

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ  
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ФОНД ОЦЕНОЧНЫХ СРЕДСТВ  
Учебной дисциплины  
ОП.11 ТЕОРИЯ И ПРАКТИКА ПЕРЕВОДА ДЕЛОВОЙ КОРРЕСПОНДЕНЦИИ  
для обучающихся по программе подготовки специалистов среднего звена  
43.02.11 Гостиничный сервис  
(углубленная подготовка)  
Форма обучения – очная

*С.В. Угрюмова.* ОП.11. Теория и практика перевода деловой корреспонденции. Фонд оценочных средств для обучающихся по программе подготовки специалистов среднего звена 43.02.11 Гостиничный сервис. Форма обучения – очная. Тобольск, 2020.

Фонд оценочных средств дисциплины ОП.11. Теория и практика перевода деловой корреспонденции разработан на основе ФГОС СПО по специальности 43.02.11 Гостиничный сервис, утвержденного приказом Министерства образования и науки Российской Федерации от 7 мая 2014 года, № 475.

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## 1. ОБЩАЯ ХАРАКТЕРИСТИКА ФОНДА ОЦЕНОЧНЫХ СРЕДСТВ

### 1.1. Область применения программы

Фонд оценочных средств учебной дисциплины - является частью программы подготовки специалистов среднего звена в соответствии с ФГОС СПО по специальности 43.02.11 Гостиничный сервис.

### 1.2. Место дисциплины в структуре программы подготовки специалистов среднего звена

Дисциплина Теория и практика перевода деловой корреспонденции входит в профессиональный цикл и относится к блоку общепрофессиональных дисциплин.

### 1.3. Цели и задачи дисциплины – требования к результатам освоения дисциплины.

В результате освоения дисциплины обучающийся должен знать:

- лексический (1200 – 1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.

В результате освоения дисциплины обучающийся должен уметь:

- общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы;

- переводить (со словарем) иностранные тексты профессиональной направленности;

- самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас.

В результате освоения дисциплины обучающийся должен обладать следующими компетенциями:

ОК 1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.

ОК 2. Организовывать собственную деятельность, определять методы и способы выполнения профессиональных задач, оценивать их эффективность и качество.

ОК3. Решать проблемы, оценивать риски и принимать решения в нестандартных ситуациях.

ОК 4. Осуществлять поиск, анализ и оценку информации, необходимой для постановки и решения профессиональных задач, профессионального и личностного развития.

ОК 6. Работать в коллективе и команде, обеспечивать ее сплочение, эффективно общаться с коллегами, руководством, потребителями.

ОК 7. Ставить цели, мотивировать деятельность подчиненных, организовывать и контролировать их работу с принятием на себя ответственности за результат выполнения заданий.

ОК 8. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.

ПК 1.2. Бронировать и вести документацию.

ПК 1.3. Информировать потребителя о бронировании.

ПК 2.1. Принимать, регистрировать и размещать гостей.

ПК 2.2. Предоставлять гостю информацию о гостиничных услугах.

ПК 2.3. Принимать участие в заключении договоров об оказании гостиничных услуг.

ПК 2.4. Обеспечивать выполнение договоров об оказании гостиничных услуг.

Код ПК, ОК	Умения	Знания
ПК 1.2. ПК 1.3. ПК 2.1. -2.4.  ОК 1,2, 3,4 ОК 6-8	<p>У1. общаться (письменно) на иностранном языке на профессиональные темы</p> <p>У2. переводить (со словарем) иностранные тексты профессиональной направленности;</p> <p>У3. самостоятельно совершенствовать письменную речь, пополнять словарный запас</p>	<p>31. Лексический (1200-1400) лексических единиц)</p> <p>32. грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности</p>

