

1 VPRAŠALNICE IN VPRAŠALNE POVEDI

who	-kdo
what	-kaj
where	-kje, kam
why	-zakaj
when	-kdaj
what time	-ob kateri uri
how	-kako
how much	-koliko (če stoji za njo samostalniki v ednini oz., če gre za neštene samostalnike)
how many	-koliko (če stoji za njo samostalniki v množini oz., če gre za števene samostalnike)
how long	-kako dolgo
how often	-kako pogosto
how far	-kako daleč
since when	-od kdaj
which	-kateri
whose	-čigav

Primeri:

What do you do?	I'm a production manager.
Who do you work for?	I work for Media Market.
How much does the ticket cost ?	It costs around 2,000 SIT.
How long does it take to get to Maribor?	It takes around an hour and a half.

1.1 EXERCISE 5

ANSWER:

1. Where do you come from?
2. Where are you from?
3. Where do you live?
4. What's your address?
5. Where do you work?
6. Where are your company's premises?
7. How long have you been working for your company?
8. What are you responsible for?
9. Who are you responsible to?
10. Which line of business are you in?
11. What are you in charge of?
12. How many people are there in your department?
13. What do you do?
14. Do you have a family/children?
15. Do you live in a house or in a flat?
16. Do you come to work by car/bus/train or do you walk to work?
17. Do you live in a suburb or in a city?
18. How long do you stay at work?

EXERCISE 6

Ask your partner:

1. kako se piše
2. kje stanuje
3. kje je v službi
4. koliko je ura
5. kateri dan je danes
6. kje so njihovi poslovni prostori
7. kdaj zjutraj vstane
8. kaj počne ob koncu tedna
9. kdaj gre v službo
10. kdaj se vrne domov
11. ali gre v službo z vlakom
12. kdo je njegov/njen šef
13. za kaj je odgovoren
14. komu je odgovoren v službi
15. kakšen avto ima

EXERCISE 7

Complete the questions with the correct word.

1. Where do you work?
2. _____ the time?
3. _____ do you do?
4. _____ department do you work in?
5. _____ do you start work?
6. _____ is your boss?
7. _____ do you get to work?
8. _____ do you take a break?
9. _____ people work in your company?
10. _____ do you come to work?
11. _____ is your surname?
12. _____ is your nationality?

13. _____ language do you speak?
14. _____ does it cost?
15. _____ does Maribor train leave?
16. _____ is the exchange rate for 1 Euro?
17. _____ is Koper from Ljubljana?
18. _____ is the most convenient time for you?
19. _____ are your premises?

EXERCISE 8 - VSTAVITE USTREZNO VPRAŠALNICO.

- | | |
|------------------------------|--------------------------------|
| 1. are you going? | <i>To Paris.</i> |
| 2. are you visiting? | <i>Our main French client.</i> |
| 3. are you going to do? | <i>To discuss prices.</i> |
| 4. are you leaving? | <i>On Monday.</i> |
| 5. are you staying? | <i>Two days.</i> |
| 6. are you travelling? | <i>By train.</i> |
| 7. are you returning? | <i>On Tuesday.</i> |

EXERCISE 9 - FORM QUESTIONS

- | | |
|------------|--|
| What.....? | <i>I'm looking at some conference brochures.</i> |
| What.....? | <i>I work as a consultant in Gorenje.</i> |
| What.....? | <i>I use Gillette shaving foam. It's lovely.</i> |
| What.....? | <i>She's good-looking, but very unpleasant.</i> |
| What.....? | <i>It's called a 'spade' in English</i> |
| What.....? | <i>It's a Porsche.</i> |
| What.....? | <i>She's French.</i> |
| What.....? | <i>I think they are arriving at 22:00.</i> |
| What.....? | <i>It's January 29th.</i> |
| What.....? | <i>It's for scraping paint off windows.</i> |

EXERCISE 10

Complete the following sentences about yourself once again :

My name is...

My address is...

My extension is...

My email address is...

I work for...

as an... (job)

in the... (department)

I mostly deal with...

I am responsible for... (..ing form)

My job involves a lot of... (...ing form)

What I like about my job is...

