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**THE LINGUISTIC CHARACTERISTICS OF OFFICIAL DOCUMENTS
IN ENGLISH, RUSSIAN AND UZBEK LANGUAGES**

DISSERTATION

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INTRODUCTION

Independent Uzbekistan is developing by the model chosen by the nation, along the road of open and free market relations, and along the road of building a just society and a strong law - governed democratic state¹.

It's necessary to carry political, economical, educational and other reforms, in order to achieve the above mentioned aim. Especially, training young specialists, educating them on leading branches of economy is the overall task of the government. Learning and teaching foreign languages play an important position in this discourse.

The President I. Karimov in his books pays a great attention to education and school reformation: "In the process of higher school reformation, we must consolidate their contacts with higher educational institutions in other countries. It's necessary to promote the encouragement of foreign teachers in Uzbekistan".

From this point of view a lot of decrees and laws were established in the aim of educational reformation. Especially, the last Decree of the President PQ-1875, issued on December 10, 2012 has played an important role for the teacher of foreign languages in Uzbekistan. Under this Decree new standards of continuous education, curriculum for foreign language teaching is being developed. The content of text-books and teaching materials is also changed. English is being taught from the first forms of the secondary schools.

Although these reforms are being taken during the last years, this was aimed from the first years of Independence of the country. In 1997, the President noted: "In the process of higher school reformation, we must consolidate their contacts with higher educational institutions in other countries. It's necessary to promote the encouragement of foreign teachers".²

¹ Karimov I.A. Uzbekistan along the road of deepening economic reform – T.: Uzbekistan, 1995 - P.3

² Karimov I. A. Harmoniously developed generation is the basis of progress of Uzbekistan. T., 1997. P. 12

It would be expedient to organize the education of our graduate students in the educational centers of developed countries without interference of any ideology.

For a long time, there has been a lot of discussion about how languages are used and learnt. Until the middle of the twentieth century, many people believed that, in order to speak or write the best kind of English, you had to use complete sentences which were grammatically correct.

People learning English wanted to learn to write and speak this 'Standard English'. They also wanted to sound like native speakers of English from the Home countries. Two things have happened to change these ideas.

Every year in many parts of the world a considerable number of persons find themselves called upon to teach English to those whose mother tongue is not English. Their pupils may be children or adults; and range from those who already have some knowledge of English either in its spoken or written form to those who know not a single word of the language.

The mother tongue of those who are about to engage in such teaching is usually English, but to some of them English is a foreign language in which they may or may not be proficient. But in either case they find themselves taking on a job which is unfamiliar to them. They have rarely been specially trained to teach English as a living language and as a means of immediate communication.

While learning English as a foreign language one we should carefully study the grammatical structure of the language. As we know from the History of the English language course, the grammar of the English language took many changes during its development.

The development of linguistics, appearance of new linguistic disciplines, such as cognitive linguistics, pragmalinguistics and others make us to study this topic more deeply. That`s why, I chose this theme: The Linguistic characteristic of official documents in English, Russian and Uzbek for my Master`s dissertation and it is formulated in the following way:

The actuality of research. In modern linguistics in recent years, become a common trend in the study of applied linguistics. Texts of documents of international organizations belong to the official style of language and have common linguistic characteristics. In the XXIst century, when globalization is highly developed, official style of different languages have most common in their content.

Thus, the language of the legal documents of the new Europe of the 21st century, based on the Euro English, considerably differs from the language of the international organizations in the 70-80s of the last century.

The research into pragmatic, structural and semantic peculiarities of the texts of the Council of Europe official documents will help understand their role in diplomatic communication, which is important for successful comprehension and translation of the texts of this category.

The subject matter of the dissertation is structural, lexical and semantic peculiarities of the language of official documents.

The aim of the dissertation. The aim of this paper is an investigation into main structural, lexical and semantic features of the language of official documents.

The work put forward the following **tasks**:

- to define the formal parameters of composition of the texts of official documents;
- to study the pragmatic aspects of the language of official documents;
- to analyze grammatical, lexical and semantic peculiarities of the language of official documents.

The methodology of the study is determined by the objectives of the investigation and includes such methods as content-analysis, structural and semantic description, system analysis and analogy.

Approbation of the work. The main results of the research work were demonstrated and published in the following articles:

1.Mamataliyeva Navbahor -The problems of using information technology in rural schools .Xorijiy tillarni o'qitishda ahborot texnologiyalardan samarali foydalanish. Respublika ilmiy-amaliy konferensiyasi materiallari to'plami - Samarqand, 2015 184-185pp.

2.Mamataliyeva Navbahor Business letter as a genre of official style in English .Yosh olimlar respublika ilmiy-amaliy konferensiyasi- 2016 496-497 pp

3. Mamataliyeva Navbahor Teaching problems of newspaper style of the English language .Yosh olimlar respublika ilmiy-amaliy konferensiyasi - Termez 2017 46-47 pp

4.Mamataliyeva Navbahor English letters of official style –Termez 2017 271-272 pp

Moreover, research work was discussed at the Annual Conferences of Young Scholars (Ёш олимлар), and Republican conferences (2016, 2017) and at the meeting of the Department of English language and literature and was recommended for defense.

The data of the study comprises texts of administrative documents: resolutions of the Parliamentary Assembly and recommendations of the Committee of Ministers.

The theoretical significance of the study lies in the fact that it may help understand pragmatic, structural and lexical peculiarities of the texts of official documents.

The practical value. From the standpoint of practice, the findings of the study may be used at the seminars in Theory and Practice of Translation to explain and exemplify distinctive features of the texts of international legal documents.

The structure of the dissertation is determined by the aim and objectives of the study. It consists of the introduction, two chapters, conclusions, bibliography and summary.

The introduction outlines the aim and objectives, the subject matter, the data sources, the methodology, the theoretical and practical value of the paper.

The first Chapter elucidates the legal status, communicative goals and types of the texts of official documents as well as their main linguistic characteristics in English, Russian and Uzbek languages.

The second Chapter focuses on structural, lexical and pragmatic peculiarities of official texts, the structure of official terms.

The findings of the study are generalized and expounded in the conclusions.

CHAPTER I. THE LINGUISTIC STUDY OF OFFICIAL DOCUMENTS IN ENGLISH , RUSSIAN AND UZBEK

1.1. Official documents in English

70 per cent of our lifetime is spent in various forms of communication activities - oral (speaking, listening) or written (reading, writing), so it is self-evident how important it is for a philologist to know the mechanics of relations between the non-verbal, extralinguistic, cognitive essence of the communicative act and its verbal, linguistic presentation. It is no surprise, then, that many linguists follow their famous French colleague Charles Bally, claiming that Stylistics is primarily the study of synonymic language resources.

Representatives of the not less well-known Prague school -V.Mathesius, T.Vachek, J.Havranek and others focused their attention on the priority of the situational appropriateness in the choice of language varieties for their adequate functioning.

Thus, *functional stylistics*, which became and remains an international, very important trend in style study, deals with sets, "paradigms" of language units of all levels of language hierarchy serving to accommodate the needs of certain typified communicative situations. These paradigms are known as *functional styles* of the language.

Proceeding from the famous definition of the style of a language offered by V.V.Vinogradov more than half a century ago, we shall follow the understanding of a functional style formulated by I. R. Galperin as "a system of coordinated, interrelated and interconditioned language means intended to fulfil a specific function of communication and aiming at a definite effect."

All scholars agree that a well developed language, such as English, is streamered into several functional styles. Their classifications, though, coincide only partially: most style theoreticians do not argue about the number of functional

styles being five, but disagree about their nomenclature. This manual offers one of the other widely accepted classifications which singles out the following functional styles:

1. *official style*, represented in all kinds of official documents and papers;
2. *scientific style*, found in articles, brochures, monographs and other scientific and academic publications;
3. *publicist style*, covering such genres as essay, feature article, most writings of "new journalism", public speeches, etc.;
4. *newspaper style*, observed in the majority of information materials printed in newspapers;
5. *belles-lettres style*, embracing numerous and versatile genres of imaginative writing.

It is only the first three that are invariably recognized in all stylistic treatises. As to the newspaper style, it is often regarded as part of the publicist domain and is not always treated individually. But the biggest controversy is flaming around the *belles-lettres style*.

The unlimited possibilities of creative writing, which covers the whole of the universe and makes use of all language resources, led some scholars to the conviction that because of the liability of its contours, it can be hardly qualified as a functional style. Still others claim that, regardless of its versatility, the *belles-lettres style*, in each of its concrete representations, fulfils the aesthetic function, which fact singles this style out of others and gives grounds to recognize its systematic uniqueness, i.e. charges it with the status of an autonomous functional style. To compare different views on the number of functional styles and their classification see corresponding chapters in stylistic monographs, reference- and textbooks.

Each of the enumerated styles is exercised in two forms - *written* and *oral*: an article and a lecture are examples of the two forms of the scientific style; news broadcast on the radio and TV or newspaper information materials - of the newspaper style; an essay and a public speech - of the publicist style, etc. The

number of functional styles and the principles of their differentiation change with time and reflect the state of the functioning language at a given period. So, only recently, most style classifications had also included the so-called *poetic* style which dealt with verbal forms specific for poetry. But poetry, within the last decades, lost its isolated linguistic position; it makes use of all the vocabulary and grammar offered by the language at large and there is hardly sense in singling out a special poetic style for the contemporary linguistic situation, though its relevance for the language of the seventeenth, eighteenth and even the biggest part of the nineteenth centuries cannot be argued.

Something similar can be said about the *oratoric* style, which in ancient Greece was instrumental in the creation of "Rhetoric", where Aristotle, its author, elaborated the basics of style study, still relevant today. The oratoric skill, though, has lost its position in social and political life. Nowadays speeches are mostly written first, and so contain all the characteristic features of publicist writing, which made it unnecessary to specify oratoric style within the contemporary functional stratification of the language.

All the above-mentioned styles are singled out within the *literary type* of the language. Their functioning is characterized by the intentional approach of the speaker towards the choice of language means suitable for a particular communicative situation and the official, formal, preplanned nature of the latter.

The *colloquial type* of the language, on the contrary, is characterized by the unofficiality, spontaneity, informality of the communicative situation. Sometimes the colloquial type of speech is labelled "the colloquial style" and entered into the classification of functional styles of the language, regardless of the situational and linguistic differences between the literary and colloquial communication, and despite the fact that a style of speech manifests a conscious, mindful effort in choosing and preferring certain means of expression for the given communicative circumstances, while colloquial speech is shaped by the immediacy, spontaneity, unpremeditativeness of the communicative situation. Alongside this consideration

there exists a strong tendency to treat colloquial speech as an individual language system with its independent set of language units and rules of their connection.

Functional stylistics, dealing in fact with all the subdivisions of the language and all its possible usages, is the most all-embracing, "global", trend in style study, and such specified stylistics as the scientific prose study, or newspaper style study, or the like, may be considered elaborations of certain fields of functional stylistics.

A special place here is occupied by the study of creative writing -the belles-lettres style, because in it, above all, we deal with *stylistic use of language resources*, i.e. with such a handling of language elements that enables them to carry not only the basic, logical, but also additional information of various types. So the *stylistics of artistic speech*, or belles-lettres style study, was shaped.

Functional stylistics at large and its specified directions proceed from the situationally stipulated language "paradigms" and concentrate primarily on the analysis of the latter. It is possible to say that the attention of functional stylistics is focused on the message in its correlation with the communicative situation.

The message is common ground for communicants in an act of communication, an indispensable element in the exchange of information between two participants of the communicative act - the addresser (the supplier of information, the speaker, the writer) and the addressee (the receiver of the information, the listener, the reader).

Problems, concerning the choice of the most appropriate language means and their organization into a message, from the viewpoint of the addresser, are the centre of attention *of the individual style study*, which puts particular emphasis on the study of an individual author's style, looking for correlations between the creative concepts of the author and the language of his works.

In terms of information theory the author's stylistics may be named the *stylistics of the encoder*: the language being viewed as the code to shape the information into the message, and the supplier of the information, respectively, as the encoder. The addressee in this case plays the part of the decoder of the information contained in the message; and the problems connected with adequate

reception of the message without any informational losses or deformations, i.e., with adequate decoding, are the concern of *decoding stylistics*.

And, finally, the stylistics, proceeding from the norms of language usage at a given period and teaching these norms to language speakers, especially the ones, dealing with the language professionally (editors, publishers, writers, journalists, teachers, etc.) is called *practical stylistics*.

Thus, depending on the approach and the final aim there can be observed several trends in style study. Common to all of them is the necessity to learn what the language can offer to serve the innumerable communicative tasks and purposes of language users; how various elements of the language participate in storing and transferring information; which of them carries which type of information, etc.

A document (noun from latin documentum [second declension, gen documentī]: lesson, instruction, warning), is a bounded physical or digital representation of a body of information designed with the capacity (and usually intent) to communicate. A document may manifest symbolic, diagrammatic or sensory-representational information.

Peculiar features of the style of official documents (it is also applicable to technical interpretation) are its substantiveness, logicity (strict consistency, clear connection between main idea and details), accuracy and objectivity and subsequent lucidity and clarity. All texts of this type tend to use the language means that contribute to satisfaction of needs of this communication sphere.

The translation of official documents is a subfield of specialized legal translation. It requires absolute precision and the exclusive use of professional terms approved by the relevant official bodies.

Defining the specificity of technical translation, special translation theory (if we talk about translation of official documents) studies three types of factors which must be taken into account while describing translations of certain type. First of all, the particular functional style of a source document itself can influence the type of translation process and require from technical translator use of special methods and ways. Secondly, such source orientation can predetermine stylistic

characteristics of the translation text and, thus, necessity for choice of such means of language that characterize the same functional style in the target language during technical translation.

And, finally, interaction of these two factors can result in appearance of translation peculiarities themselves which are connected both with common features and differences between linguistic signs of the same functional styles of source and target languages and with special conditions and tasks of technical translation from different languages.

Within each functional style we can distinguish some linguistic features which influence on the process and the result of translation is rather significant. For instance, in scientific-technical style, during technical translation these features are lexico-grammatical peculiarities of scientific-technical materials and, first of all, it is the leading role of terminology and special vocabulary.

Translation of technical texts, including official documents, is one of the most demanded services in the translation sphere. It's connected with modern technical development and necessity of constant ensuring such development.

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On the vocabulary level translation of official documents, first of all, implies use of special terminology. Terms must provide clear and accurate definition of real objects and phenomena; establish unambiguous comprehension of transmitted information by specialists.

Uppermost, in translation the term must be precise, i.e. it must have strictly determined meaning which can be developed by means of logical definition that removes the place of defined concept in the paradigm of this certain field. For the same reason the term must be monosemantic and, in this regard, context-

independent. In other words, it must have its own precise meaning which is determined by its definition in all its occurrences in any text, thus, person who uses the term doesn't have to clarify its meaning in different contexts.

Term precision is directly connected with the demand that every notion should have only one corresponding term, i.e. not to have synonymic terms with corresponding meanings. A term should be the part of strict logical system. Terms meanings and their definitions should conform to the rules of logical classification which clearly distinguishes between objects and notions and doesn't allow ambiguity or contradictoriness.