## 2. ПАСПОРТ ФОНДА ОЦЕНОЧНЫХ СРЕДСТВ

п/п	Темы дисциплины, МДК, разделы (этапы) практики, в ходе текущего контроля, вид промежуточной аттестации с указанием семестра	Код контролируемой компетенции (или её части), знаний, умений	Наименование оценочного средства (с указанием количества вариантов заданий и т.п.)
1.	Раздел 1. Тема 1.1. General rules of writing business letters/ Основные правила оформления деловых писем	31, 32, У1, ОК 2,7,8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4	- Контрольная работа № 1 (2 варианта)
2.	Раздел 2. Тема 2.1. Инициативные коммерческие письма	31, 32, У1, У2, У3, ОК 6-8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4	- Практические работы по написанию разных видов деловых писем (5 вариантов)
3.	Раздел 2. Тема 2.2. Telegrams and Telex Messages/ Телеграфная и телексная переписка	32, У3, ОК5, ОК8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4	- Практические работы по оформлению телеграмм и факсов (3 варианта)
4.	Раздел 2. Тема 2.3. E-mail/ Электронная почта	ОК 3, 4, 8 У1, У2, У3, 31, 32  ПК 1.2. ПК 1.3.	- Контрольная работа №2 (2 варианта)

		ПК 2.1. -2.4	
5.	Промежуточная аттестация в 4 семестре	ОК 1,2,3, 4 ОК 6-8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4	Дифференцированный зачет

### 3. ТИПОВЫЕ ЗАДАНИЯ ДЛЯ ОЦЕНКИ ОСВОЕНИЯ УЧЕБНОЙ ДИСЦИПЛИНЫ

Раздел 1. Тема 1.1. General rules of writing business letters/ Основные правила оформления деловых писем	31, 32, У1, ОК 2,7,8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4
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#### Контрольная работа №1 (2 варианта) Вариант 1

##### 1. Give the right order of business letter parts and answer what kind of business letter it is.

- I urge you to press forward with this work without any further delay. Please let me know when you expect it to be completed.
- When I signed the contract for the building of this property you estimated that the work would be completed and the house ready for occupation "in about 6 months". That was 8 months ago and the work is still only half finished.
- The delay is causing in convenience not only to me but also to the buyer of my present home which I cannot transfer until this house is finished.
- House at 2 Ginny Road. Gilford.

##### 2. Match the words (1-8) with the definitions (a-h).

- |                       |   |
|-----------------------|---|
| 1. discount           | a) the conditions of a sales contract                     |
| 2. credit             | b) the cost of delivery                                   |
| 3. delivery time      | c) the smallest number of items that can be supplied      |
| 4. terms of payment   | d) a reduction in price                                   |
| 5. minimum order      | e) how long the goods will take to arrive                 |
| 6. guarantee/warranty | f) the correct way of doing something                     |
| 7. transport costs    | g) an arrangement to buy goods and any pay for them later |
| 8. procedure          | h) a promise to repair a product or replace.              |
| 9. acknowledgement    |   |

##### 3. Put the points in correct columns (remember the order).

Inquiry (Enquiry)	Reply (Offer)
1-...	1 - ...
2-...	2-...
3-...	3-...
4-...	4-...
5-...	5-...

- a) How you get the contact.
- b) Thanks. Referring to the date.
- c) Close, perhaps including a reference to future business.
- d) Answer any specific questions.
- e) Something about your company, and why you are writing.
- f) Highlight one - two key points.
- g) General request for information.
- h) Offer specific/unusual questions.
- i) Say what you are attaching.
- j) Close, saying you are ready to answer any other questions.

#### 4. Translate into Russian:

1. Pete looks through the correspondence with Mr. Hill.
2. The letters express wishes and requests of the share-holders.
3. Pete makes a note what details he should discuss.
4. He should discuss time, accommodation and fee.