I've been with the company for... (period of time)

since (point of time)

1.2 NUMBERS - ŠTEVILKE

1. Cardinal numbers (glavni števnik)

0 zero	21 twenty-one
1 one	22 twenty-two
2 two	23 twenty-three
3 three	24 twenty-four
4 four	30 thirty
5 five	40 forty
6 six	50 fifty
7 seven	60 sixty
8 eight	70 seventy
9 nine	80 eighty
10 ten	90 ninety
11 eleven	100 a / one hundred
12 twelve	101 a / one hundred and one
13 thirteen	156 a / one hundred and fifty-six
14 fourteen	200 two hundred
15 fifteen	999 nine hundred and ninety-nine
16 sixteen	1000 a /one thousand
17 seventeen	1001 a /one thousand and one
18 eighteen	1131 one thousand one hundred and thirty-one
19 nineteen	2242 two thousand two hundred and forty-two
20 twenty	9999 nine thousand nine hundred and ninety-nine

10 000 ten thousand

100 000 a /one hundred thousand

1 000 000 a /one million = milijon

9 000 000 nine million

9 999 999 nine million nine hundred and ninety-nine thousand nine hundred and ninety-nine

1000 000 000 a / one billion = milijarda

English has several names for 0:

- Nought – informal English, often used at the beginning (0.16 = nought point one six)
- Zero – most common
- Oh – when saying bank account or telephone numbers
- Nil – sport results

2. Ordinal numbers (vrstilni števniki)

1st first	20th twentieth (! y gre v i)
2nd second	21st twenty-first
3rd third	30th thirtieth
4th fourth	40th fortieth
5th fifth	50th fiftieth
6th sixth	60th sixtieth
7th seventh	70th seventieth
8th eighth	80th eightieth
9th ninth (! Izgubi se e)	90th ninetieth
10th tenth	100th hundredth
11th eleventh	102nd hundred and second
12th twelfth (! v gre v f)	203rd two hundred and twenty-third
13th thirteenth	1000th thousandth
14th fourteenth	1001st thousand and first
19th nineteenth	1 000 000th millionth

- Pozor: Vrstilni in glavni števniki od 21 do 99 se v angleščini obvezno pišejo z vezajem. Vezaj se v angleščini imenuje **'hyphen'**.

1.3 TELEPHONE NUMBERS & BANK ACCOUNTS

- Ko govorimo o telefonskih številkah ali pa bančnih številkah za 0 uporabimo **'oh'**.
- Če se dve enaki številki ponovita, npr. 33, to preberemo oz povemo kot **'double three'** in **ne** 'three three'.
- Če ima številka pomišljaj, le-tega v angleščini preberemo kot **'dash'**.
Primer: 031 872 – 925 = oh three one eight seven two dash nine two five.
- Vaje 1D 1, 1E 2, 2A 4.

1.4 TIMES - URA

01:00	one o'clock in the morning one a.m.
01:05	five past one one oh five
02:10	ten past two two ten
03:15	quarter past three three fifteen
04:20	twenty past four four twenty
05:30	half past five five thirty
06:35	twenty-five to seven six thirty-five
07:40	twenty to eight seven forty
08:45	quarter to nine eight forty-five
09:50	ten to ten nine fifty
10:55	five to eleven ten fifty-five
11:00	eleven o'clock in the morning eleven a.m.
12:00	twelve p.m. midday noon
13:00	one o'clock in the afternoon one p.m.
13:01	thirteen oh one one minute past one one oh one
14:12	fourteen twelve twelve minutes past two two twelve
15:23	fifteen twenty-three twenty-three minutes past three

	three twenty-three
16:34	sixteen thirty-four twenty-six minutes to five four thirty-four
17:45	seventeen forty-five quarter to six five forty-five
18:56	eighteen fifty-six four minutes to seven six fifty-six
19:07	nineteen oh seven seven minutes past seven seven oh seven
20:18	twenty eighteen eighteen past eight eight eighteen
21:29	twenty-one twenty-nine twenty-nine minutes past nine nine twenty-nine
22:30	twenty-two thirty half past ten ten thirty
23:41	twenty-three forty-one nineteen minutes to twelve eleven forty-one
24:00	twelve a.m. midnight

- Nekaj **čez** neko uro je v angleščini '**past**'. Primer: 10:12 (dvanajst čez deset) v angleščini preberemo kot twelve **past** ten.
- Nekaj **do** neke ure, pa je v angleščini '**to**'. Primer: 10:55 (pet do enajstih) v angleščini rečemo five **to** eleven.
- Če je ura 15 min čez ali do neke ure, rečemo **quarter past/to** ... Primer: 6:15 je quarter past six.
- Dopoldne (do 12h) je a.m., popoldne (do polnoči) pa p.m..