Besides, any term must have strictly objective definition with no secondary meaning which detracts specialist's attention adding the element of subjectivity. Official documents are written in a formal, "cold" or matter-of-fact style of speech. The style of official documents or 'officialese' as it is sometimes called, is not homogeneous.

The peculiar features common for all stylistic varieties of official documents are the following:

- the use of abbreviations, conventional symbols and contractions;
- the use of words in their logical dictionary meaning;
- absence of emotiveness;
- general syntactical mode of combining several pronouncement into one sentence.

The lexicon of the standard documents consists of common words and great many of the special terms, which cannot be found out in the ordinary dictionary. One part of common words is known for the pupil from school or other original course of the English language.

There are some peculiarities of translation of some standard documents. Notwithstanding the seeming simplicity the translation of birth certificate or marriage certificate is no such a simple task. Too many special terms (names of institutions, positions), which cannot be found out in the ordinary dictionary, are used in these documents. That's why only the translator with wide experience of

translation of such documents can translate them. The big problem is that some standard documents must be apostilled or have notary certification what can be done only if the translation is done by the professional translator.

For example, the peculiarity of notary certification of passport translation consists in the fact that the notary doesn't certify a copy of passport and only confirms the translation authenticity.

Other part of common words is unknown by the pupil and represents that basic lexical reserve, which they should acquire in learning process. This part of common words can conditionally be subdivided on some groups:

Words, which on the first stage of tutoring usually are not studied. *E. g. to regard – эҳисобламоқ, кўриб чиқмоқ, эътиборга олмақ.*

Words used in meanings, distinct from what pupils have acquired in original course.

Here it is necessary to refer a great many of auxiliary words, not studied before, "on account of" - сабабли, "due to" – га кўра, туфайли.

Words and word-combinations providing logical connections between separate parts of the text and providing the logic of an account.

*E. g. to begin with – авваламбор;
Furthermore – бундан ташқари;
Summing up – қисқа қилиб айтганда.*

Differences in British English and American English
company – corporation
programme - program

Texts of CoE official documents as well as documents of other international organizations (IO) belong to the official style of language. The aim of communication in the official style is to bind the addressee to a certain kind of behaviour. Therefore, these texts are artefacts with high degree of authority and binding force. They are intended to change behaviour of people and, therefore, to change the reality. The label of performatives may also be applied to these texts [9, p. 44].

V. Kaliuzhna considers that IO documents considerably differ from other documents of the official style and claims that they belong to the language of IO documents – a substyle of the official style of language [6, P. 5].

Generally, IO documents have logical, official, precise, stereotypical and imperative character. Being **logical**, texts of IO documents are characterized by cohesion, logical succession and their own system of notions.

Official character of legal documents is ensured by a system of language means, which create the effect of impartiality and formality. Owing to their nature and communicative purposes international agreements are to be **precise** and **all-inclusive**.

The task of achieving this dual characteristic adds considerably to their already complicated syntax and results in the usage of binomial and multinomial word-combinations, complex prepositional phrases, productivity of nominalization, lexical and syntactic parallel constructions.

Stereotypical character of IO documents provides for a considerable degree of their lexical and syntactic standardization [6, P. 56].

According to V. Kaliuzhna, IO documents can be classified into:

- Informative (memoranda, reports, notes etc.);
- Regulatory (statutes, conventions, agreements etc.);
- Concluding (resolutions, declarations etc.);
- Summarizing (résumé of debates, proceedings etc.) [6, P. 42].

This classification refers to the international organizations of the 70-80s of the last century and, therefore, is a bit outdated and does not reflect modern IO realities. P. Borysenko proposes that recommendations and consultative opinions be added to the above classification [2, P. 10].

O. Perina classifies international documents according to their dominant communicative intention, structural and semantic characteristics. She claims that all texts of international documents can be divided into the following groups [10, P. 53-56]:

1. Texts of binding documents

These are international agreements and their fulfillment is obligatory for the states which have signed and ratified them. Texts of all international conventions, charters and agreements belong to this type.

Binding documents have a high degree of authority and responsibility encoded in them. This is achieved by direct reference to the author of the document and its addressee, to the time and place of compiling the document, by the use of 'binding' words (performative verbs and nouns) such as *advise, agree, undertake, guarantee, shall, will, promise, recognize, order, resolution, decision* etc. The binding nature of official documents is also ensured by the extensive use of modal verbs, such as *should, would, may, need, must, have to, be to* etc.

Texts of binding documents are also characterized by: conventionality of expression (specific composition): division into structural parts (preamble, central closes, opening closes, opening addresses, closing sentences, signatures, seals, indications of dates, names of addresses etc.);

- set expressions and highly literary formal words, e.g.: *on behalf of; hereby, hereto, above-mentioned* etc.;
- terms which have to do with a subject field of the document and which must be unambiguous, e.g.: *tax exemption; immovable property; air services* etc.;
- the encoded character of language: the use of symbols, abbreviations and acronyms, e.g.: *MP (Member of Parliament); IMF (International Monetary Fund); UN (United Nations); VAT (value-added tax)* etc.;
- absence of any emotions, stylistic devices and expressive means;
- complicated syntax: combining several pronouncements into one sentence which usually begins with a new paragraph; the use of the participial and infinitive constructions; long compound and complex sentences;
- reference to the present or future which is expressed by the preference to use the Present Indefinite, the Present Perfect and the Future Indefinite tenses [9, 44-45].

Texts of binding documents with the titles ‘resolution’ and ‘recommendation’

The fulfilment of such documents is one of the commitments of every CoE member state, because, having signed the Statute of the Council of Europe, the member states have agreed to fulfil its provisions and honour CoE standards and principles. In contrast to the documents of the first type, the language of these documents is milder.

Such phrases as "the Parties shall undertake to the Parties will practically are not used in their texts. They are usually replaced by models bearing the character of statement and recommendation: "the Assembly is of the opinion the Assembly may decide to Still, it's clear that if a member state does not satisfy the demands of a resolution or a recommendation, it may be expelled for non-compliance with the commitments to CoE.

3 – Texts of informative documents Here belong the Coe decisions, opinions, statements, declarations and press releases, which state the CoE official position concerning different issues within its competence.

So, texts of CoE official documents as well as other IO documents belong to the official style of language. They have logical, official, precise, stereotypical and imperative character. According to their dominant communicative intention, structural and semantic characteristics, texts of CoE documents can be divided into

- 1) texts of binding documents (conventions, statutes, treaties, agreements);
- 2) texts of binding documents with the titles ‘resolution’ and ‘recommendation’;

- 3) texts of informative documents (declarations, statements, press releases).

All of them have different grammatical, lexical and pragmatic peculiarities that will be considered in the next chapter.

1.2. Samples of official documents in Russian

Official style of the Russian languages does not differ much from those in English and Uzbek languages. The development of official style of Russian languages first of all, related with the history of Russian statehood.

In different periods Russian government established political, diplomatic and trade relations with different countries. It caused the development of correspondence and official style in general.

Below given some examples of official and business documents in Russian.

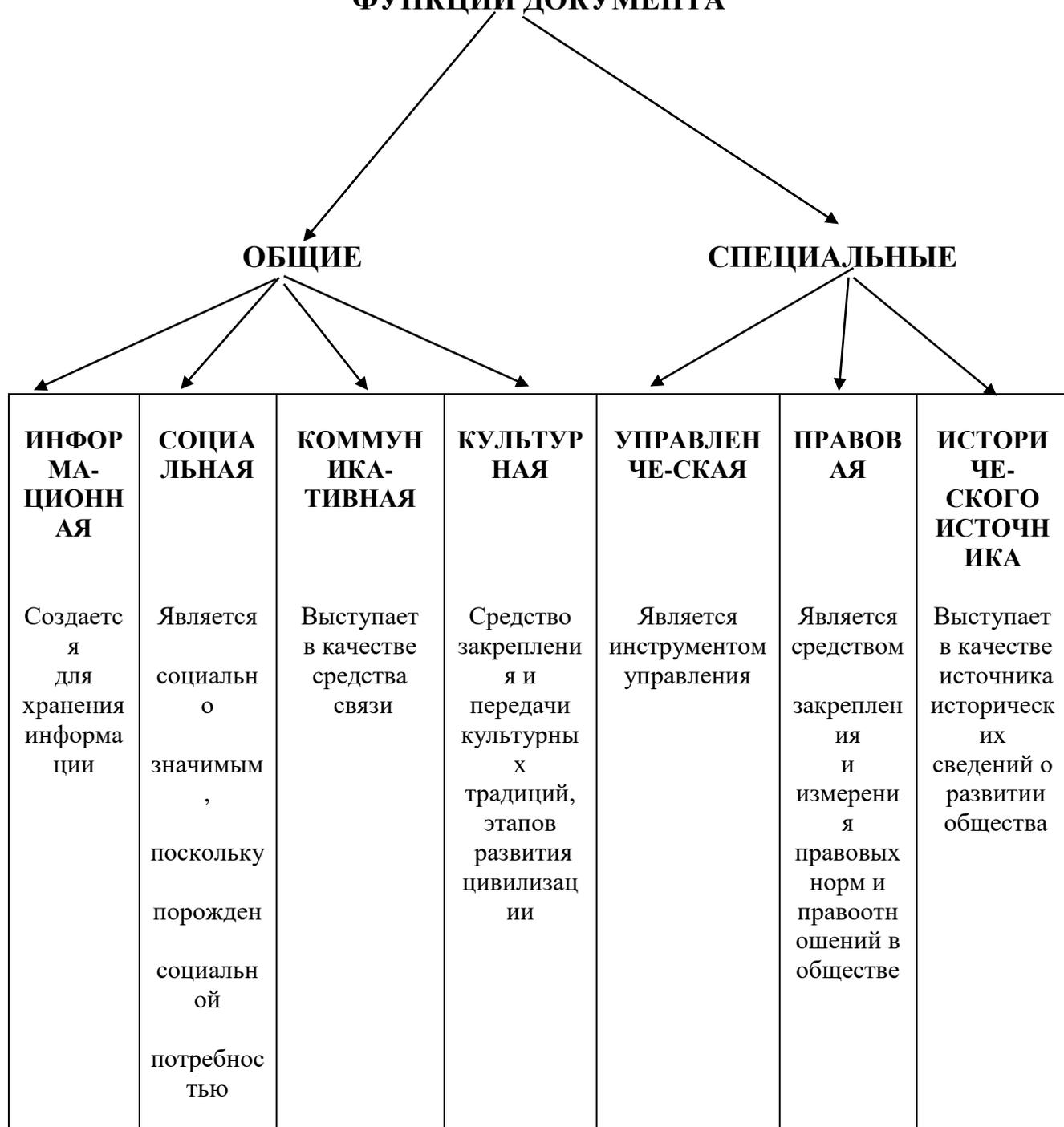
OFFICIAL DOCUMENTS: KEY POINTS

ДЕЛОВЫЕ БУМАГИ: КЛЮЧЕВЫЕ ПОНЯТИЯ

ДОКУМЕНТ (ДЕЛОВАЯ БУМАГА)	Деловая бумага, оформленная с учетом соответствующих норм и правил, служащая доказательством чего-либо, подтверждающая право на что-либо и имеющая юридическую силу. Внутренний документ функционирует внутри организации. Внешний документ направляется за пределы организации
РЕКВИЗИТЫ	Обязательные композиционные части, установленные законом и распорядительными положениями для каждой разновидности документов
ФОРМУЛЯР	Совокупность и определённая последовательность реквизитов, характерных для той или иной разновидности документа и обеспечивающих его юридическую силу
БЛАНК ДОКУМЕНТА	Стандартный лист бумаги с реквизитами, идентифицирующими автора (составителя) документа. Существуют два типа бланков: угловые и продольные, различающиеся расположением реквизитов, предваряющих текст письма
АДРЕСАНТ (СОСТАВИТЕЛЬ)	Реквизит, содержащий наименование организации-отправителя и/или лица, составившего/подписавшего документ

АДРЕСАТ	Реквизит, содержащий наименование организации/лица, которому направляется данный документ. Как правило, располагается в верхнем правом углу
ЗАГОЛОВОК (НАИМЕНОВАНИЕ ДОКУМЕНТА)	Реквизит, отражающий коммуникативную цель адресанта. Позволяет судить о назначении документов; определяет состав реквизитов и структуру текста. Обычно печатается прописными буквами/с заглавной буквы
ОСНОВНАЯ ЧАСТЬ (СОБСТВЕННО ТЕКСТ)	Основной реквизит документа, содержащий главную информацию. Чаще всего оформляется в виде связного текста, иногда - в виде трафарета (линейной записи с пробелами), анкеты, таблицы. Возможно соединение разных форм.
ДАТА ДОКУМЕНТА	Реквизит, указывающий дату подписания документа, его утверждения; а также дату события, зафиксированного в документе. Способы датирования: цифровой и комбинированный
ПОДПИСЬ	Собственно подпись (факсимиле) составителя, отправителя, заверителя и др. В большинстве случаев предполагается расшифровка подписи
КАНЦЕЛЯРИЗМ	Слова и устойчивые словосочетания, грамматические формы и конструкции, традиционно употребляющиеся в официально-деловом стиле (в первую очередь в его административно-хозяйственном подстиле)
СТАНДАРТИЗАЦИЯ	Установление в государственном масштабе оптимальных правил и требований по разработке и оформлению документов
УНИФИКАЦИЯ	Приведение чего-либо (в данном случае документации) к единой системе, форме, единообразию

ФУНКЦИИ ДОКУМЕНТА

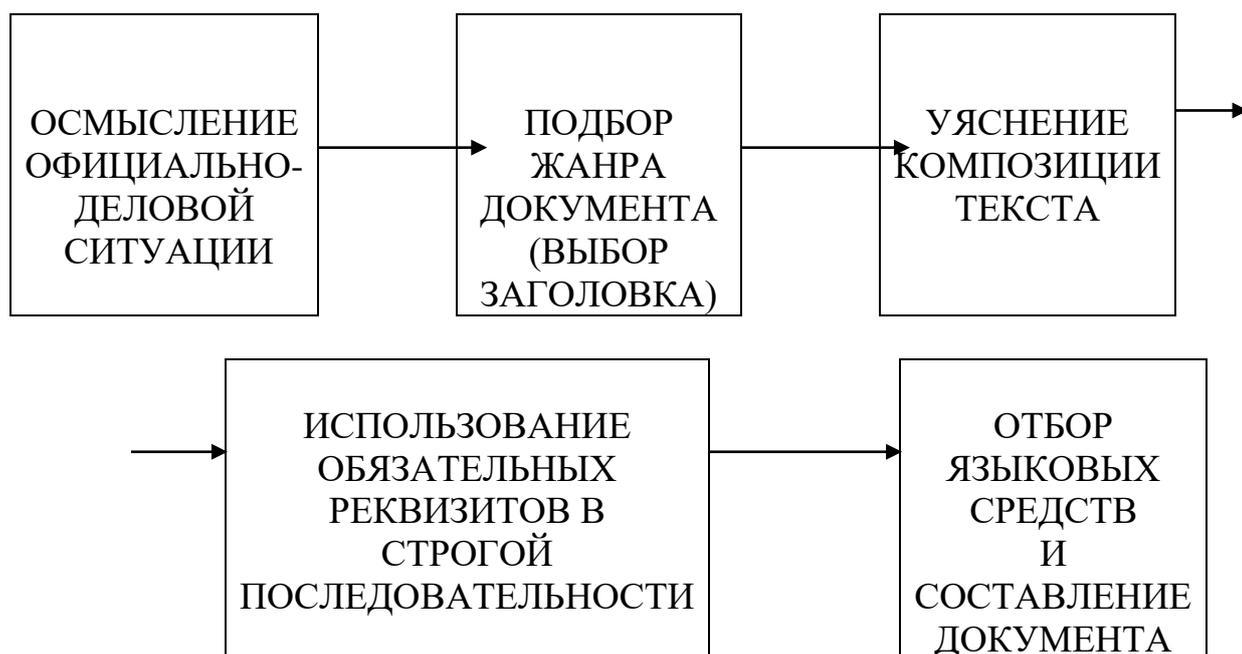


ТИПЫ ДОКУМЕНТОВ

по фактору адресации	по содержанию и назначению	в зависимости от сферы человеческой деятельности	по фактору доступности	по срокам исполнения	по критерию первичности
внутренняя переписка	Распорядительные	Научные	открытого пользования	срочные	оригинал
внешняя переписка	Отчетные	Технические	ограниченного доступа	второстепенные	копия
	справочные	Производственные	конфиденциального характера	итоговые	
	плановые и др.	Финансовые		периодические	
		Управленческие			