#### Вариант 2

##### 1. Match the points.

- |                       |   |
|-----------------------|---|
| a. Introduction       | 1. If you would like to join us, please complete the enclosed registration form and return it to me before 30 June.   |
| b. Details            | 2. I look forward to seeing you again at this exciting conference.  |
| c. Response or Action | 3. This intensive, practical conference for professional secretaries aim to: <ul style="list-style-type: none"> <li>• increase your managerial and office productivity;</li> <li>• improve your communication skills;</li> <li>• bring you up to date with the latest technology and techniques.</li> </ul> |
| d. Close              | 4. As a valued member of the Institute of Secretaries, I have pleasure in inviting you to attend our special conference on Tuesday 9 October 2009.  |

##### 2. Give the right order of business letter's parts.

INTRODUCTION

(Background and Basics)

DETAILS

(Facts and Figures)

RESPONSE or ACTION

(Conclusion)

CLOSE

(A simple one-liner)

- Richard Jen, Sales Manager, Electro Ltd, Perry Road Estate Oxbridge UN 5442KF.

- I look forward to hearing from you.

Yours sincerely

Richard Jen

Sales Manager

- 7 Maple Estate, Bedford Road, Bristol, UB 28 12 BP. Telephone 9056 154369  
Fax. 907636974 25 August 2018.

- Dear Mr. Sawyer

- Thank you for your letter. I am afraid that we have a problem with your order. Unfortunately, the manufacturers are finding it impossible to meet current demand for it. So they cannot supply it until November.

Would you prefer us to supply a substitute, or would you rather wait until the original parts are again available?

**3. Fill in the gaps:**

1. The first paragraph will state the ... for the communication.

- a. end
- b. reason
- c. letter

2. The main part of the message ... all the information that the recipient needs to know.

- a. gives
- b. ends
- c. goes

3. The conclusion may state the ... expected from the recipient.

- a. reason
- b. finance
- c. action

4. A simple one-line closing sentence should be relevant to the ... of the message.

- a. content
- b. conclusion
- c. response

**4. Write down your own business letter.**

Раздел 2. Тема 2.1. Инициативные коммерческие письма	31, 32, У1, У2, У3, ОК 6-8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4
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**Практические работы по написанию разных видов деловых писем (5 вариантов)**

**Вариант 1**

**1. In the following letter some words are missing. Fill in the blanks with the necessary words or phrases.**

Lancer Sales Limited

Telephone: 143-3448

Fax: (015) 38518

Your Ref:

Our ... : SE / mj

10 June, 2003

Mr S. Samuels

Wadley Stationery Company

14 Garden Street

Liverpool

W.C. 3 England



... Mr ...  
Please find ... three (3) copies of the addresses of our  
branches.  
Any questions should be ... to this department.

...  
Sydney Erwin  
Manager  
Export Department

**2. Complete the following letters with the correct prepositions:**

a) Dear Mr. Smith,  
(1)\_\_\_\_\_ reply (2)\_\_\_\_\_ your letter (3)\_\_\_\_\_ August 25 we  
have the pleasure (4)\_\_\_\_\_ informing you that we have  
considered your request and found it valid and convincing.  
Attached (5)\_\_\_\_\_ this letter you will find all the data. (6)\_\_\_\_\_  
the subject you are interested (7)\_\_\_\_\_ .

**Вариант 2**

1. Mr T. Soames is sending Mr K. Smirnov some brochures  
and catalogues about their new types of office equipment. Help  
Mr T. Soames to write a covering letter to Mr K. Smirnov:

- a) first state what you are enclosing with the letter;
- b) write a courteous note of goodwill.

2. Mr K. Smirnov receives Mr T. Soames' covering letter and  
his advertising materials. Write a letter of acknowledgement for  
Mr. K. Smirnov:

- a) say that you have received the promotion literature Mr. T.  
Soames has sent you. Do not forget to thank Mr T. Soames  
for that;
- b) write that as soon as you have examined the materials you  
will get in touch with Mr T. Soames again to arrange a visit  
to their company and see the equipment in operation.

**Вариант 3**

The following letters-appointments are not finished.  
Rewrite the letters supplying the missing parts?

Letter A  
Dear Sir  
I shall be visiting Ulhan-Ude on 12 February, 2005 for one  
week, and would like

\_\_\_\_\_  
\_\_\_\_\_  
I look forward to meeting you soon.  
Yours faithfully

Letter B

\_\_\_\_\_  
\_\_\_\_\_  
Ms S. Warren will be visiting Chita in the week beginning 1  
December, 2004 and we hope that you will find time to meet her  
assist her visit.

