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Самарский колледж сервиса производственного оборудования  
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**Методическая разработка  
открытого урока по учебному предмету «Иностранный язык  
(профессиональный)»**

**Тема: Структура делового письма**

**Самара, 2022**

## План урока

**Тема:** Структура делового письма

**Тип занятия:** комбинированный

**Цель занятия:** изучить правила оформления и написания делового письма и сформировать умение правильно оформлять его на английском языке

### **Задачи:**

- изучить из чего состоит деловое письмо;
- изучить основные типы деловых писем;
- расширять словарный запас учащихся;
- развивать критическое мышление учащихся;

### **Оборудование:**

- Раздаточный материал
- Доска
- Словари
- Экран с проектором

## Ход урока

### **1. Организационный момент. Рапорт дежурного**

T. – Who is on duty today?

S. – I am.

T. – What date is it today?

S. – Today is Tuesday, the first of March.

T. – Who are absent today?

S. - ... are absent today.

T. – Ok, thank you. Sit down, please.

### **2. Обозначение целей и задач урока**

The topic of our lesson is Structure of Business letters. The aim of our lesson is to learn the structure of business letters and the rules of writing them.

### **3. Мотивация учебной деятельности учащихся**

T. - Serious changes that took place in the world as in the sphere of foreign economic relations as in the field of culture, trade and economic development cause a high interest to

learning foreign languages, especially English. Although such technical gadgets as telephone, fax, Internet play an important role in our everyday life and business, it seems almost trite to say that a business letter stays one of the most widely used forms of professional communication between nations in the twenty-first century. That is why it is very important to know the rules of writing business letters.

#### 4. Изучение нового материала

##### 1. What is a business letter?

A business letter is a letter from one company to another, or such organizations and their customers, clients, or other external parties.

##### 2. What does the business letter consist of?

It consists of

Sender's name and address (имя отправителя и адрес)

Name and Address of Recipient (имя получателя и адрес)

Date (дата).

Salutation (приветствие)

Body (главная часть)

Closing (заключение)

Signature (подпись)

Typist initials and position (инициалы отправителя)

##### 3. What types of business letters are there?

There are

- **application letter** (also known as a cover letter, job letter, or job application letter) is a one-page letter you use to apply for jobs.

- **commercial offer**, i.e. a statement of some product, service, etc. (offer);

- **letter of complaint** is a letter written to concerned authorities if we are not satisfied with the service provided by them

- **an order**, i.e. a message about readiness to purchase some product, receive some service, etc.

- **confirmation** of receipt of any letter, message, etc

- **request letter** is a letter written to ask for a service, product, information, favor, or permission

#### Пример делового письма

Mrs Jane Tumin  
HR Manager

Sommertim  
7834 Irving Street  
Denver, Colorado

Mrs Lean  
9034 Cody Street  
Denver, Colorado  
USA, 90345

February 15, 2016

Dear Mrs Lean,

With reference to our telephone conversation yesterday I am glad to tell you that we offer you the position of Senior Lawyer in our company. You will be provided with company car according to the corporate policy and full medical insurance. Your salary will be \$100 000 per year according to your request. You may learn about job conditions in job offer attached to this letter.

Regards,

Jane Tumin,  
HR Manager

How do you call each part of letter?

**5. Закрепление нового материала**

Now you should divide into 3 groups. Each group has some parts of letters and need to put them in the right order. Match a type of the letter.

**Application letter**

Kira Stan  
7834 East street

Chicago, Illinois

Trend&Fashion

9034 Groom Street

Chicago, Illinois

USA, 90345

July 12, 2017

Dear Sirs.

With reference to your vacancy for Office Manager I am sending you my CV attached to this letter. I have an experience of working as a secretary for 2 years in a small company where I had no career prospects. I am the Bachelor of Business Administration and so I think my education would allow me to make a significant contribution to your company. I would be very grateful if you consider my application.

Regards,

Kira Stan

Commercial Offer

Mr. Dean Hipp

General Director

Roses For You  
4567 Camino Street  
San Diego, CA

Mrs Olga Linnet  
Perfect Wedding  
9034 South Street  
San Diego, CA  
USA, 90345

March 10, 2016

Dear Mrs Linnet

Your wedding agency is becoming more and more popular in our city. I would like to help you make it more attractive to the customers. I am the owner of rose gardens; we grow fine roses all the year round. Roses would become a very good decoration for all wedding ceremonies. The prices are reasonable and include the designer service. More information you may find in the brochure attached.

Yours sincerely,

Mr. Dean Hipp  
General Director

**Letter of Complaint**

Mr. Jack Lupine  
7834 17th Street

Detroit, Michigan

Electronics Ltd  
9034 Commerce Street  
Detroit, Michigan  
USA, 90345

April 25, 2017

Dear Sirs,

I am writing to inform you that yesterday I got my new TV set which was delivered by your delivery service. The package was undamaged so I signed all documents and paid the rest of the sum. But when I unpacked it I found several scratches on the front panel. I would like you to replace the item or give me back my money. Please let me know your decision within 2 days.

Yours faithfully,

Jack Lupine

## 6. Рефлексия

Today I knew ...

1. Business letter is an important means of communication in business life

2. The business letter consists of Sender's name and address, name and address of Recipient, Date, Salutation, Body, Closing, Signature, Typist initials and position

3. Business letter can be

- application letter
- commercial offer
- letter of complaint
- an order
- request letter

**7. Домашнее задание**

Написать деловое письмо, соблюдая структуру делового письма