организационно-правовые	Распорядительные	справочно-информационные
Устав, положение о структурном подразделении, штатное расписание, должностная инструкция	Приказ, указание, распоряжение, постановление, решение	Акт, справка, докладная записка, объяснительная записка, протокол

ПОРЯДОК СОСТАВЛЕНИЯ ОФИЦИАЛЬНО-ДЕЛОВЫХ БУМАГ



ОСНОВНЫЕ СВОЙСТВА ДОКУМЕНТА

ДОСТОВЕРНОСТЬ (ОБЪЕКТИВНОСТЬ ИНФОРМАЦИИ)	Отражение информативным содержанием фактического положение дел; непредвзятая оценка событий
ТОЧНОСТЬ СЛОВОУПОТРЕБЛЕНИЯ	Использование слов в строгом соответствии с их лексическим значением
ЛАКОНИЗМ ФОРМУЛИРОВОК	Целесообразное количество включаемой информации, необходимой и достаточной для реализации коммуникативной задачи. Краткое и чёткое речевое оформление содержания, закрывающее в себе только необходимое для уяснения предмета речи
БЕЗУПРЕЧНОСТЬ В ЮРИДИЧЕСКОМ ОТНОШЕНИИ	Правовая значимость, дающая основание служить доказательством в суде
СТАНДАРТНОСТЬ ЯЗЫКА	Выражение мысли единообразным способом; использование устойчивых языковых оборотов при освещении типовых ситуаций делового общения
БЕЗЛИЧНОСТНО- НЕЙТРАЛЬНЫЙ	Отсутствие или ограниченное употребление языковых средств выражения субъекта речи, отсутствие оценочной лексики.

ТОН ИЗЛОЖЕНИЯ	Стремление к обезличенной подаче информации
СООТВЕТСТВИЕ НОРМАМ ОФИЦИАЛЬНО-ДЕЛОВОГО ЭТИКЕТА	Выбор композиции и отбор языковых средств, соответствующих жанру.

СОСТАВЛЕНИЕ И ОФОРМЛЕНИЕ ОТДЕЛЬНЫХ ВИДОВ ДОКУМЕНТОВ

ЗАЯВЛЕНИЕ

Документ, содержащий просьбу, жалобу или предложение лица (работника, потребителя, клиента). Адресат - должностное лицо или организация.

ФОРМА-ОБРАЗЕЦ ЗАЯВЛЕНИЯ

	Должность и Ф.И.О.адресата (кому?) (кого?) должность / статус Ф.И.О. адресанта**
<i>Заявление</i>	
<i>Прошу + инфинитив глагола (выделить, разрешить, допустить, принять и т.д.)...</i>	
<i>Конструкции для ввода аргументации: ввиду того что..., в связи с тем, что..., по причине..., на основании того что..., учитывая (что?) ...</i>	
<i>Необходимые документы прилагаются</i>	
Дата	Подпись

ДОВЕРЕННОСТЬ

Документ, содержащий информацию о предоставлении права доверенному лицу полномочия предпринять/предпринимать какое-либо действие (чаще всего получить что-либо) от лица доверителя и предназначенный для предъявления третьим лицам.

Адресат – учреждение, предприятие, учебное заведение и т. д.

Разновидности доверенности: официальная (служебная) и личная.

ИНФОРМАТИВНАЯ СХЕМА ДОВЕРЕННОСТИ

Кто? + *доверяю* + кому? + что? + инфинитив

ФОРМА ДОВЕРЕННОСТИ

Доверенность

Я, Ф.И.О., паспорт серии _____ № _____

выдан _____

_____, проживающий по адресу: _____,

(когда и кем)

доверяю получить причитающуюся мне стипендию

за _____ 20__ года (месяц)

(кому) Ф.И.О., паспорт серии _____ № _____ выдан _____

(когда и кем)

_____, проживающему (-ей) по адресу: _____.

Дата

Подпись

Расшифровка

подписи

*Подпись кого? (должность Ф.И.О.) удостоверяю (заверяю) * *.*

Дата

Подпись

** Данный фрагмент текста заполняется заверителем

АВТОБИОГРАФИЯ

Документ, содержащий жизнеописание какого-либо лица, составленное им самим. Адресат – учреждение (работодатель), учебное заведение и т. п.

РЕЗЮМЕ

Документ, предъявляемый лично или отправляемый/высылаемый при трудоустройстве и содержащий краткие сведения о биографических данных, образовательной подготовке, профессиональной деятельности, некоторых умениях и навыках, а также личных качествах человека. Адресат – потенциальный работодатель.

Резюме – это своего рода визитная карточка, аттестующая претендента на вакантную должность. Цель резюме – как можно более выигрышно (и в то же время объективно) представить себя как личность и свою трудовую биографию.

Резюме – сравнительно молодой жанр в русском деловом общении, именно поэтому применительно к нему пока не выработано единого стандарта и написание резюме является до некоторой степени творческим процессом.

Тем не менее существуют общие правила составления резюме и можно назвать типовые информативные блоки этого жанра деловой речи.

ТИПОВЫЕ ИНФОРМАТИВНЫЕ БЛОКИ ТЕКСТА РЕЗЮМЕ

<i>ПЕРСОНАЛЬНЫЕ ДАННЫЕ СОИСКАТЕЛЯ</i>	Фамилия, имя, отчество (в функции заголовка) Дата и место рождения, семейное положение Адрес и телефоны с указанием времени для контактов
<i>ЦЕЛЬ (ПОЗИЦИЯ)</i>	Наименование вакансии (вакансий), на которую претендует автор, или искомой должности

ОПЫТ РАБОТЫ*	<p>Перечень мест работы в обратном хронологическом порядке, с указанием</p> <ul style="list-style-type: none"> • полного официального наименования организаций; • периода времени пребывания в них; • наименования занимаемой должности; • краткого описания должностных обязанностей**
ОБРАЗОВАНИЕ	<ul style="list-style-type: none"> • Даты начала и завершения времени обучения • Название учебного заведения, факультета, полученной специальности (квалификации)
ДОПОЛНИТЕЛЬНАЯ ИНФОРМАЦИЯ ПРОЧИЕ СВЕДЕНИЯ	<ul style="list-style-type: none"> • Опыт внештатной работы • Общественная деятельность • Профессиональная переподготовка <p><i>Сопутствующие знания и навыки</i></p> <ul style="list-style-type: none"> • Степень владения иностранными языками • Опыт зарубежных поездок • Владение компьютером (профессионал/пользователь) • Навыки вождения автомобиля <p><i>Отличия и награды, ученая степень**</i></p> <p><i>Интересы, склонности, имеющие отношение к предполагаемой профессиональной деятельности</i></p> <p>**</p>
РЕКОМЕНДАЦИИ	<p>Сведения о рекомендациях (при наличии письменных рекомендаций они могут прилагаться к резюме)</p>
ДАТА НАПИСАНИЯ	
ЛИЧНАЯ ПОДПИСЬ	

*Сведения о данном опыте работы должны быть отражены в трудовой книжке

** Информативные блоки, не являющиеся обязательными

СЛУЖЕБНЫЕ ЗАПИСКИ

Композиция и информативно-смысловая модель объяснительной записки и докладной записки в принципе аналогичны. Разница в их информативном содержании обусловлена различием социального статуса и роли составителя этих служебных записок.

ДОКЛАДНАЯ ЗАПИСКА

Информационно-справочный документ, адресованный руководству, цель которого - информирование о ситуации, каком-либо факте, об итогах выполнения той или иной работы, задания. Составляется как по собственной инициативе автора, так и по указанию руководства.

Адресат – руководитель подразделения или учреждения.

Коммуникативная цель - побуждение руководителя к принятию определенного решения.

ОБЪЯСНИТЕЛЬНАЯ ЗАПИСКА

Документ, содержащий информацию должностного лица вышестоящему должностному лицу о сложившейся ситуации, о причинах невыполнения какого-либо задания, поручения, нарушения трудовой или производственной дисциплины.

В зависимости от коммуникативной ситуации выделяется две разновидности:

- а) Сопроводительный документ, поясняющий содержание отдельных положений основного документа (отчёта, плана, проекта). Другое название – пояснительная записка.
- б) Самостоятельный документ, содержащий указание причин, приведших к каким-либо нарушениям.

Текст объяснительной записки обязательно должен содержать убедительные аргументы.

1.3. Samples of official documents in Uzbek

Official documents of Uzbek language also has its specific features. The famous uzbek linguist N. Mahmudov and others have published books named “Davlat tilida ish yuritish”.

This book provides samples of Uzbek documents.

1. Rasmiy (xizmat sohasidagi) ishonchnoma

Ishonchnoma

"O‘zbekiston" Mas’uliyati cheklangan jamiyat iqtisodchisi

Korxonaning
to‘rtburchak
muhri

Karim Salimovich Olimovga Navoiy qurilish jihozlari korxonasi bilan 2005-yilning oxirgi choragiga qadar 100 mingta g‘isht yetkazib berish to‘g‘risida shartnoma tuzish hamda mazkur topshiriq bilan bog‘liq barcha ishlarni bajarishga vakolat beriladi.

Ishonchnoma 2007-yilning 10-mayigacha amal qiladi

Rais

(imzo)

A. Elmonov

(muhr)

Ishonchnoma

Kollejning
to'rtburchak
muhri

Jizzax pedagogika kolleji iqtisodiyot va tadbirkorlik bo'yicha direktor o'rinbosari Olimov Tohir Karimovichga "Dinamo" sport mollari do'konidan kollejga ajratilgan 10.000000 (o'n million) so'mlik sport jihozlarini olishga ishonch bildiradi.

Ishonchnoma 2008-yil 15-mayigacha amal qiladi.

Kollej direktori

(imzo)

S. Umarov

(muhr)

Ishonchnoma

Men, Mirzo Ulug'bek nomidagi O'zbekiston Milliy universiteti Iqtisodiyot fakultetining III kurs talabasi Saidahmad Isomiddinovich Lochinov hamqishlog'im Karim Omonovich Turg'unovga (pasport seriyasi ... №...) universitet kassasidan menga tegishli 2008-yil oktabr oyi stipendiyasini olish uchun ishonch bildiraman.

2008-yil 28-oktabr`

(imzo)

S.I. Lochinov

S.I.Lochinovning imzosini tasdiqlayman. Kadrlar bo'limi boshlig'i

(imzo)

B.N. Yoqubov

(muhr)

TILXAT

Tilxat - biror shaxsdan yoki muassasa (tashkilot, korxonalar, xo'jalik) dan pul, qimmatbaho buyumlar olinganligini tasdiqlovchi rasmiy yozma hujjat.

Tilxat bir nusxada tilxat beruvchining o'z husnixatida yoziladi va pulli, qimmatbaho hujjat sifatida saqlanadi.

Tilxat quyidagi zaruriy qismlar asosida yoziladi:

1. Hujjatning nomi (Tilxat).

2. Matn:

a) tilxat beruvchining lavozimi, familiyasi, ismi, ota ismi;

b) pul, hujjat, buyum yoki boshqa qimmatbaho narsani beruvchi shaxsning lavozimi, familiyasi, ismi va ota ismi (zarur bo'lganda muassasa nomi ko'rsatilishi mumkin);

v) olinayotgan qimmatbaho buyumning to'liq va aniq ro'yxati (pul miqdori va buyumlar soni avval raqam bilan, so'ng qavs ichida so'z bilan yoziladi);

g) olinayotgan buyumning texnikaviy holati (agar u mashina, qimmatbaho kompyuter, EHM kabilar bo'lsa)

3. Tilxat berilgan sana.

4. Tilxat muallifining imzosi.

Tilxatdagi yozuvlarni o'chirish yoki tuzatish mumkin emas, chunki bunday hujjat buzilgan, ya'ni qalbaki hisoblanadi.

Yirik miqdordagi pullarga beriladigan tilxat notarial idoralar tomonidan tasdiqlanadi va pul-buyumlarni sud orqali undirishga asos bo'ladi.

Olinadigan pul miqdori yoki buyumning bahosi va uning soni tilxatda raqamlar bilan ko'rsatiladi, qavs ichida esa so'zlar bilan qayd etilishi shart.

Tilxat

Men, O'zbek tili kafedrası o'qituvchisi Abdumurod Zokirov, Falsafa fakul'teti talabalariga amaliy mashg'ulot o'tish uchun o'zbek tili o'quv xonasidan 10 (o'n)ta "Davlat tilida ish yuritish amaliyoti" o'quv qo'llanmasini oldim. Dars tugagach, keltirib topshiraman.

2008-yil 20-mart

(imzo)

A.Zokirov

1-mashq. Quyidagi berilgan matnni zaruriy qismlar asosida tartib bilan yozing. Nitijada tilxat namunasi hosil bo'lsin.

Muhammad Tarag'ay Ulug'bekning 600 yilligi munosabati bilan o'tkaziladigan anjuman oldidan... Tilxat, Men, Samarqand davlat universiteti Tarix fakultetining talabasi A'zamov Behzod, ... 1994.15.04. Kitoblarni anjuman tugagandan so'ng keltirib topshirish majburiyatini zimmamga olaman. (imzo) ... universitet kutubxonasidan ... B.A'zamov Ulug'bekning hayoti va faoliyatini yorituvchi burchak tashkil etish maqsadida... Ulug'bekning hayoti va faoliyatiga bog'liq 30 (o'ttiz) dona kitob oldim. (Ro'yxat ilova qilinadi).

2-mashq. Quyidagi tilxat matnida tushirib qoldirilgan qo'shimchalarni to'g'ri qo'yib, daftaringizga ko'chiring.

Men, Ishtixon tuman... "Yangiobod" fermer xo'jaligi rahbari Erkinov Muyassar, xo'jaligimiz hududida tashkil etilgan "Zafar" dehqon-fermer xo'jaligi rahbari Sodiqov Ahmad bilan hamkorlikda Samarqand viloyati "Tadbirkor" banki... 50.000.000 (ellik million) so'm kridet ol... Bir yil ichida mazkur miqdordagi pul... qo'shimcha 15% (o'n bez foiz) bilan qaytarib topshirish majburiyati... zimma... ol...

