refer to your CV

Ask the reader to look at your CV/Resume, and focus on one or two key points.

6) Final comments

For example: say that you hope your application will be considered; say who will give you a reference; say when you are available for interview; say how you can be contacted.

7) Standard final sentence

8) Formal ending

3. Gaplarni quyidagi soʻzlarning biridan foydalangan holda toʻldiring. - Complete the sentences with *one* of this words: *as, at, for, from, in, of, on, to*.

- 1) With reference _____ your advertisement _____ the JobFinders. com website, I am interested _____ applying _____ the post of the tour leader.
- 2) I have attached my CV _____ a Word document.
- 3) I am available _____ interview _____ Naples.
- 4) I'm working _____ a sales representative at the moment.
- 5) You can email me or telephone me _____ the number given _____ my CV.
- 6) I look forward _____ hearing _____ you soon.
- 7) I have a good knowledge _____ business administration. I studied it _____ university.
- 8) I'm unemployed _____ the moment. I've been out _____ work since the summer.
- 9) I'm studying _____ a degree _____ Environmental Studies.
- 10) I hope to follow a career _____ the legal profession.
- 11) I have been working _____ Telecom for one year.
- 12) I attach my CV _____ requested.

Kompyuter atamalariga tegishli yangi soʻz va iboralar

Glossary of Computer Terms

- Attachment** – a computer file that is sent with an email. - Elektron pochta bilan joʻnatiladigan kompyuter fayli.
- Broadband connection** – an Internet connection that allows data to be sent and received at very high speeds. – Maʼlumotni tez suratda joʻnatilish va qabul qilinishini taʼminlaydigan internet aloqasi.
- Chat room** – an area on the Internet where several people can have a discussion. - Insonlar munozara olib borishi mumkin boʻlgan Internetdagi maydon.
- Download** – to use the Internet to transfer data from another computer system to your own computer. – Internetdan foydalangan holda bir kompyuter tizimidan boshqasiga maʼlumot oʻtkazish.
- Data base** – a large amount of information that is stored in a computer in an organized way. - Kompyuterda tartib bilan saqlanadigan katta maʼlumotlar majmui.
- Data processing** – the operations that are performed by a computer in order to store, organize, or find information. – Saqlash, tuzish yoki maʼlumotlarni topish maqsadida kompyuter orqali koʻrsatiladigan operatsiyalar.
- Email** – a written message sent from on computer to another by means of the Internet. – Elektron pochta.
- File** – a set of information that is stored on a computer and that is given a particular name. – Maʼlum nom berilgan, kompyuterda saqlanadigan maʼlumotlar tizimi.
- Go online** – to connect your computer to the Internet. – Kompyuterni internet tarmogʻiga ulash.
- Hacker** – someone who uses a computer in order to connect secretly and illegally to other people's computers. – Boshqalarning kompyuteriga hufiyona va qonunga zid holda ulanuvchi kimsa.
- Hardware** – computer equipment. – Kompyuter uskunasi.
- Internet access** - the ability to use the Internet. – Internet tarmogʻidan foydalana olishlik imkoniyati.
- Icon** – a small picture on a computer screen that you choose by pressing a button with your mouse in order to open a particular program. - Maʼlum programmani ochish maqsadida sichqoncha yordamida tanlanib bosiladigan kompyuter ekranidagi kichik rasmchalar.
- Install** – to add a new piece of software to your computer system. – Kompyuter tizimiga yangi programma qoʻshish.
- Interface** – a point in a computer system where information passes from one part of the system to another, or from the computer to the person using it. – Maʼlumotning bir sistemadan ikkinchisiga, yoki kompyuterdan undan foydalanuvchi insonga oʻtayotgan kompyuter tizimidagi oʻrin.

Keyboard – a piece of computer equipment with keys on it, used for putting information into a computer. – Klaviatura.

Keep in touch – to phone or write to someone regularly. - A‘loqada bo‘lmoq (elektron pochta, telefon orqali)

Laptop or notebook – a small computer that you can carry around with you. – Qo‘lda olib yurish mumkin bo‘lgan kichik kompyuter.

Log on to – to enter a particular area of the Internet. – Internetning ma‘lum maydoniga kirish.

Modem – a piece of equipment that allows you to connect a computer to a telephone line. – Kompyuterni telefon tizimi bilan ulash imkonini beruvchi uskuna.