#### Вариант 4

The parts of the following letter are mixed up.

Arrange them in the proper order and rewrite properly. Think of a possible ending to the letter and write it down.

*Answer: 1-...; 2 -...; 3 -...; 4 -...; 5 -...; 6 -...; 7 - g*

a) We would be very pleased to discuss the current trends in the field of packaging in relation to environmentally-friendly production during our visit to Moscow.

b) During our last meeting in London it was agreed that it would be most useful if delegation of food processing and packaging specialists from the Committee of Food Industry could visit Moscow and share our experience in this field with our Russian colleagues.

c) Dear Sir

d) The directors and Management of Food Processing Factory would like to confirm our participation in the scientific conference to be held on 12 May, 2004 at your Bioengineering Research Institute in Moscow.

e) Thank you for the invitation to attend the scientific conference on “Environmentally Friendly Food Processing” in your country.

f) Our delegation is planning to arrive in Moscow by train from Helsinki on the morning of 11 May.

g) ?

#### Вариант 5

1. Write invitations to your partners to one of the events listed below:

***Forthcoming Exhibitions in Moscow***

**September 24-30: West and East: Trends of Future Contacts**

**Sokolniki Park**

**October 1—15: Industrial Robots**

**Sokolniki Park**

2. The Olympia Hotel is opening again after a period of reconstruction. Director of the hotel wants to send official invitations to many high officials and customers to take part in the opening ceremony. Help her to write the invitations. \_\_\_

переписка	ПК 1.2. ПК 1.3. ПК 2.1. -2.4
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## Практические работы по оформлению телеграмм и факсов (3 варианта)

### Вариант 1

**Read the following telexes consulting the List of abbreviations in the Reference Section. Paraphrase them orally and say what the message is in your own words.**

#### *Telex A*

Re: MODELS 2C 230

KINDLY ADVISE DELIVERY SITUATIONS FOR ABOVE MACHINES. WOULD ALSO REMIND YOU HAVE STILL NOT RECVD MODEL 2C 230. DELY OF ALL THREE MACHINES URGENT AS WE COMNIVNCED WE WILL RECEIVE ORDERS DOR ALL 3 MACHINES IN NEAR FUTURE, IN WHICH CASE WE WILL BEPLACINBG FURTHER ORDERS WITH YOU. IMPERATIV WE RECEIVE URGENT REPLY. REGARDS

#### **Telex B**

EXPORTMACH LONDON  
ATTENTION MANAGING DIRECTOR CONCERNING UNIVERSAL MILL ORDERED 2003 UNDER EA 3154 NOT YET DISPATCHED OUR PRODUCTION PLAN AFFECTED SERIOUSLY AS REFERRED TO OURTELS 5 SEPTEMBER 13 SEPTEMBER YOUR ASSISTANCE FOR SETTLEMENT HIGHLY APPRECIATED  
MILCO

### Вариант 2

**Read the following telexes and answer the questions given below.**

ATT: H. BROUWER

I CONF. MY VISIT TO BERLIN, ARRIVING 12 FEBRUARY STAY TILL 5 MARCH. WOULD LIKE TO SEE YOU ANY DAY THAT WEEK EXCEPT FRI. IF YOU ARE AVAILABLE FOR MEETING I INTEND TO DISCUSS POSSIBLE CLIENT BASE INTERESTED IN OUR PRODUCTS. BEST RGDS. L. BURT

#### **Questions:**

- 1) When is Mr Burk arriving in Berlin and how long is he going to stay there?
- 2) What problems does he want to discuss with Mr H. Brouwer?

### Вариант 3

**Rewrite the following telegram message in the form**

**of the telex using as many abbreviations and omissions as possible.**

I would like to confirm our telephone conversation of 14 March informing you of my arrival in Beirut on 22 February. Please reserve a room with a bath for a week from 22 till 28 February. Confirm reservation by return.