2007-yil 10-may

(imzo)

M.Erkinov

DALOLATNOMA

Dalolatnoma - biron bir xo'jalik, tashkilot, korxon va muassasa yoki ayrim shaxslar faoliyati bilan bog'liq bo'lgan voqea, hodisa, ish-harakatni yoxud mavjud holatni tasdiqlash, unga guvohlik berish maqsadida bir necha kishi tomonidan tuzilgan hujjat.

Dalolatnoma, asosan, pul mablag'lari, moddiy boyliklarga bog'liq holda tuziladi. Moliya-xo'jalik faoliyatida muayyan ishni qabul qilish, tekshirish yoki taftish o'tkazish, xo'jalik buyumlari va jihozlarini hisobdan o'tkazish yoki hisobdan chiqarish, baxtsiz hodisalar, tabiiy ofatlar natijalarini tekshirishda, qonunlar buzilishi va boshqa holatlarda dalolatnomalarga murojaat etiladi.

Dalolatnomalar voqea-hodisalarni haqqoniy aks ettirish maqsadida bir necha shaxslar (muassasa rahbarining buyrug'i bilan komissiyalar, doimiy komissiyalar) yoki maxsus vakolatli yakka shaxs tomonidan tuziladi.

Dalolatnoma farmoyish yoki buyruq berishda ma'muriyat uchun asos bo'lib xizmat qiladi.

Dalolatnoma quyidagi zaruriy qismlar asosida tuziladi:

1. Bosh idora, muassasa va tarkibiy bo'linma nomi (zarur bo'lsa).
2. Hujjat nomi (Dalolatnoma).
3. Tuzilgan sanasi va joyi.
4. Tartib raqami va tasdiq belgisi.
5. Matn sarlavhasi.
6. Hujjatni tuzish uchun asos (muassasa rahbarining buyrug'i, yuqori idoraning qarori yoki ko'rsatmasi kabilar).
7. Komissiya tarkibi (raisi va a'zolari).
8. Ishtirok etuvchilar (guvohlar).
9. Dalolatnoma matni.
10. Ilovalar (har bir ilovaning necha betligi ko'rsatiladi).
11. Dalolatnoma tuzuvchilar va ishtirok etganlarning imzolari.

Tasdiqlayman

Yangiobod fermer xo'jaligi raisi _____

S.A.Rahmatov 2008-yil 25-may

"Moybuloq" qishlog'i

Yangiobod fermer xo'jaligi bosh hisobchisining ishni topshirishi haqida

Dalolatnoma

Asos: fermer xo'jaligi raisining 2005-yil 17-maydagi 116-raqamli buyrug'i.

Fermer xo'jaligining sobiq bosh hisobchisi I.Rasulov va yangi tayinlangan bosh hisobchi S.Ikromovlar tomonidan, fermer xo'jaligi hisobxona xodimi R.Bozorov va ish yurituvchi R.S.Tojiyevlar ishtirokida tuzildi.

Fermer xo'jaligining bosh hisobchisi bo'lib ishlagan I.Rasulov ishni topshirdi, S.Ikromov qabul qilib oldi.

Qabul qilib olingan narsalar:

1. Fermer xo'jaligida ishlovchi barcha a'zolarining shaxsiy hujjatlari (ro'yxat ilova qilinadi).
2. Fermer xo'jaligi a'zolarining mehnat daftarchalari.
3. 2005-2008-yillar uchun 81 hujjat (ro'yxat ilova qilinadi).
4. Fermer xo'jaligining davlat gerbi aks ettirilgan muhr.

Dalolatnoma uch nusxada tuzildi:

1-nusxa - fermer xo'jaligi bosh hisobchisiga.

2-nusxa - fermer xo'jaligi hujjatlar yig'ma jildiga solib qo'yish uchun.

3-nusxa - ishni topshirgan xodimga.

Ishni topshirdim

(imzo)

I.Rasulov

Ishni qabul qilib oldim

(imzo)

S.Ikromov

Ishtirok etganlar:

(imzo)

R.Bozorov

(imzo)

R.Tojiyev

HISOBOT

Hisobot - muayyan vaqt uchun rejalashtirilgan ishlar yoki shaxsning zimmasiga yuklatilgan vazifa va topshiriqlarning bajarilishi, amaliy dolzarb ishlar, xizmat safarlari yakunlari haqida ma'lumot beruvchi rasmiy hujjat.

Hisobotda keltirilgan ma'lumotlar aniq, ishonarli hamda ishlab chiqarish, ijtimoiy-siyosiy ahamiyatga molik bo'lishi lozim. Hisobotning har bir bandida, asosan: nima mo'ljallangan, qanday kimchiliklarga yo'l qo'yildi, ularni bartaraf etish uchun kelgusida nimalar qilish kerak, aniq takliflar yoritilmog'i lozim.

Hisobot oxirida muayyan topshiriq bajarilmagan bo'lsa, uning sababi ko'rsatiladi, bu borada takliflar qayd etiladi. Rejalashtirilgan ishlar haqidagi hisobotlar amalda keng qo'llanadi. Bunday hisobotlar quyidagi zaruriy qismlar asosida yoziladi.

1. Hisobot sarlavhasi: hisobot qaysi davr uchun, qanday ishlar (o'quv ishlari, jamoat ishlari, sessiya natijalari, ilmiy ishlar, paxta yig'im-terimi yakuni va boshqalar) yuzasidan, kim tomonidan berilayapti (agar shaxsiy ish rejalari hisoboti bo'lsa).

2. Hujjatning nomi. (Hisobot)

3. Hisobot matni.

4. Hisobot beruvchining lavozimi, ism-familiyasi, imzosi.

5. Sana.

“Sahovat” fermer xo‘jaligining 2005-yilda rejalashtirilgan ishlarining bajarilishi haqidagi

Hisoboti

Brigadamizga qarashli ekin ekiladigan 90 gektar yerga yil boshida barcha turdagi ekin ekish rejalashtirilgan edi. Mo‘ljallangan 1 gektar yerga sharoit bo‘lmaganligi tufayli yer yong‘oq ekilmay qoldi. Yil oxirida rejadagi 1.500 tonna o‘rniga 1.800 tonna sabzavot mahsulotlari olindi. 4 gektar tokzordan olingan uzumlardan 10 tonna mayiz yetishtirildi. Bu rejadagidan 2 tonna ko‘p. Kartoshka, qovun, tarvuz, piyoz, sholg‘om gektar boshiga oldingi yillardagiga qaraganda bu yil 2-3 tonna ko‘proq yetishtirildi. Agrotexnika tadbirlari o‘z vaqtida o‘tkazilmaganligi sababli piyoz rejadagidan 5 tonna kam olindi.

Yuqorida qayd etilgan hosilni yetishtirishda brigadamizning quyidagi a‘zolari o‘rnak ko‘rsatdilar:

1. B.Akramov.
2. S.Botirov.
3. K.Po‘latov.
4. B.Fayzullayev

Yil yakuni bo‘yicha moddiy va ma‘naviy rag‘batlantirishda ularning xizmatini alohida inobatga olinishini so‘raymiz.

7-brigada boshlig‘i
2005-yil 25-dekabr

(imzo)

A.Alimov

Xizmat safari va alohida topshiriqlar hisoboti quyidagi zaruriy qismlar asosida yoziladi:

1. Hisobot yo‘llangan muassasa yoki rahbarning lavozimi, ism-familiyasi.
2. Hisobot kim tomonidan, qanday topshiriq uchun yozilyapti.
3. Hujjatning nomi (Hisobot).
4. Hisobot matni ("Sizning topshirig‘ingizga binoan" yoki "Muassasa qaroriga binoan" kabi iboralar bilan boshlanadi, topshiriq qanday bajarilganligi aniq ma‘lumotlar bilan bayon etiladi; xulosa yasaladi).
5. Ilovalar ko‘rsatiladi (zaruriyat tug‘ilsa).
6. Hisobot beruvchining lavozimi va ism-familiyasi.
7. Imzo.
8. Sana.

Xizmat safari hisoboti namunasi

**"Paxtakor" fermer xo'jaligi raisi
A.Ikromovga katta iqtisodchi
M.Rustamovning Samarqand shahrida
o'tgan xizmat safari haqida**

Hisoboti

Sizning topshirig'ingizga binoan 12-15-may kunlari Samarqand shahrida xizmat safarida bo'ldim. Bundan maqsad Viloyat gazlashtirish idorasi bilan xo'jaligimizdagi xususiy xonadonlarga gaz o'tkazish uchun 100 km (diametri 20 mm) truba yetkazib berish haqida shartnoma tuzish edi.

Topshiriq bajarildi. Trubalar shu yilning 15-iyuniga qadar xo'jaligimizga keltiriladi.

Ilova: 2007-yilning 15-mayida tuzilgan shartnoma nusxasi.

Katta iqtisodchi (imzo)

M.Rustamov

**Tarix fakultetining dekani
prof. A.Salimovga
O'zbekiston tarixi kafedrasida
dotsenti M.Rasulzodaning
ekskursiya safari haqida**

Hisoboti

Tarix fakulteti 1-kurs talabalari shu yilning 25-mayida Samarqand shahri bo'ylab ekskursiyada bo'lishdi.

Talabalar qadimgi yodgorliklarni tamosha qilishdi, tarix muzeyiga borishdi, arxeologik qazilmalar eksponatlarini ko'rishdi, Ulug'bek rasadxonasi va muzeyida bo'lishdi.

Ekskursiya talabalarda katta taassurot qoldirdi.

2006-yil 26-may

Guruh rahbari: (imzo)

M.Rasulov

Summary of the chapter

In the chapter 1 we can easily say that there are many similarities among the three languages such as English, Uzbek and Russian.

In the official documents in English there are some informations about a document and peculiar features of the style of official documents, some aspects of documents a number of examples of standard documents, the translation problems of official documents, the types of factors of translation theory, some linguistic features which influence on the process, peculiar features of the style of official documents vocabulary level translation of official documents, the importance of the special terminology ,the lexicon of the standard documents, some information of international organizations according to the reality of V.Kaliuzhna international organization documents characters classifications of international organization documents according V. Kaliuzhna .

Besides, those there are texts of building documents with the title resolution and recommendation texts of information documents and so on.

In official documents in Russian and Uzbek there are some examples of official documents and their classifications according to the used places , functions of documents in Russian and Uzbek types of documents for the both languages usage of documents in order structure of official documents in working papers , the fundamental quality of documents in Russian and Uzbek .

Thus in the chapter there are fully information of official documents and some problems of their translation in English, Russian and Uzbek languages.

CHAPTER II. COMPARATIVE AND CONTRASTIVE STUDY OF LINGUISTIC STRUCTURES OF OFFICIAL DOCUMENTS

2.1. Classification of official documents in irrelative languages

A document (noun from latin documentum [second declension, gen documentī]: lesson, instruction, warning), is a bounded physical or digital representation of a body of information designed with the capacity (and usually intent) to communicate. A document may manifest symbolic, diagrammatic or sensory-representational information. To document (verb) is to produce a document artifact by collecting and representing information.

In prototypical usage, a document is understood as a paper artifact, containing information in the form of ink marks. Increasingly documents are also understood as digital artifacts.

Document is the practical construct for describing matter in different forms which retain information for a reasonable period of time wherein it can be perceived by a sentient observing entity. The variety usage reveals that the notion of document has rich social and cultural aspects besides the physical, functional and operational aspects.

Standard documents include:

Documents issued by registry office:

- birth certificate is a vital record that documents the birth of a child.
- marriage certificate is the official record that two people have undertaken a marriage ceremony.
- divorce certificate is a one page legal document that states that two people whom were previously husband and wife are now legally divorced.
- death certificate is a document issued by a government official such as a registrar of vital statistics that declares the date, location and cause of a person's death.

Documents of identity:

- passport is a document, issued by a national government, which certifies, for the purpose of international travel, the identity and nationality of its holder.
- driving license is an official document which states that a person may operate a motorized vehicle, such as a motorcycle, car, truck or a bus, on a public roadway as long as they are not under the influence of alcohol or in some countries, using a mobile phone.
- student card is a photo identification card that identifies the holder as a full-time student.
- other documents of identity
- Documents about education
- diploma (without supplement) is a certificate or deed issued by an educational institution, such as a university, that testifies that the recipient has successfully completed a particular course of study, or confers an academic degree.
- school leaving certificate is the final examination in the secondary school system.
- Certificates:
 - certificate of employment
 - certificate of studies
 - bank certificates
 - certificate of salary
 - certificate of residence
 - marriage certificate
 - other certificates with the volume of no more than 1000 symbols
- Other documents:
 - licenses;
 - registration certificates;
 - certificates with the volume of no more than 1000 symbols;
 - certificates of property rights
 - medical certificates without diagnosis indication
- Non-standard documents are:
 - student's record book;

- work record card;
- power of attorney;
- statement;
- statement (certificate) about marital status
- medical certificates with diagnosis indication
- extracts from medical reports etc.
- supplements to diplomas

In the previous chapters we have looked through the types and structure of official documents in English, Russian and Uzbek languages. Uzbek *аруза*, and Russian *заявление* are not same with *application*. They mostly correspond to English *A letter of request*. When speaking about the application to job/study etc. the function and semantics of English “application” and Uzbek “*аруза*” are the same. But their format and register differ in analyzing languages.

Same problem can be observed in other official documents as well.

2.2. Format and register of official documents

Depending on the type of an international document and its objectives, its text is characterized by a specific composition. In this part of our study we will define the formal parameters of composition of the texts of CoE administrative documents: resolutions of the Parliamentary Assembly and recommendations of the Committee of Ministers.

Generally, at the structural level texts of international binding documents have an invariable form. They consist of certain structural parts: the title, the preamble, the main part and the concluding part [5, p. 12].

The title of a document is usually built according to the following model: **d+Np+WCL** (rarely **WCI+Np**), where **d** is a denotatum (European, Vienna etc.), **Np** – a noun with performative meaning (Agreement, Convention, Resolution, Recommendation etc.), **WCI** – a clause defining the subject of the document, e.g.:

(1) *Recommendation CM/Rec(2010)2 of the Committee of Ministers to member states on deinstitutionalisation and community living of children with disabilities* [17], where Np – ‘Recommendation’, d – ‘of the Committee of Ministers to member states’, WCI – ‘on deinstitutionalisation and community living of children with disabilities’.

(2) *Council of Europe. Parliamentary Assembly. Resolution 1755 (2010)1. The functioning of democratic institutions in Ukraine* [16], where d – ‘Council of Europe. Parliamentary Assembly’, Np – ‘Resolution’, WCI – ‘The functioning of democratic institutions in Ukraine’.

The preamble is characterized by a precise text organization: the opening clauses, the central clauses, the closing sentences. In the opening clauses the parties of the document are named, e.g.: *"The Committee of Ministers, under the terms of Article 15.b of the Statute of the Council of Europe..."* [17]. The central clauses emphasize the importance of adoption of the document and name other international documents that provide grounds for its legitimacy. The closing sentences indicate the end of the preamble and are of great structural and semantic

importance as they link together the structural parts of the text [5, p. 9]. For example, in the CM Recommendation the closing sentence of the preamble is "*Recommends that...*" [17].