Mouse – a small object connected to a computer that you move in order to do things on the computer screen. – Sichqoncha – kompyuterga ulanib, uning xarakati tufayli ekranda ma‘lum funktsiyani bajaruvchi moslama.

Net work – (n) a number of computers that are connected to each other; (verb) to connect computers together. Bir-biriga ulangan bir qancha kompyuterlar.

Online – connected to or available through a computer or a computer network such as the Internet. – Internetga ulanish.

Online shopping – to buy things using the Internet. – Internetdan foydalanib harid qilish.

Printer – a piece of equipment that you use for printing documents that you have created on a computer. - Printer.

Scanner – a device that converts pictures or documents into computer files. – Skanner.

Screen – a flat surface on a computer where you see words and pictures. – Kompyuterning ekrani.

Search – to use your computer to look for information on the Internet. – Ma‘lumot izlash.

Software – computer programs such as word-processors and web browsers. – Kompyuter programmasi.

Silicon chip – a small piece of silicon with a set of complicated electronic connections on it, used especially in computers. – Kompyuterdagi bir qancha elektron aloqalari bo‘lgan kichik silikon bo‘lakchasi.

Surf – to look at various places one after another on the Internet- surf the Net. – Internetdagi turli ma‘lumotlarni birma-bir ko‘rish.

Toolbar – a row of icons on a computer screen that perform particular actions when you click on them. – Ma‘lum funksiyalarga ega bo‘lgan kompyuter ekranidagi rasmchalar qatori.

Virus – a computer program that has been deliberately created to cause damage to other people’s files. – Virus.

Web – all the websites that organizations have created on their computers for people to look at using the Internet. – Internetdan

foydalanuvchilarning tanishib chiqishi uchun tashkilotlarda yaratulgan veb-saitlar.

Web browser – a software program that you use for finding and looking at pages on the Internet. – Internetdagi sahifalarni topishda foydalaniladigan programma.

Webcam – a camera that is connected to a computer and produces images on a website. Veb camera.

Web cast – a broadcast on the Internet. – Internetda beriladigan yangiliklar.

Web page – a page or document that you can read on a website. – Veb sahifa.

Web site – a place on the Internet where information is available about a particular subject company, university etc. – Kompaniya, universitet va boshqa tashkilotlar xaqidagi malumotlarning Internetdagi o‘rni.

Other useful vocabulary

Computers

PC

Computer-literate

Hardware

Hard disk/ hard drive

Memory

Folder

document

program

menu

upgrade

Internet

I S P (Internet Service Provider)

Home page

Link

Search engine

Browser

Commands and Actions

Edit

Delete

Save

Copy

Cut

paste

scroll up / down

click on

right-click /left-click/

double-click

Useful Abbreviations

<u>Abbreviation</u>	<u>Meaning</u>
ACC/ACCOM	Accommodation
ADD	Addition/Additional
ADV	Advise
ARR	Arrive/Arriving
ARR/ARRNG	
Arrange/Arrangement/Arranging	
APPROX	Approximate(ly)
ATTN	Attention
BFOR	Before
BW	Best wishes
CLD U	Could you
CFM	Confirm
CHNG	Change
DEL	Deliver/Delivery
DEP	Departs/Departure
DLY	Delay
DOCS	Documents
ETA	Estimated time of arrival
FAO	For the attention of
FLGT	Flight
FWD	Forward (send)
INFO	Information
L8R	Later
L/C	Letter of Credit
LST	Last
LTR	Letter
LUV	Love
MAX	Maximum
MIN	Minimum
MTG	Meeting
N	And
NE1	Anyone
NO	Number
NXT	Next
OK	I agree/Agreement
OK?	Is this OK?
ORD	Order
OURLET	Our letter
PLS	Please
POSS	Possible
RE/REF	About/Reference

**REC
RGDS
RGRT
RPLY
RU
VST
WAN2
WK
WLD U
W/
YR
4**

**Received
Regards
Regret
Reply
Are you
Visit
Want to
Week
Would you
With
Your
For**

Answer key

Birinchi mavzu

Computers and the Internet

1.

- | | |
|-----------------------|-------------------------|
| 1) Internet access | 7) broadband connection |
| 2) Chat room | 8) keep in touch |
| 3) attachment | 9) software |
| 4) laptop or notebook | 10) scanner |
| 5) online shopping | 11) install |
| 6) virus | 12) webcam |

2.