Тема 2.3.E-mail/ Электронная почта	ОК 4, 8 У1, У2, У3, 31, 32 ПК 1.2. ПК 1.3. ПК 2.1. -2.4
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**Контрольная работа №2 (2 варианта)  
Вариант 1**

**Task 1. Imagine you are a general manager. Write down a memo for your secretary.**

**Task 2. Fill in the gaps, using words and word combinations from the box below:**

- a) inbox
- b) outbox
- c) sent items
- d) new msg/mail
- e) send&receive
- f) reply
- g) forward
- h) address book
- i) delete items
- j) small
- k) drafts
- l) capital
- m) dot

1) My address is HollyWoods@hotmail.com, that's ...H... o-l-l-y W-o-o-d-s hotmail ...com.

2) I need my ... to add e-mail address.

3) My ... is where my incoming messages are stored.

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4) If I ... a message it goes on to another person.

5) With "... " I can write a new letter.

6) If I press ... I connect with Internet.

7) I look at ... to see what messages I have sent.

8) Before being sent across Internet, my messages are stored in the ....

9) I need to send an answer to that message, I'll use ...

**Task 3. Match parts A and B.**

A B

- 1. attachment
- 2. bandwidth
- 3. bcc
- 4. bounce message
- 5. forward

6. mail box
7. sig quote
8. spam
9. a flam
10. burble
11. reply
12. outbox
- a) Where your incoming messages are stored.
- b) Pass along an e-mail to another address.
- c) The speaker is considered incompetent or ignorant.
- d) A quotation added to a signature.
- e) Error message returned by an e-mail system.
- f) An emotional and often angry or rude message.
- g) Blind courtesy copy
- h) A measure of how much information can be sent.
- i) Unsolicited e-mail messages (usually unwanted).
- j) A file linked to an e-mail message.

## **Вариант 2**

**Task 1. Look at the difference in style between these two emails. Notice how version 2 uses the key words (underlined) from version 1. The form of the words may be different.**

Version 1.

Subject: My ideas following last Friday's meeting in the attached word document you'll find my thoughts about the marketing plan that we discussed in last Friday's meeting, and in particular my response to Jenny's points about needing a new type of packaging to appeal to a younger age group. I think she raised some important issues, and so I'm circulating these ideas to everyone who was present at the meeting. Please insert your comments in the attached document and email it back to me as soon as possible.

Version 2.

Subject: Ideas for packing

We need a new type of packaging – as we all agreed in the last meeting. My ideas are in the attached document. Comments please “asap”.

**Task 2. Match the descriptions (1-6) below by underlining the most appropriate version 1 or 2.**

1. The email is direct and brief. (Version 1/2)
2. The email is friendly and shows more respect to the reader. (Version 1/2)
3. The action required is very clear. (Version 1/2)
4. The exact action required is not so clear. (Version 1/2)
5. Unless the reader knows the writer well, the email could sound a bit

aggressive. (Version 1/2)

6. There may be too much in the email to write in a busy working day. (Version 1/2)

**Task 3. Cross out 20 words which are not necessary in this e-mail and translate it.**

I am writing to all my colleagues to let you know that I will be away from my office from 14-21 November on a visit to Turkey. Please, direct all questions that you have to Helga in my absence.

Промежуточная аттестация в 4 семестре	ОК 1,2,3, 4 ОК 6-8 ПК 1.2. ПК 1.3. ПК 2.1. -2.4
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**Вопросы к дифференцированному зачету:**

1. Describe the rules of Business Letter Layout.
2. Name the types of Informative letters and give their structure.
3. Name the phrases of Covering letter.
4. Name the phrases of Acknowledgement letter.
5. Name the phrases of Announcement letter.
6. Describe the rules of writing a letter of Request.
7. Describe the rules of writing a letter of Enquiry.
8. Describe the rules of writing Appointments and Invitations.
9. Describe the rules of writing Orders.
10. Describe the rules of writing Affirmative answers.
11. Describe the rules of Negative answers.
12. Describe the rules of writing a letter of introduction.
13. Describe the rules of writing a letter that avoid giving a direct answer.
14. Describe the rules of writing faxes and telexes.
15. Describe the rules of writing e-mail.