Functioning of introductory words is the specific feature of preamble. O.Zaruma-Pans'kykh classifies these words into three groups: a) words denoting the importance of adoption of the document, such as *noting, recognizing considering, realizing, emphasizing* etc.; b) markers indicating links with international law and references to the existing international documents, such as *bearing in mind, (re)affirming, guided, recalling, inspired, reiterating, observing* etc.; c) lexemes indicating that the parties are ready to pursue the objectives of the document, such as *desiring, ((being) deeply) concerned, alarmed, (being) resolved, convinced, prompted, determined* etc. Introductory words provide for cohesion of the text of the preamble [5, p. 10]. In the preamble to the CM Recommendation the following introductory words are used: *considering, recalling (5), taking into account (2), bearing in mind (2), referring to (2), stressing, being aware of, recognising, noting* [17].

So, the preamble is characterized by an invariable structure: it is a complex sentence (with an average length of 214 words), introduced by a subject phrase followed by a number of parallel infinitive or participial constructions, each of which begins with an introductory word and forms a paragraph [5, p. 10].

The central clauses of the CM recommendation are divided into parts and paragraphs, the text of the PACE resolution consists of paragraphs. Long compound and complex sentences dominate in this part of CoE administrative documents. The impersonal sentences, infinitive and participial constructions are also widely used there.

(3) *Organisations of parents and NGOs representing them should be included in the development of community-based services and their expertise should be used throughout the process of transition* [17] – a compound sentence.

(4) *It calls upon the authorities to take all necessary measures to protect media freedom and pluralism in Ukraine and to refrain from any attempts to*

control, directly or indirectly, the content of the reporting in the national media [16] – the use of the Objective-with-the-Infinitive Construction.

The choice of grammatical structures in the texts of CoE resolutions and recommendations is determined by their communicative intention. Therefore, the texts of CoE administrative documents as well as the texts of international agreements are characterized by the neutralization of meaning of the Present Indefinite and the Present Perfect forms in the predicate of the preamble and the preference to use the Present Indefinite Tense and modal verbs *should, would* in the central clauses, which determines the reference of the text to the denotative future [7, p. 44], e.g.:

(5) *Funds should be allocated to research, monitoring and evaluation* [17]. – *Держави повинні виділяти кошти на дослідження, моніторинг та оцінку* [15].

In central clauses one can also observe a specific syntactic organization of the texts of CoE documents expressed in the dominance of the compound nominal predicate over the simple verbal predicate [2, p. 9].

Overall, the structural analysis shows that the composition of the text of CoE document (the division into structural parts: the preamble, the main part and the concluding part, parts and paragraphs) corresponds to the pragmatics of the text of CoE document and makes for its successful functioning as a complex of the international law provisions.

2.2.1 The language of the international official documents: lexical and semantic peculiarities

The choice and functioning of language means in the texts of CoE resolutions and recommendations is determined by their communicative intention. The main functions of these documents are advisory and regulatory. They are aimed at imposing obligations and recommending what measures should be taken by a member state to meet CoE standards and principles.

Owing to their nature and communicative purposes CoE administrative documents are to be precise and all-inclusive. These characteristics make their language close to the language of international binding documents (agreements, treaties, statutes, charters etc.).

The word-stock of CoE official documents consists of learned and neutral words which correlate with the terminological and special vocabulary. Precision, clarity and unambiguity are the most essential features of the style of international agreements. That is why the words are used in their logical dictionary meaning, neologisms are not typical, the use of synonyms is limited [5, p. 15].

Texts of CoE resolutions and recommendations as well as texts of other official documents are also characterized by the following features:

1. A special system of clichés and set expressions is prolific in such texts, which creates the style peculiar to CoE binding documents promoting a considerable degree of their lexical and syntactic standardization. These standard phrases often serve as at the introduction, a logical connection or the concluding part of the text performing an architectonic function and promoting cohesion and coherence of the text [5, p. 17]. E.g.: *with regard to, in compliance with, hereto, aforementioned* etc.

2. Texts of CoE official documents contain a lot of terms and terminological word-combinations. In these texts their main function is not to explain or interpret a certain scientific phenomenon, but to name or concretize a notion or a political problem. On the whole, political, diplomatic, military, legal, scientific and

technical terms can be found in the language of CoE documents. Legal terms used in their texts can be subdivided into general legal terms and international legal terms [5, p. 16].

For example, the PACE resolution which constitutes the data of our study deals with the functioning of democratic institutions and contains mainly political and legal terms, such as *electoral system* (*сайлов тизими*), *the Prokuratura* (*прокуратура*), *legality* (*қонунийлик*), *ombudsman* (*омбудсман*), *the justice system* (*суд тизими*), *the rule of law* (*хуқуқий бошқарув*), *the Bar* (*адвокатура*), *civic organizations* (*жамоат ташиқлотлари*), *security service* (*хавфсизлик хизмати*), *law enforcement authorities* (*хуқуқни муҳофаза қилиш органлари*), *system of checks and balances* (*система аз*) etc [16].

The CM recommendation deals with deinstitutionalisation and community living of children with disabilities and contains such special terms as *deinstitutionalisation* (*деінституціоналізація*), *vulnerable groups* (*эҳтиёжманд гуруҳлар*), *foster family* (*қабул қилинган оила*), *parental responsibility* (*отаналик мажбурияти*), *residential institution* (*интернат, меҳрибонлик уйлари*), *community-based services* (*жамоатчилик ишлари*), *social exclusion* (*ижтимоий чиқрув*) etc [17].

3. The language of CoE official documents is characterized by the use of symbols, abbreviations and acronyms [9, p. 45]. E.g.: *GRECO* (*the Group of States against Corruption*), *SBU* (*the Security Service of Ukraine*), *NGO* (*non-governmental organization*), *CM* (*the Committee of Ministers*) [16, 17].

4. Texts of CoE resolutions and recommendations are rich in internationalisms. This is due to the peculiarities of functioning of diplomatic documents: they are intended for several states and should be interpreted unambiguously [5, p. 14]. E.g.: *system, national, institutionalization, legal instrument, integration, ombudsman, resolution, co-ordination* etc.

5. One more distinctive feature of CoE documents is functioning of non-assimilated words and word-combinations of Latin and French origin [7, p. 99].

6. International documents should be logical, official, precise and stereotypical. Therefore, their language is impersonal. They are characterized by absence of any emotions, stylistic devices and expressive means.

Though having much in common, texts of CoE administrative documents differ from texts of international binding documents due to special legal and political status of this international organization and development of integrative processes in Europe.

As a rule, business English is formal. We mean using it in business correspondence, official reports and regulations. Actually, it is always written. Exceptionally it is used in speech, for example, in formal public speeches. There are various degrees of formality. For example:

After his father's death, he had to change his job. (Informal style)

On the disease of his father, he was obliged to seek for alternative employment. (Formal style)

These sentences mean roughly the same idea but would occur in different situations. The first sentence is fairly neutral (common core) style, while the second one is very formal, in fact stilted, and would only occur in a written business report.

In general grammar rules of spoken sentences are rather simple and less constructed than grammar of written sentences especially in agreements. It is more difficult to divide a spoken conversation into separate sentences. The connections between one clause and the other become less clear because the speaker relies more on the hearer's understanding of the context and situation as well as on his ability to interrupt if he fails to understand. The speaker is able to rely on features of intonation which tells us a great deal that cannot be reflected in written punctuation.

The grammar use in business correspondence is also differ because of the pronouns *who* and *whom*, and the place of prepositions. For example:

She wanted a partner for her business in whom she could confide. (Formal style).

She longed for a partner (who) she could confide in. (Informal style)

In what country was he born? (Formal style)

What country was he born in? (Informal style)

Formal written language is often used like impersonal style. That means that one doesn't refer directly to himself/ herself or to his / her readers but avoids pronouns. Some of the common features of impersonal language are passive sentences beginning with the introductory word *it* and abstract nouns. The effect of the change into a passive construction is to reverse the focus from the subject to the object of speech.

The use of '*might*' characterize the business correspondence because it is more tentative way of expressing possibility than '*may*'. Let us compare two sentences:

It may have been an error in a business deal.

It might have been an error in a business deal.

In the second sentence *might* presuppose a greater degree of uncertainty and sounds more tactful than *may*.

Texts of business documents are specific and aimed at a definite purpose. In order to make one's business work and work effectively, one should possess knowledge of language standards in business letters.

Skilful application of this knowledge is, somehow, determined by standards of documents' writing. If a document is written in an accepted way, it will be assessed by specialists. A unified business text takes up less time and work to compile in comparison with private letters.

Since a writer of a business letter has a unified form in front of him / her this person follows a set pattern while doing it. All the writer's attention is focused on major information and data which represent the subject of the document. In this way an addressee can decode the subject-matter faster because a document is written in the standardized form.

At the macro level an official document usually consists of a preamble, main text body and a finalizing part. Depending on the type of document the

composition and content of its individual parts may slightly vary. In accordance with modern linguistics standard text structures intended for informational presentation at different language levels are called frames. The changeable elements within a text frame are called slots. Let us take a preamble to a commercial agreement as an example of a frame.

Agreement

This Agreement is made this _____ day of _____, 1999, by and between _____, [a _____ corporation with its principal office at] or [an individual with an office and mailing address at _____] ('Agent'), and [company name], a corporation organized and existing under the laws of _____, with its principal place of business at _____ ().

Here, in the above frame of an agreement, the blank spaces represent the slots to be filled with slot fillers (by the date, company names, addresses etc. in this example).

But a text frame seldom has the form of a text with blank spaces. Often it can be a frame of a standard text with stable and changeable parts, for example:

Intellectual Property Rights.

by this Agreement does not grant to Agent any rights or license to _____ 's trademarks, trade names or service marks. _____ reserves all such rights to itself. Agent shall not utilize, without _____ 's express, prior and – written consent, any _____ trade or service marks on trade names, and will promptly report to _____ any apparent unauthorized use by third parties in the Territory of _____ 's trade or service marks or trade names.

Here the italicized text fragments are presumed to be changed depending on the subject and conditions of the Agreement, e. g. «prior and written consent» may be replaced by «oral consent», etc.

Written business English has got certain traits and problems of its usage not only for foreigners, but for English-speaking people.

A style of the language is a system of interrelated language means which serve a definite aim in communication. As has already been noticed, the style can be formal (business written English) and informal (spoken English).

The difference of formal and informal English is a matter of style and attitude of people to each other. However, it is not an easy matter to draw an exact line between formal and informal English.

English of business correspondence possesses some important qualities, common for formal style of English as well.

The language of business correspondence is very bookish and remarkable for the usage of larger and more exact vocabulary in comparison with informal style of communication. Sentences in documents are longer and their clauses are grammatically fitted together more carefully that means a lot of practice for a person who draws up a document.

Formal business correspondence should be more impersonal. It should not emphasize the individuality of the writer, taking into account the personal qualities of people who are going to make use of it. Thus, the speaker should not refer directly to himself or his readers, but avoid the pronouns /we, you/ and it can also bring some difficulties.

One more problem is that formal English lacks force and vividness. The fact that it is formal implies its great dependence on arbitrary conventions, rather than on natural speech habits. That is why it is so hard for non-business people to keep concentrating their attention on contents of documents all the time as their attention is diverted by intricate language use. Some of them will consider these long and complicated sentences rather confusing. Words of formal English must

sound nice but their meaning is often hard to get through. Very often a person must read something all over again to make sure what it means.

Another chief problem concerning the business correspondence is that it is read by busy people who usually have no interest in either one's personality or his / her problems. Bearing in mind that one should not waste anybody's time and try to avoid unnecessary details. Common trait of any business document is to be as clear and brief as possible without sacrificing clarity.

These are some of the most frequent problems in the theory of business correspondence.

Business correspondence is very significant in transactions. It includes all kinds of commercial letters such as enquiries, replies to enquiries, Letters of Credit, invoices, Bills of Lading, Bills of Exchange or drafts, letters of insurance, explanatory letters, orders, letters of packing, letters of shipment, letters of delivery, offers, letters of complaint, replies to those of mentioned above, etc.

Each type of correspondence has its own peculiar features. But they have much in common. Especially it concerns the style of business letters. Business correspondence often suffers from an old-fashioned, pompous style of English which complicates the message and gives the reader the feeling that he is reading a language he does not understand.

At the same time the style of letter should not be so simple that it becomes discourteous. The tone of business letter should be neutral without pompous language on the one hand and informal or colloquial language on the other hand. The letter should be neither too long nor too short. The right length includes the right amount of information.

Here is an example of a letter that is so short and simple that it sounds rude:

Dear Mr. Rohn,

I have already written to you concerning your outstanding debt of J591. This should have been cleared three months ago. You don't seem to want to cooperate in paying us, and therefore we will sue you if your debt is not cleared within the next ten days.

Yours...

A letter may be given the wrong tone by the use of inappropriate vocabulary, idioms, phrasal verbs and short forms. Here are some examples of each, together with a preferred alternative:

You've probably knows – You probably know

You'll get your money back – The loan will be repaid

To go into property – To invest in property

A couple of hundred quid – Two hundred pounds

Prices are at rock bottom – Prices are very low

Prices have gone through the roof – Prices have increased rapidly.

These are the extreme examples but the general point is that one should be careful using idiomatic or colloquial language in letters. Moreover, there is a danger of being misunderstood or you may give an impression of over-familiarity.

No doubt it is very important to be clear. Confusion in correspondence often arises through a lack of thought and care, and there are a number of ways in which it can happen. Numerical expression can cause confusion. For example, the decimal point in British and US usage is a full point rather than a comma as it is used in most continental European countries, so that an English or American person would write 4.255 when a French person would write 4,255 (which to an English person would mean four thousand two hundred and fifty-five). That's it is better to write out the expression in both figures and words.

Very often abbreviations are used in business letters but both parties need to know what the abbreviations stand for; if they don't it can cause problems in obtaining the information. So if the author of a letter is not absolutely certain that abbreviation will be easily recognized he/she should not use it.

Special care should be taken while using prepositions. There is a big difference between / The price has been increased to J 15.00/ The price has been increased by J 15.00, and The price has been increased from J 15.00.

In business correspondence is very important to be tactful, in other words to avoid causing offence or distress. Sometimes it means disguising or covering up the truth. In such a case, the use of imperatives should be polite.

e.g. Would you like to stipulate details of the contract?

Let us compare some more examples.

*e.g. I suggest that we postponed signing of the contract till tomorrow.
(Tactful).*

*Could I suggest that we postponed signing of the contract till tomorrow.
(Tentative and more tactful).*

Every business letter is known to consist of three parts: introduction, main part and closing. The first sentence or paragraph of a letter is an important one because it sets the tone of the letter. It usually contains thanks to the correspondent for his letter, subject of the letter, the purpose of the letter. For example:

Thank you for your letter of 19 August which I received today. We can certainly supply you with the industrial floor coverings you asked about, and enclosed you will find a catalogue illustrating our wide range of products which are used in factories and offices throughout the world.