- | | |
|-----------------------|---------------------|
| 1) hackers / database | 7) laptop/printer |
| 2) viruses/hard disk | 8) email |
| 3) laptop | 9) chat room |
| 4) silicon chip | 10) online shopping |
| 5) Internet | |
| 6) online | |

6.

- | | |
|--------|--------|
| a) – 8 | f) – 3 |
| b) – 2 | g) – 6 |
| c) – 7 | h) – 5 |
| d) – 9 | i) – 4 |
| e) – 1 | |

Ikkinchi mavzu

Styles of writing E-mail

Formal or Informal

1.

- | | |
|------|-------|
| 1) d | 9) m |
| 2) h | 10) j |
| 3) I | 11) o |
| 4) n | 12) k |
| 5) b | 13) l |
| 6) e | 14) a |
| 7) c | 15) g |
| 8) f | |

2.

Email 1

Sorry, I can't make it on Friday. As I'll miss the meeting, could you send me a copy of the minutes? I'll write to Anita as well, to tell her (that) I won't be there. Once again, I'm sorry for this, and I promise (that) I'll be at the next meeting.

Email 2

Thanks for the email of 25 January where you asked for help on how to order online. I need to know you're a/c number before I can deal with this. Please could you also provide details of which version of Windows you're using.

Email 3

Re your order number J 891-we received it this morning, but you haven't filled in the sections on size and colour. What exactly do you need? These products are selling very well at the moment, and I'm sorry to tell you that the medium size is temporarily out of stock. But we're expecting more supplies soon. Shall I email you when they arrive?

3.

1) k

6) f

11) g

2) c

7) h

12) b

3) a

8) l

13) n

4) m

9) j

14) d

5) o

10) i

15) e

Uchinchi mavzu

Missing words and abbreviations in E-mails

1. It was a great evening wasn't it ! I really enjoyed the meal, and it was nice to see Mary and Roger again. Have you had a chance to speak to Lucy yet? Don't worry if you haven't, I will be seeing her tomorrow. About next week-the film you suggested sounds great. I've been talking to some colleagues at work about it. I'm not sure about the day, though. Tuesday might be difficult. Perhaps Wednesday would be better? Let me know. I'm going to my parents at the weekend-I'm looking forward to it. They live in Chichester. Have you ever been there? Some time soon we need to talk about holiday plans for next summer. Things are still a bit uncertain at my work. It might be possible to take two weeks off in July, but I can't be sure. Three weeks would be impossible.

- 2) End / Inf
- 3) End/Neut
- 4) Beg/Inf
- 5) End/Inf

- 7) Beg/Neut
- 8) End/Inf
- 9) Beg/Neut
- 10) End/Neut

Beshinchi mavzu

Attachments

1.

1) B/C ('enclosed' is the word used when something is inside an envelope, but some people still use it for email)

- | | |
|--------|---------|
| 2) A/D | 7) C/D |
| 3) B/D | 8) B/C |
| 4) A/B | 9) A/B |
| 5) A/C | 10) A/D |
| 6) B/C | |

2.

- | | |
|-----------------------------|-------------------------------|
| 1) hope you like <u>it</u> | 7) I <u>would</u> be grateful |
| 2) return them <u>to</u> me | 8) forgot <u>to</u> send |
| 3) I'm sending | 9) <u>as</u> promised |
| 4) I have <u>attached</u> | 10) what <u>do</u> you think |
| 5) you'll be <u>able</u> to | 11) I'll let you know |
| 6) <u>carefully</u> | 12) <u>in</u> red |

3.

Email 1

- | | | |
|---------|---------|--------|
| 1) find | 2) Hope | 3) Let |
|---------|---------|--------|

Email 2

- | | | |
|----------------------|--------------|-------|
| 1) sending/attaching | 2) attention | 3) by |
|----------------------|--------------|-------|

Email 3

- | | | |
|-------|--------------|--------|
| 1) As | 2) else/more | 3) end |
|-------|--------------|--------|

Email 4

- | | | |
|-----------|---------|---------|
| 1) forgot | 2) Here | 3) back |
|-----------|---------|---------|

Email 5

- | | | |
|----------|----------|---------|
| 1) would | 2) could | 3) note |
|----------|----------|---------|

Oltinchi mavzu

Being indirect and polite

1.

- | | |
|------------------|----------------------------|
| 1) afraid, small | 5) Actually, doesn't, much |
| 2) seems, slight | 6) Wouldn't |
| 3) think, may | 7) might, quite |
| 4) honest, sure | 8) won't, cheap |

2.