Middle part is the main part of every letter and it concerns the points that need to be made, answers which correspondent wants to give, or question he wants to ask. This can vary widely with the type of letter.

In final paragraph is necessary to thank the person for writing, if letter is a reply and it has not been done at the beginning. One should encourage further

enquiries or correspondence. It is also possible to restate, very briefly, one or two of the most important points made in the main part of letter.

For example: *We are sure that you have made the right choice in choosing this particular line as it is proving to be a leading seller. If there is any advice or further information you want we shall be happy to supply it, and look forward to hearing from you.*

In our research we have tried to investigate peculiarities of such types of business correspondence as letters of enquiry, order and claim.

Enquiries can take the form of telephoned, telex or faxed requests for information. These forms can be used only for brief enquiry. A letter of enquiry begins with telling to correspondent the name of your firm: *we are a co-operative wholesale society based in Zurich.* Then one should write how he/she heard about the firm he/she is writing to: *we were given your name by the Hoteliers' Association in Paris.* The content of enquiry varies depending on its purpose.

For example while asking for catalogs, price-lists, prospectuses it is not necessary to give a lot of information about yourself. It would be helpful to point out briefly any particular items you are interested in.

e.g. *Could you please send your current catalogue and price-list for exhibition stands? We are particularly interested in furniture display stands.*

When asking for goods or services one should be specific and state exactly what he/she wants. Replying to an advertisement it's better to mention the journal or newspaper, the date, and quote any box number or department number given.

Very often one asks in enquiry for samples and patterns before placing an order.

e.g. *We would be also appreciated if you could send some samples of the material so that we can examine the texture and quality.*

It is also possible to suggest terms, methods of payment, discounts in your enquiry.

e.g. *We usually deal on a 30% trade discount basis with an additional quantity discount for orders over 1,000 units.*

Sometimes wholesalers and retailers want to see how a line will sell before placing a firm order with the supplier. They may be able to do this by getting goods on approval or on a sale or return basis, one can ask about it in enquiry.

e.g. Your leaflet advertising your latest publications of History magazines interested us, and we should like to stock a selection of these. However, we should only consider placing an order provided it was on the usual basis of sale or return. If this is acceptable we shall send you our official order.

Usually a simple 'thank you' is sufficient to close an enquiry. It is possible to mention that a prompt reply would be appreciated and that certain terms or guarantees would be necessary.

e.g. Thank you for your attention. We hope to hear from you in the near future.

The letter of enquiry should make absolutely clear information. The tone of enquiry could be direct but still polite. It should leave no possibility of the recipient to write and ask for explanation or extension of any of its parts. It should be as brief as is in keeping with courtesy and clarity. Even when the matters of enquiry are of no interest to the recipient he should give the information as courteously and as fully as if it meant material profit to him. He should give not only complete information for every detail of the enquiry but also should give any additional information which the writer feels would make clearer the information desired.

In enquiries are often used passive constructions for soften a request.

Short sentences can create an abrupt effect, while a complex sentence can modify.

e.g. We are interested in your range of shirts is not as good as we are large wholesalers and are interested in your range of shirts.

Orders are usually written on a company's official order form which has a date and a reference number that should be quoted in any correspondence which refers to the order. Even if the order is telephoned, it must be confirmed in writing, and an order form should always be accompanied by either a compliment slip or a covering letter. A covering letter is preferable as it allows you the opportunity to

make any necessary points and confirm the terms that have been agreed. This letter usually begins with explaining there is an order accompanying the letter. For example:

Please find enclosed our Order №B4 521 for 25 'Clearsound' transistor receivers.

Such types of letters can contain:

– confirmation of the terms of payment

e.g. We should like to confirm that payment is to be made by irrevocable letter of credit which we have already applied to the bank for;

– confirmation of the agreed discounts

e.g. We should like to thank you for the 30% trade discount and 10% quantity discount you allowed us;

– confirmation of the delivery dates

e.g. delivery before February is a firm condition of this order, and we reserve the right to refuse goods delivered after that time;

– methods of delivery

e.g. We advice delivery by road to avoid constant handling of this fragile consignment;

– packing

e.g. Each piece of crockery is to be individually wrapped in thick paper, packed in straw, and shipped in wooden crates numbered 1 to 6.

The letter ordering goods should be made so clear that it could not possibly be misunderstood. It should be exact and complete in every detail as to quantity, quality, size, number, catalogue page and number, shape, style, colour, piece of each, or other item helping toward exact identification.

If the buyer is to pay transportation charges, he/she should specify how the order must be shipped – mail, express, or fright – unless he/she leaves this matter to the one who ships. Each item must be written on a separate line beginning at the paragraph margin.

A letter of complaint or claim should always be courteous, dignified and fair. It should state exactly the cause for complaint and should outline clearly the reasonable expected adjustment. The complainant that imputes blame or becomes sarcastic or abusive only emphasizes the author's own lack of refinement and makes less probable the adjustment he/she seeks.

Terms like '**disgusted**', '**infuriated**', '**enraged**', '**amazed**' have no place in claim. Dissatisfaction can be expressed in such a way:

Unless you can fulfill our orders efficiently in the future we will have to consider other sources of supply.

Also such expressions as 'you must correct your mistake as soon as possible', 'you made an error on the statement', 'you don't understand the terms of discount'. We told you to deduct discount from net prices, not c.i.f. prices' can't be used in claims.

It is better to be as impersonal as possible to make the letter more polite. This can be done by using the definite article.

e.g. the mistake must be corrected as soon as possible instead of your mistake.

It is better to use Passive voice and modifying imperatives:

e.g. to be cleared, instead of which you must clear.

Words like 'fault' or 'blame' can't be used that's why one should write

e.g. The mistake could not have originated here, and must be connected with the dispatch of the goods

But not:

It is not our fault, it is probably the fault of your dispatch department.

It should be taken into account that complaints are not accusations; they are requests to correct mistakes or faults, and should be written remembering that the supplier will want to put things right. Therefore one should write calmly, clearly presenting all the relevant information and making any suggestions that might help put the matter right.

CHAPTER III. PROBLEMS OF TEACHING OFFICIAL STYLE IN HIGHER EDUCATIONAL ESTABLISHMENT

3.1. Teaching official style in EFL classes

Language learning requires mastering the four basic skills a language consists of. Thus there is not only the awareness of grammatical, lexical or syntactic rules needed but the writing process demands also mental power of the writer. Writing is an effective tool to use for different purposes from sharing ideas, corresponding to persuading others.

Through writing people articulate their ideas in another way than in speaking, their written product can be much more expressive and powerful. Written works are permanent; they may have an impact much later in time. Tarvers claims that “The purposes for writing vary widely, from discovering the writer’s own feelings, to persuading others to a course of action, recreating experience imaginatively, reporting the results of observation, and more” [18, p.48].

Having such potential, learners should be taught all the necessary rules and conventions of writing as a skill to express themselves in the most appropriate way. Therefore writing deserves an equal part in the classroom of learning language skills. Nowadays more attention is paid to speaking and listening, developing writing skills seem to be a deprived area. White mentions that “For some time, under the influence of the audio-lingual approach to language teaching, it has been conventional wisdom to regard speech as being of primary importance, with writing being placed a poor second. Writing was regarded as being a somewhat inferior form of the language” [20, p.57].

It is no longer seen as simply a means to retell or recount information, but as a unique way to internalize and expand upon specific knowledge, to retain the information, integrate it into the existing knowledge. Neither a multiple choice test nor short answer quiz can provide students with the opportunities to develop the kind of critical evaluative skills a thorough writing assignment can. Robert Kellogg

states " [Writing] is a vehicle for expanding and transforming one's own knowledge base. [It] not only demands thinking, it is also a means for thinking. By writing about a subject, one learns what one thinks about the subject. This property of transforming knowledge is a fundamental component of writing skill" [12, p.214].

Writing letters teaches students to research, plan, organize and structure their activities. Below given some examples of letters.

A letter from British student to Uzbek student.

Dear Pulat

Thank you very much for the cassette of Uzbek music you sent me for my birthday.

It is just what I wanted.

I really like the group 'Bolalar'. Although I don't understand the words, it is great music to dance to. I played it at my birthday party and several of my friends asked to borrow it .

They are quite surprised that Uzbek pop music is so modern.

At the moment I am busy revising for my final exams next month. I don't have much time for anything else, although I still play basketball once or twice a week with some friends.

What about you? I hope you are well. Are you still enjoying your university course? Please give my regards to your family.

I hope to hear from you soon.

Best wishes,

Jim

Martin Seviour study skills in English for higher education students in Uzbekistan Sharq publishing House 1997 (page 36)

Sending a postcard

Dear Clive,

See you soon.

We are having a wonderful time here in Egypt. Tomorrow we are going to see the Pyramid at last we have always been fascinating by them.

We are staying at a nice hotel near the Nile. It is very comfortable with impressive views of the river.

Yesterday we went to the Valley of the kings where many of the Egyptian Pharaohs are buried.

Love Paul and Kathleen.

Clive Strummer

116 Somerset Road Knowle

Bristol BS4 2FB England

UK.

Sending a postcard

Dear Paul and Kathleen,

I am having a lovely time here in Uzbekistan. The weather is hot and sunny. I am staying in the ancient city of Khiva. It is a beautiful place and full of history. I have not been bored once yesterday I had a fascinating tour of the old walled city .Tomorrow I am flying to Nukus in Karakalpakiston to see the famous Savitski collection in the art gallery.

Wish you were here .

Love Clive.

Paul and Kathleen Goff 136 Stackpool Road Southville Bristol BS3 1 NY England
UK.

Family name: This is sometimes called your name .

Others names: These are sometimes referred to as your forenames.

Full name: Your for names and family name.

Title: All males use Mr. but women can choose between Mrs. (which signals That they are married), Miss (which signals that they are single) and Ms Which does not signal their material status).

Date of birth: In Britain the normal order is day/month/year. In the USA the order is month /day/year.

Citizenship/ These two terms are not exactly synonymous. Citizenship

Nationality: refes to the county in which you have full rights including the right to a passport. It is usually detemind by brith. Nationality refers more to the ethnic group to which you belong.

So for instance, you may be of Russia, Korean or Kazak nationality but a citizen of Uzbekistan.

Address for

Correspondence: The postal address to which you want the reply to your Application to be sent. I the USA this is called your mailing address.

Next of kind: Your closest living relative. (kin is old fashioned word meaning relative).

Language proficiency: Proficiency mean skill or ability. Language proficiency usually refer to your foreign language skills.

Referee: A person who has agreed to give a written statement (reference) about your character, your skills and your suitability for the position for which you are applying.

Position: A more formal word for job or post. It refers to the job or position you are in at the moment.

Signature: The way you usually write your name with a pen.

A SHORT NEWS REPORT

Interview with British climber

Name: Clive Hughes Age 39

Job: musician

From: Bristol, England

- climbing on Chimyon in very deep snow

- a bizzard began-could not see – slipped and fell- twisted his ankle – unable to move very cold!

My body was getting colder and colder, when I heard the sound of the helicopter, I started to shout and wave. My ankle is much better, but I still can't walk on it. I shall take better equipment with me next time. I realize that I am lucky to be alive.

INTERVIEW WITH MOUNTAIN RESCUE SPOKESMAN (BORIS BORTSOV)

- Became worried when Mr Hughes did not return – send a helicopter to look for the climber – the helicopter spotted the injured man and radioed his location –rescue team reached him one hour later – carried him down and an ambulance took him to hospital .

When we found him he was very cold and weak. He did not have proper equipment for winter climbing .

In the winter, Chimyon is not a mountain for amateurs!

Job advertisements

Security officers

Central London

-Superb working conditions

-Excellent salary

Applicants must have a good work background and be diplomatic ,well presented , reliable and prepared to work on a 12 hour shift rota.

Telephone first Security on 0171 837 54 24 for further details.

Job opportunities on luxury cruise ships

Miami.Acapulco.The Bahamas.

The Caribbean and Other exotic places

For further information write to: Cruise Services,36 Midlothian Drive, Waverley Park
,Glasgow G41 3 QU . [Tel:0141 649 86 44](tel:01416498644) 9am-5.30 pm

RESEPTIONIST

We are a firm of solicitors based in the City. Due to expansion a vacancy has arisen for a Receptionist. Candidates must have previous experience. Basic keyboard skills would be an advantages. Written applications to: Jill Spicer , Rakisons , 27 Chancery Lane,London WC2A1NF

A letter of application for a job

56 Cranmore Road

Shepton Somerset

BA 53 LR

21 June 1996

Mrs.S Davis

Personnel Dept.

International Computer Software LTD.

20-24 New port St Swansea SW3 1DR

Dear Mrs.Davis,

I would like to apply for the position of personal assistant to the sales director as advertised in The Guardian on 18 June.

As you will see from enclosed curriculum vitae, much of the work I do in my present position is that of a PA.As well as dealing with the routine work of a secretary, I represented the Assistant Director at small meetings an am delegated to take certain decisions in his absence. In addition to my secretarial skills and experience of

running a busy office, I have a good knowledge of both French and Italian. I also regularly visit Belgium and Italy with the Assistant Director acting as his interpreter and translator.

I am particularly interested in the position you are offering as I would like to become more involved with an organization working in the field of Information Technology. I have a genuine interest in computer development, having just completed a one-month course in this subject. Furthermore, I am very familiar with many of the software products that ICS manufacture for office technology.

Please let me know if there is any further information you require. I look forward to hearing from you.

Your sincerely

Stella Baker Encl.(CV)

Curriculum Vitae

Name:	Stella Baker
Date of birth:	22 October 1970
Present Address:	56 Cranmore Road, Shepton,Somerset,BA5
Telephone number:	01562 775 985
Marital Status:	SINGLE

Education and qualification:

1981-1986 Waterlip Secondary school, Shepton,Somerset,ba5 2IR GCSE in English Languages, French,History,Math

1986-1988 Central Business College, Kent Road,LondonW1A4AA Diploma in
Business Studies

Work experience:

Oct.1988- Dec.1990 W.JonesLTD.,50 Bristol Road, Shepton , Somerset,BA5 6AQ

Type of company: Supermarket

Post: Junior Secretary

Responsibilities: Secretarial work including typing correspondence, tabulating

Data , faxing, filling, answering costumers' calls mail

Distribution, general office duties.

Jan.1991-present: National food importers Ltd., Strode House, Frome Road,
Somerset, BA1 6HB.

Type of Company: Imported of food and drink

Post: Secretary to Assistant Director

Responsibilities: Dealing with all correspondence ,taking minites of meetings receiving customers and suppliers ,dealing with overseas enquires, acting on behalf of the A.D.In his absence,representing the company at foeign business functions,accompanying A.D.On foreign business trips.

Other Skills and Interests: While working I have attended evening courses for French and Italian, I have also completed a special IT course at Bath City College. My interests include swimming, guitar playing and reading.

Referencec: Mr. B. Brush, Assistant Director, National Food Importers
Ltd.,Strode House, Frome Road, Bath, Somerset,BA1 6HB
([Tel:01236 775 438](tel:01236775438))

Mrs.C.B,Senior Lecturer,Central Business College Kent
Road, London W1A 4AA(0181 246 79 16)

Martin Seviour study skills in English for higher education students in Uzbekistan
Sharq publishing House 1997 (page 116)

An application letter

Tour guide needed!

Silk Road Holidays LTD

We are looking for a tour guide to accompany our clients from Britain, America and Australia on tourist trips around Uzbekistan.

Applicants should have:

- Good spoken English
- Interpreting skills
- Knowledge of Uzbek history
- A friendly manner
- Self –confidence and the ability to organize and take responsibility

Apply in writing, enclosing a CV to:

Mr. B. Butlin 99 North Avenue, Cambridge CA3 29L,England (Closing date:Jan 20 1997.Interviews will be held in early February in Tashkent).

A problem shared.....

Cathy Cooper answers your letters

Dear Cathy

I am a student in the first year of a French course at the University of Liverpool. I started my course about six month ago I decided to live at home with my parents rather than in a student hall of residence or a rented flat. My government grant is quite small so it is much easier to get by living at home since I do not have to pay for my food, laundry or any bills.

I also thought that the familiar surroundings of home would help me cope with the big change from school to university.

But now I really regret the decision I made to live at home. Recently my relationship with my parents has got so bad that I do not think I can stand living with them any longer. They seem to complain about everything I do –my hair, my clothes, the friends I hang out with everything! They fuss over the food I eat and moan if my bedroom is untidy or if I play my music loudly. They are always hassling me about not staying out late and not studying enough even though my exam results are always good! Can you believe that I still have to be in by 10 o'clock at night? This means that I go to a party or

to a gig I always have to make excuses and leave early. My friends must think I am a wimp!

I know that my parents love me and are only being protective (I am an only child) but they cannot seem to understand that I am an adult now not a schoolgirl. I have tried talking it over with them but they just lecture me about what it was like in their day and how hard they have worked to give me a good education. This really winds me up and we usually end up having a horrendous argument.

I would really like to leave home and find a flat of my own but I just cannot afford it at the moment. Some university friends have offered to put in their flat. It is not a very nice place –overcrowded and cold in winter – but at least I would be independent

I have not told my parents about my plan to move out because it so hard to talk to them and I know that they will be really upset. Perhaps the easiest thing would be to pack my bags and leave without telling them. I really do not want to hurt my parents but I can not bear being treated like a child.

What do you think I ought to do? Should I stay at home or move in with my friends? And if I do decide to move out, how can I tell my parents about it without hurting them? I really need your advice.

Confused (19),Liverpool

Dear confused

Your problem is very familiar one. Every year thousands of young people like you face the same dilemma: to stay at home or to leave. It is just one of those difficult decision that are part of growing up.

Of course it is only natural that you want to live independently and enjoy the same freedoms as your university friends. However, if I were in your shoes I would not I

would not rush things. You should give yourself time before take such an important step. I really do not think you ought to move out until you have found suitable place.

It is nice of your friends to offer to put you up but it would be hard to concentrate on your studies in a cold uncomfortable flat.

If I were you I would be brave and tell your mum and dad about your plans to find a place of your own. They will be disappointed of course and may feel they are losing you but parents have to realize that loving sometimes means letting go .Reassume your parents that by moving out you will improve your relationship with them not to end it. After all, you will still be living in the same town so it will be easy to keep in touch .Why not ask them to help you with your flat hunting? If you involve them in this they might accept your decision more easily. Whatever you do , do not just leave without telling them. That would really hurt them and they might never get over it.

I am sure that once you have told your parents of your decision to leave home they will begin to realize that you are no longer a child. Why do not you offer to pay rent to your parents until you find your own place? Although I know it is hard to get by on a student grant, I think you should be more financially independent. I hope that you will think over my suggestions carefully and not make any hasty decision.

Good luck!

Cathy

Application form

For junior visiting fellowship

Eligibility:

Candidate for junior Fellowship should be a first year Academic Department and programmes at CEU are actively in the involved Fellowship and Mobility Grants. Therefore, we may accept requests or applications in the following discipline areas:

Sociology, Political Scien ,Legal Studies, International Relations and European Studies,
Education Policy.

Host Department at CEU : _____

Duration of visit (from 1 to 6 months, please specify the dates of your preference

Contact information:

Date of birth _____ Sex: Female _____ Male _____

Home address _____ Tel: _____

E- mail: _____

Fax _____

Work information:

University/Institution: _____

Department: _____

Position: _____

Te : _____

E-mail: _____

Fax: _____

University Adress: _____

Name of a Contact Person at hone Institution: _____

Position: _____

Tel: _____

E-mail: _____

Fax: _____

Letters of Reference:

Name of Recommender1: _____

Institution: _____

Position: _____

Address: _____

Tel: _____

E- mail: _____

Fax: _____

.T.K.Sattorov English for law students Tashkent 2005 .(page 9)

3.2.Problems of teaching official style in English classes

Exercises

Exercise №1

Tasks: 1. Having read the statement text, specify in it composite, logic, stylistic errors and deviations.

To the director of firm
"Alliance" Ivanovu S.A. from Petrov JU.P.statement. I pray for you to give me a
compensatory holiday on 2/28/2004 in connection with the reasons of personal
character. 28,02,2004 Petrov J.P.

Exercise of №2 Tasks: Make the statement ; with the request to translate you on other faculty; with the request to translate on other speciality; · with the request to resolve to you the academic holiday; · with the request to resolve to you industrial practice passage in a residence; · with the request to translate on correspondence or an evening department; · with the request for surname change; · with the request for appointment of the social grant about reception for temporary job; whether about dismissal from work about preschedule passing examinations about prolongation of terms of session addressees of these statements Will coincide? In what texts of statements there will be no giving reason part? In what situations granting (appendix) of documents is supposed?

Exercise №3 Task: In what business situations in the document text these words and expressions can be used? I ask, I declare, I charge have decided, I petition, it is offered, it is reached, it is found out, I inform you, it is exposed on the auctions, I certify, it is received, a position. Discussion, defects, dispute.

Exercise №4 Task: On the first phrase continue the official paper, having specified its genre. Whether in all cases the genre is easily predicted? Why? · to Withdraw from the use the Enterprise bears responsibility the Ministry has considered On competition it is enlisted, On the basis of the made decision ... · With a view of structure perfection ... · Upon termination of investigation ... · Pursuant to your request ... we Ask to take measures ... Considering the social importance of object ... It is lead up to your data ... I Ask to give ... to Create a condition for ... · In the light of the reached arrangement ... · In connection with the sixtieth anniversary ...

Exercise №5 Task: In the given offers find steady expressions, characteristic for officially - an official style. There, where it is possible, replace with their verbs. • the factory finishes development of new model of a tractor. • the enterprise collective took the obligation to double output for a year. • the special attention at factory is given to necessity for the shortest terms to make development of the new equipment. • workers of factory express full confidence that they will manage to achieve timely performance of the order • For alarm system inclusion it is necessary to make lever turn. • for accounting the period investigation of activity of industrial complex has been carried. Exercise №6 Task: Form the set phrases having colouring officially-official style. With that end in view add to the first group of nouns corresponding adjectives, to the second group of nouns - verbs. I. Sentence, term, the person, children, responsibility, actions, defence, powers, circumstances, a crime, punishment, the complaint, grants, bodies, an order, consideration. II. The order, control, reprimand, official salaries, censure, an error, assistance, an order, performance, subquality work, discipline, meeting, duties, inspection, measures, the contract, gratitude, the resume, the inquiry, the order, the offer.

Exercise №7 Task: Составьте the offer with the given verbs, having used them in the form of an indicative inclination. Special attention turn on what case (and a pretext) is demanded by each of verbs. To report (in what?) to deliver the report (about what?) to sum up (that?) to affect (what?, in what?) to inspire trust (to whom?) to instal trust (in whom?) to state an estimation (to that?) to estimate (that?) to do distinction (between what and than?) to distinguish (that from what?) to deserve (that?) to deserve (that?) to award (than?) to appeal against (that?) to avoid (that?) to evade (from what?) to accuse (of what?) to condemn (for what?) to sentence (to what?) . Uprazhneniie №8 Task: answer questions so that the answer was a fragment of any official paper: instructions, and whether etc. • Sew inquiries in studio of a coat from their material? Whether • it is possible to be engaged in the underground in commerce? Whether • the notary will assure a document copy if I do not have with itself passport? Whether • it is possible to go in buses and trolley buses in overalls? • to me can change the certificate if there is no new photo? Exercise №9 Task: Make six offers in which it is informed who sends the official paper and to whom it is addressed. § who puts in the statement? (Konstantin Zhivago, Nikolay Zhereh, Sergey Zhuk, Michael Fomenko, Evgenie Krysa, Peter Gorlo) § to Whom the statement is addressed? (Natalia Sedyh, Antonina Venda, Maria Mickiewicz, Svetlana Karas, Anna Shevchenko, Elena Remeslo) Exercise №10 Task: Составьте offers, characteristic for officially-official style, using derivative pretexts. With a view of, in the relation, in force, in connection with, according to, during, in avoidance, on the basis, in the account, as it should be, owing to, until, on a measure, at means, thanking, it agree, with a view of. For the inquiry:

Are used with a genitive case Are used with a dative case Are used with an instrumental case

In the relation In avoidance With a view of During Throughout Owing to In view of In force Until Concerning On a measure For the reason At means Thanking In the relation to .

Exercise of №11 Tasks: 1. Having read the autobiography text, specify in it composite, logic, stylistic errors and deviations. 2. Edit the text. The autobiography Menja zovut Kulikova Natalia. I was born on second of January, one thousand nine hundred seventy sixth in Urensky area in a family of clever people, but simple workers. My father call Yury Vasilevich, Valentine Vasilevna's mum. Still I have two brothers: Ilya and Nikolay. Till five years my education was carried out at home, then - in a kindergarten. And in one thousand nine hundred eighty third I have gone to the first class. Successfully and with pleasure went to school. In one thousand nine hundred ninety fourth has left secondary school. After school has arrived in the Nizhniy Novgorod state technical university on himiko-technological faculty. The favourite teacher of chemistry has made on it - Stepanova Elena Nikolaevna the impact. Куликова 05,09,2003

Exercise №12

The task: Establish under the dictionary of value of the loan words used in officially-business language. Make with each of them the offer.

The action An alliance An apartheid The declaration

Impeachment Investments A quota The code

консенсус прерогатива прецедент стагнация

Forum The moratorium The sponsor The respondent

Exercise №13 Task: Having familiarised with the resume text, specify in it obvious lacks from the composite, stylistic and informative points of view. Vasileva Nina Sergeevna the Place of residence: N.Novgorod, street Business, 8 - 1 Address of a residence permit: N.Novgorod, street Business, 8 - 1 Phone: 19-55-54 Birth date and birth place: on July, 06th 1978г., N.Novgorod Marital status: the Unmarried Purpose of employment: To the place of the office-manager Formation: 2001 on present НГПУ, a speciality «Economy and operation of business» 1997г. - 2002 НГТУ, a speciality «technology of mechanical engineering» Experience: July, 2001 on the present of Joint-Stock Company "Вита" Office-manager

Additional data: Knowledge of the computer. Language - German Exercise №14
Task: Write the biography (autobiography) intended for a presentation in a place of study. Make own resume, using the sample of its registration given in the Appendix. Specify, in what similarity and distinction between the autobiography and the biography? Between the autobiography and the resume?

Exercise №15 Task: Replace words and the word combinations having colouring officially-official style, neutral synonyms.

To cancel	Administration	To raise	
The visa	Censure	The instruction	
To promote	To notify	The petition	
Team contract		A held post	Meaningful dialogue
Preventive measures		To ask to speak	The sanction of the head
The legal body		Discussion	In debate have acted

Exercise №16 Task: 1. Having read the text of the power of attorney, specify in it composite, logic, stylistic errors and deviations. 2. Edit the text. The power of attorney I, Kraeva V. A, trust my husband, Kraevu S.P., to get my wages for December. Because I am unhealthy and I am in hospital. On July, 20th, 2001 V.A.Kraeva

Exercise №15 Task: Write the power of attorney on grant reception, observing all rules of registration of requisites of the document.

Exercise №17

The task: Make the report text an occasion for which was regular infringement of the schedule of delivery of details necessary for manufacture. The sender of a

note - the chief of department of a complete set, the addressee - the director of the adjacent enterprise.

Exercise № 18

The task: Distribute words and expressions on three groups: канцеляризм; neutral language means; language means, inadmissible in officially-business language.

Argument the defective defective employer not comparably ordinary to pay ретроспективно supernatural Further basically first the dozen hello visually survey because a signal Very much hope on public principles bedding to put into practice to take part a number of actions carefully from it depends convincingly

The Appendix 1

LANGUAGE MODELS OF OFFICIAL PAPERS

The communicative purpose Document Type Language models

Informirovanie The service record the covering letter the letter-message · I Lead up to your data ... · It is sent requested by you ... · we Inform you that ... · we Inform that ... · we Notify that ...

Prompting The order, the order, instructions etc. · to Appoint investigation upon ... to Find additional possibilities for ... · I Oblige all chiefs of departments ...

Giving of the legal status to something The contract· the Present contract is made that ... · the Organization in the name of administration undertakes ... · ... have concluded the present contract as follows ...

The power of attorney · I, the undersigned, ... trust ... · the Present power of attorney I authorise ...

The inquiry · Is given ... that ... really works ...

Initiation, maintenance of relations The letter of guarantee · we Guarantee that ... · the Firm ... guarantees ...

The letter - the request · we Ask you ... · Convincingly I ask you to solve a question ... Inform us, please ...

Expression of the prevention, the requirement, refusal · The letter - the invitation · Accept our invitation ... · We are glad to invite you ... · we Ask to take part ...

The letter - a reminder · we Remind that ... · we inform you that ...

The letter - the requirement (claim) · We make a claim to (to quality of the goods) · We officially declare you the claim on ...

The letter - the answer (refusal of the offer) · your offer is rejected for following reasons ... · Unfortunately, we cannot accept your offer because of ...

The Appendix 2.

Samples of the resume

Variant 1. In the absence of experience

Sergeeva Marina Nikolaevna

31 октября 1978г., Balakhna Gorki region Not married.

The home address: The Home telephone number: The university Address:

The Nizhniy Novgorod region, Balakhna, street Business, д.5 (244 5-49-67
119899, GSP, Moscow, mountains Vorobevy, the Moscow State University,
1st case of humanitarian faculties

Position: the guide - the translator of English language in summertime.

Formation and available experience

The Moscow State University of Lomonosov

With 1998 on an ice crust time - the student of 3rd course of faculty of foreign
languages

(Full-time department)

Courses of foreign languages at the Ministry of Foreign Affairs of the Russian
Federation

1997-1998.

Experience of non-staff work

July 1997 - work in "Mosoblture" as the translator

With group of the American tourists.

May 1998 - the translator at the international conference «Safety in big Cities (St.-Petersburg)

Additional data:

I read, I speak and I translate from English.

The user of the personal computer (freely I own programs Word 80, Excel).

I have a driving licence on management of transport of a category And and Century

About itself: I Am fond of painting, drama theatre.

Character sociable, it is sociable.

The charged business I concern responsibly.

Data on recommendations: Recommendations from places of non-staff work are available

Also can be if necessary presented.

On March, 29th 1999 year.