- 1) I wonder (was wondering) if we could meet again next week?
- 2) There seems to be a mistake on the invoice.
- 3) The quality is not very high
- 4) Would you like me to speak to Mr. Baker?
- 5) Your estimate for the cost might be a bit low.
- 6) Wouldn't it be a better idea to wait?
- 7) To be honest, I'm not sure it's a good idea.
- 8) Perhaps we should think about canceling the project.

3.

- | | |
|-----------------------|-----------------------------|
| 1) sounds, practice | 4) honest, sure, convenient |
| 2) saying, what about | 5) mean |
| 3) wouldn't, little | 6) don't, would, better |

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

4.

- | | |
|-----------------------------------|--|
| 1) It seems/ I think it's | 7) It's a bit delicate |
| 2) quite/ a bit/ a little/ rather | 8) I might/ may be |
| 3) Wouldn't it be | 9) (To be honest) I'm not sure (that)
I agree |
| 4) we haven't been very happy | 10) seem/seems to be/ might be |
| 5) a small favour | 11) quite/ a bit/ a little/ too |
| 6) I was wondering if you could | 12) would |

Yettinchi mavzu

Checking understanding

1.

- | | |
|-------------------------|-------------|
| 1) the attachment | 2) you mean |
| 3) Which conference/one | 4) me know |

- 5) you sure/certain 6) open it
7) be wrong 8) to you

2.

- 1) in on 2) back to

3.

- 1) Sorry, you forgot to send the attachment. Can you send it again?
- 2) Did you mean to send this? I don't want to open the attachment in case it's got a virus.
- 3) Are you sure about that? I thought the conference was in Istanbul.
- 4) I'll check and get back to you later today.
- 5) Which conference do you mean?
- 6) Sorry, I don't understand this point. Can you explain it in a little more detail?
- 7) I'm not sure what you mean by this. Could you clarify?
- 8) I thought the meeting was on Thursday, but I may be wrong.
- 9) Sorry, forget my last email. You are right. It should be Thursday, not Friday.
- 10) What I meant was Gatwick, not Heathrow. I hope this clarifies the situation.

4.

- | | | |
|--------------------|-----------|------------|
| 1) attached | 2) Let | 3) forgot |
| 4) again | 5) by | 6) checked |
| 7) point/term/word | 8) detail | 9) latest |
| 10) back | 11) in | 12) wrong |

Sakkizinchí mavzu

Job application

1. 1) c 2) g 3) i 4) f 5) n 6) k
7) j 8) d 9) b 10) l 11) e 12) m
13) a 14) h

2.

Dear Sir/ Madam //

With reference to your advertisement on the JobFinders com. website, I am interested in applying for the post of tour leader for Italian school students. //

I am 26 years old and am currently studying for a diploma in Tourism at Naples University. After that I hope to follow a career in the travel industry. During the last few summer holidays I have worked as a youth leader in Italy, and I enjoyed the work very much. Next summer I would like to do something more varied and challenging, and for this reason I am interested in the job of your leader, taking students to London. //

I feel that I would be well-suited for this job as I enjoy working with young people. I have a lot of energy and enthusiasm and am also responsible and reliable. //

I have attached my CV as a Word document. You will notice that I have supervised children on a range of sports and cultural activities as well as dealing with transport arrangements and tickets. You will also notice that my English is good and I have First certificate grade A.//

I would be grateful if you would consider my application. You will see from my attached CV that two people can be contacted as references, one is a University professor and the other is from the summer programme where I worked last year. I am available for interview in Naples any weekday afternoon, and you can email me or telephone me on the number below. //

I look forward to hearing from you soon. //

Yours faithfully

3.

1) to, on, in, for

2) as

3) for, in

4) as

5) on, in

6) to, from

7) of, at

8) at, of

9) for, in

10) in

11) for

12) as

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CONTENTS

KIRISH.....	3
Birinchi mavzu: Computers and the Internet	4
Ikkinchi mavzu: Styles of writing E-mail. Formal or Informal.....	8
Uchinchi mavzu: Missing words and abbreviations in Emails.....	12
To'rtinchi mavzu: Basics. Opening or closing.....	15
Beshinchi mavzu: Attachments.....	22
Oltinchi mavzu: Being indirect and polite.....	25
Yettinchi mavzu: Checking understanding.....	29
Sakkizinchi mavzu: Job application	33
Glossary of Computer Terms	37
Useful Abbreviations.....	40
Answer key	42
List of used literature.....	49