A variant 2. With experience

SIZOV PAVEL ФЁДОРОВИЧ

Date of birth: 5/21/1966

Marital status: It is married

The address: N.Novgorod, street New, д. 2, sq. 15

Phone for communication: 21-15-64 (с18 to 21 ч.);

Pager 30-30-00 (аб. 5555)

Position: the manager of travel agency

The manager on the personnel

Professional work

Years	A work Place	The Post	Functions
1993-2001	Travel agency "Скандинав"	The Manager	across Scandinavia, the deputy the director for the personnel and interaction from mass-media Manufacture and sale of rounds work-shop; personnel selection; participation in exhibitions and seminars; placing in mass-media of the information on firm
1991-1993	Joint venture "Трент"	The Commercial director	Decision-making under transactions; the conclusion of contracts; financial projects;
1989-1991	UNR-39 ПИСО "Монолитстрой"	The Master of a building site	The Management of collective of building workers; daily statement of problems
Formation: 1983-1989	1991-1993	The Leningrad construction institute,	the civil engineer, specialisation - bridges and tunnels.

The St.-Petersburg state university, special faculty of psychology. Specialisation: psychological service and management. A thesis theme "Psychological support of negotiations".

Additional education: 2000 The St.-Petersburg state university, English language courses Hew Headway English Course - Intermediate.

Skills: Personal qualities: drawing up Date: Possession of English language (written and oral - it is free). The Driving licence of a category of Century

Responsibility, working capacity, initiative, ability to creativity and independent decision-making.

On May, 14th, 2002

3.3. Methods and materials for teaching to design official documents

The training of the students to any other language is a rather responsible task, as each language is specific in its own way: lexical structure and grammatical features of the languages are developing within several centuries. Therefore to clarify and finding - out of many modern language phenomena first of all the knowledge of the language is required. In this regard, a special attention should be given to authentic factual historical material sources while teaching foreign languages to the students of high schools, in particular, to the translations of written monuments - literary and business.

Official-business style (language of diplomacy, laws, business papers, business correspondence) is equal in rights with other styles and plays an important role in formation and development of literary language. The features of official - business style are the objective fact of language, their application in the texts of the documents naturally and is fixed by tradition. The infringement of functional - style norm is considered when used language means, inherent in business style, which contradict the requirement of logicity, accuracy and brevity of language of business papers and documents.

As professor Galperin mentioned: “Official documents are written in a formal, “cold” or matter-of-fact style of speech. The style of official documents, or ‘officialese’ as it is sometimes called, is not homogeneous and is represented by the following sub-styles, or varieties:

1. The language of business documents,
2. The language of legal documents,
3. The language of diplomacy,
4. The language of military documents.

In the days more and more people are getting involved in the world of business relationships. As a result of it business people need specialists possessing knowledge of the English language used for writing documents.

English of business correspondence possesses some important qualities, common for formal style of English as well. The language of business correspondence is very bookish and is remarkable for the usage of larger and more exact vocabulary in comparison with informal style of communication. Sentences in documents are longer and their clauses are grammatically fitted together more carefully, which means a lot of practice for a person, who draws up contract. In some important business correspondence, we may find deviations from what is called official

English of the business world. For example, if a person wants to get a job or to sign a contract, to make a sale or to ask somebody for special advice, he\ she is likely to want to make a definite impression on the interlocutor [2, P.312].

A document in its any appearance has always been an important part of business doing. Business contracts are impossible without correspondence all over the world. It does not matter, whether you communicate with your partner on the phone (orally) or through telexes (in writing). All decisions and terms must be confirmed by documents.

All business papers, both correspondence (letters), telexes, enquiries, offers, claims (complaints) and contracts (agreements) are normally associated with striking business deals and their procedure. Such documents are made up and signed “by a judicious authority and are of legal importance”. As a result of it , business documents are written in accordance with some officially accepted forms, common for everybody who wants to do business.

The official business language is sometimes called official and differs from other kinds of the English language, mostly because of specific character of its functional usage, which can be illustrated in classical terms of style, its predestination, and main features. The style of official documents is divided into sub- styles of the language of business documents, legal documents, and military documents. General features of the style of English of documents’ writing are the following;

- 1) conventionality of expression;

- 2) absence of emotiveness;
- 3) encoded character of the language system(including abbreviations);
- 4) general syntactical mode of combining several pronouncements into one sentence. [3.P., 316].

The syntactical pattern of business correspondence style is made up from compositional patterns of variants of this style, which have their own design. The form of a document itself is informative, because it tells something about the matter deals with.

From the viewpoint of its stylistic structure, the whole document is one sentence. It looks like separate, shaped clauses often divided by commas or semicolons, and not by full stops, often numbered. Every predicate construction begins with capital letter in the form of a participial or an infinitive construction.

The syntactical pattern of business correspondence style is made up from compositional patterns of variants of its style, which have their own designs. The form of a document itself is informative, because it tells something about the matter dealt with. From the viewpoint of its stylistic structure, the whole document is one sentence. It looks like separate shaped clauses often divided by commas or semicolons, and not by full stops, often numbered. Every predicate construction begins with a capital letter in the form of a participial or an infinitive construction.

Every type of business documents has its own set phrases and clichés, which may sound strange in colloquial English, e.g. *invoice, book, value, currency clause, promissory note, assets* etc. If a person wants to avoid misunderstanding, he/she should use glossary of commercial terms, and vice versa. Indeed, there are many differences in the vocabulary of formal and informal business correspondence. Much vocabulary of formal English is of the French, Latin and Greek origin. They are often translated into informal language by replacing them by words or phrases of the Anglo-Saxon origin. E.g Formal style; commence, conclude, prolog, continue. Informal style; begin, start, end, finish, stop, go on.

Dear Iron,

Thank you for contacting Mail.com Member Services.

We sincerely apologize for the frustration and inconvenience that you may be experiencing due to our ongoing migration process. Technicians are currently working around the clock to develop a resolution for this issue. E-mail delivery will be back to normal as soon as possible. We will continue *working* until this issue is totally resolved.

Also, we are performing an upgrade on your mail system to a better infrastructure called outblaze. With this new infrastructure your folders, old mails, and address books will remain intact. You will be gaining new features such as filter to folder, autoreply, and vacation responses. We are confident that you will enjoy your Mail.com account even more with this new infrastructure. You not only will have added features, you will also experience a more reliable service with faster delivery of messages.

Sincerely,

Stephen Daffin

Mail.com

Let us compare examples where these words are used in different styles. E.g. I am informing you that the meeting will commence at 4 p. m (form) I'd like to remind you that the meeting will begin at 4 p.m. Business documents, on the contrary a lot information in almost any word. Thus, a person should be aware of these factors and not mix up colloquial and business English, drawing up a document [4. P. 12-13]

Business English is formal. We use it in business correspondence, official reports and regulations. Actually, it is always written. Exceptionally it is used in speech, for example, in formal public speeches.

CONCLUSIONS

Having analyzed the distinctive features of English language in official documents and main characteristics of contracts and business correspondence we have come to the conclusion that the nature of the English documents' writing is determined by its stylistic realization in written English.

The style of official documents possesses its own features which are reflected in standardized forms of different documents. They are peculiarities of the vocabulary, grammar and syntactic constructions, which are the subject of consideration in the second chapter of the research.

Formal style of business English is rather hard to obtain and to follow. It remains mostly in written form, and its peculiarities should be strictly observed. Some theoretical problems of its functioning have already been considered. Nevertheless, informal English influences it greatly, and even in routine papers we may find deviations from the accepted form.

It can be explained by the fact that business is made by people, and not robots. A person's individuality, as well as emotions and feelings, more and more often peer into a cool and logical world of business, creating new problems and possibilities of business English functioning in texts of contracts and other documents.

We have also defined contract as a typical realization of formal business English which possesses the same stylistic features and follows the same goals as business correspondence.

Contents of contract also have specific clauses and they ensure division of contracts into certain types in accordance with a side initiating a deal, a sphere of making a deal, types of goods and their delivery terms. Often a way of deliverance is encoded with a help of special abbreviations.

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ABBREVIATIONES AND NOTES

GRECO- the Group of States against Corruption

SBU - the Security Service of Ukraine

NGO - non-governmental organization

CM - the Committee of Ministers

UNESCO - The United Nations Organization concerning formation, sciences and cultures

- AIDS** - Acquired Immune Deficiency Syndrom
- The IOC-** The international Olympic committee
- SSSR** - The union of the Soviet Socialist Republics

APPENDICIES

Appendix 1. Letter

International Import Corporation
44 Nasatar St.
Cairo

18 August, 1997

Dear Mr. Carter,

As mentioned in my letter of 9 August, I am planning to spend a few days in London next month, on my way to the United States. The dates are now settled: I shall at Heathrow on Wednesday, 3 September (Flight BA 602 15 30) and leave on Friday night. I shall be staying at the Cumberland Hotel, Marble Arch, London W1.

On September 3 I already have some appointments, but could come to your office any time on Thursday, 4 September. Would you kindly leave a message at my hotel letting me know what time would suit you.

One of the most important matters to be discussed is the percentage of commission you could give us for distributing your SELECT copier in Egypt. As we have already indicated, 10% is unacceptable to us: we require at least 12% if we are to do a good job of selling this equipment in Egypt.

In the hope that we can come to terms, and looking forward to meeting you, I am,

Yours sincerely,

Amir Hanna

International Import Corporation
Amir Hanna

Appendix 2. Invitations: Accepting and Declining

Dear Dr Simon,

On behalf of the Russian Academy of Sciences and the Organizing Committee of the 10th International congress on brain surgery I have the honour and pleasure of extending to you an invitation to participate in the work of Congress and to give a lecture at the Plenary Session covering your area of research.

An early reply to this letter would be appreciated.

Sincerely Yours,

F.N. Pavlov, Professor

Chairman of the Organizing Committee

e.g.

Dear Dr. Truman,

I very much regret that I am unable to accept your kind invitation to a Reception to be held in Hotel Ritz at seven o'clock on Friday, the tenth of March, 2000, as I have already accepted a previous invitation for that date and time.

Yours Truly,

Simon Perry

e.g.

*John and Jane Doe
are pleased to accept the kind invitation of
John and Jane Smith
to join them in celebrating the graduation of their daughter, Jane
Saturday, the twentieth of June, at 4 o'clock
at the Riverside Country Club, 4500 Riverside Drive*

Appendix. 3 . Thanks for Hospitality, Requests, Complying with a Request

e.g.

DATE: August 29, 1999

It was a pleasure meeting you today, Mr Smith. You couldn't have chosen a better restaurant. The food was superb.Thank you.

I am glad we had plenty of time to discuss the construction project. You helped clear up almost all the questions I had. And you pointed me in the right direction to find the answers to the few queries I have left.

I look forward to meeting you again in the near future. I will call you when I return from my trip to the head office and then it will be my pleasure to treat you to lunch.

Regards,

M.J. Johnson

e.g.

TO: J. Watkins

FROM: Dr. J. R Ewing

DATE: August 29, 1999

SUBJECT: Marriage Benefits

Congratulations on getting married, Jim. Best wishes to you and your bride for a long and happy life together.

Now that you are changing your status, we need to discuss your health insurance and retirement plans. As well, I would like to explain our company policies as they affect you and your wife. Could you drop by my office as soon as you return from your honeymoon so that we can talk?

Appendix. 4. Employment: Applications, Letters of Recommendation

e.g.

Dear Dr. James

This letter is in response to your advertisement in the Financial Times on November 25, 1998 for a position of secretary. I have three years experience in the field of market research.

I am ready for long hours and travel required to be an effective personal secretary.

My resume is attached for your resource.

Sincerely,

J. Kvatson (Ms)

e.g.

Dear Mr Hampshire:

Your work has been excellent. However, your absentee record is now overshadowing your work record. I realize that your health has been poor but one of our job requirements is regular attendance. We have difficulty scheduling when we cannot depend on your attendance.

We have discussed this subject with you several times before. Now your attendance must meet our requirements or we will have to terminate you.

Sincerely,

J. Johnson

Export Department

Appendix 5. Goodwill letters: Congratulations, Introductions,
Condolence, Christmas and New Year Wishes

e.g.

November 30, 1997

Dear Dr. Simpson,

I want to introduce you to Ms James, who worked with me at Connaught Centre for five years.

She is a person of great intellect and work ability. Ms James is currently involved in a project which might be of interest to you, and he shall be contacting you soon to arrange a meeting.

I am sure you will benefit if you agree to see her.

Yours Sincerely,

Mr Watson

Sales Manager

e.g.

Hunters Ranch,
Paxton, Florida 32538

May 4, 1995

Dear Mr. Wembley:

My wife and I are coming to Delhi for a fairy long stay, as I have business there that will keep me several months. I know you have lived in Delhi for several years, and I wonder if you would kindly give us some introductions.

Since I shall be very occupied, my wife may feel lonely at times. If she knew one or two people whom she could visit now and again, it would be very pleasant for her.

I would be most grateful for your help. If there is anything I can do for you - either here in the states or when I am in Delhi - please do not hesitate to let me know.

Sincerely yours,
Harold Canning
Harold Canning

Appendix 6. Inquiries

e.g.

MATTHEWS & WILSON
Ladies' Clothing
421 Michigan Avenue
Chicago, III.60602

Messrs GRANT & CLARKSON
148 Mortimer Street
London W1C 37D
England

October 21, 1993

Gentlemen:

We saw your women's dresses and suits at the London Fashion Show held in New York on October 17. The lines you showed for teenagers, the "Swinger" dresses and trouser suits would be most suitable for our market.

Would you kindly send us your quotation for spring and summer clothing that you could supply to us by the end of January next. We would require 2,000 dresses and suits in each of the sizes 10-14, and 500 in sizes 8 and 16. Please quote c.i.f. Chicago prices. Payment is normally made by letter of credit.

Thank you for an early reply.

Very truly yours,
P. Wilson. Jr.
Buyer

Appendix 7. Quotations. Offers

Grand & Clarkson
148 Mortimer Street
London W1C 37D

Messrs Matthews & Wilson
421 Michigan Avenue
Chicago, Ill. 60602

30th October, 1997

Attention: Mr. P. Wilson, Jr.

Dear Sirs,

We are pleased to make you an offer regarding our 'Swinger' dresses and trouser suits in the size you require. Nearly all the models you saw at our fashion show are obtainable, except trouser suits in pink, of which the smaller sizes have been sold out. This line is being manufactured continuously, but will only be available again in February, so could be delivered to you in March.

All other models can be supplied by the middle of January 1998, subject to our receiving your form order by 15th of November. Our c.i.f. prices are understood to be for sea/land transport to Chicago. If you would prefer the goods to be sent by air freight, this will be charged extra at cost

Trouser suits sizes 8-16 in white, yellow, red, turquoise, navy blue, black	
Sizes 12,14 also in pink	per 100
\$2,650.00	
Swinger dresses sizes 8-16 in white, yellow, red, turquoise, black	per 100
\$1,845.00	

Prices: valid until 31st December, 1997
Delivery: c.i.f. Chicago
Transport: sea freight
Payment: by irrevocable letter of credit or cheque with order

You will be receiving price-list, cutting of our materials and a colour chart. These were airmailed to you this morning.

We hope you agree that our prices are very competitive for these good quality clothes, and look forward to receiving your initial order.

Yours faithfully,