1.5 DAYS OF THE WEEK - DNEVI V TEDNU

okrajšava		prevod
Mon	Monday	ponedeljek
Tues	Tuesday	torek
Wed	Wednesday	sreda
Thurs	Thursday	četrtek
Fri	Friday	petek
Sat	Saturday	sobota
Sun	Sunday	nedelja

- Pazi: V angleščini se dnevi v tednu pišejo z veliko začetnico!

1.6 MONTHS OF THE YEAR – MESECI V LETU

okrajšava	
Jan	January
Feb	February
Mar	March
Apr	April
May	May
Jun	June
Jul	July
Aug	August
Sept	September
Oct	October
Nov	November
Dec	December

- V angleščini pišemo imena mesecev z veliko začetnico.

1.7 DATES – DATUMI

napišemo	izgovorimo/preberemo
1 January 1984 January 1, 1984	the first of January nineteen eighty-four January the first nineteen eighty four
11 February 1988 February 11, 1988	the eleventh of February nineteen eighty-eight February the eleventh nineteen eighty-eight
30 March 1992 March 30, 1992	the thirtieth of March nineteen ninety-two March the thirtieth nineteen ninety-two
4 April 1994	the fourth of April nineteen ninety-four

April 4, 1994	April the fourth nineteen ninety-four
18 May 1996 May 18, 1996	the eighteenth of May nineteen ninety-six May the eighteenth nineteen ninety-six
27 June 1998 June 27, 1998	the twenty-seventh of June nineteen ninety-eight June the twenty-seventh nineteen ninety-eight
5 July 2000 July 5, 2000	the fifth of July two thousand July the fifth two thousand
13 August 2001 August 13, 2001	the thirteenth of August two thousand and one August the thirteenth two thousand and one
29 September 2003 September 29, 2003	the twenty-ninth of September two thousand and three September the twenty-ninth two thousand and three
31 October 2005 October 31, 2005	the thirty-first of October two thousand and five October the thirty-first two thousand and five
12 November 2007 November 12, 2007	the twelfth of November two thousand and seven November the twelfth two thousand and seven
26 December 2010 December 26, 2010	the twenty-sixth of December two thousand and ten December the twenty-sixth two thousand and ten

- Pozor: Kljub temu, da pri datumih uporabljamo vrstilne števnik, v angleščini za številko **ne** pišemo pike (kot je to navada v slovenščini)!
- Vrstilni števnik od 21 do 99 se obvezno pišejo z vezajem! Enako velja tudi za glavne števnik. Primer: twenty-one = enaindvajset, twenty-first = enaindvajseti.
- Na zapis 1st, 2nd, 3rd, 4th,... za vrstilne števnik še lahko naletimo in je povsem pravilen. Res pa je, da je takšen zapis izginja iz rabe v moderni angleščini in ga zato ne uporabljajte.

EXERCISE 11

What's the time?

13:00 It's one pm.

01:00

05:30

04:15

14:20

08:10

07:45

06:00

03:50

09:05

12:00 (poldne)

1.8 IMPORTANT INFORMATION – WHAT CHIP AND PIN MEANS FOR YOU

We're putting the PIN in shopPINg

You may have seen recent TV and press coverage about chip and PIN. We'd like to tell you a bit more about it.

What is chip and PIN?

Through 2004 a new chip and PIN system will be introduced across the UK as part of a world-wide initiative to reduce card fraud. The chip and PIN debit card has a 'smart' chip that holds your 4-digit Personal identification Number (PIN).

Why is chip and PIN happening?

The chip and PIN are personal to you and make counterfeiting almost impossible, keeping your transactions secure when you're out shopping. A similar scheme in France has cut card fraud by 80%.

What will chip and PIN mean for me?

When you pay for goods with your new chip and PIN card you won't sign a receipt; instead you'll be asked to enter your PIN into a keypad. These keypads will start to appear in retail outlets throughout 2004. But don't worry, you can still use your card and sign your name in shops at home and abroad where chip and PIN isn't in place yet- just as you do now.

Put the »l« in PIN

Once you start using your chip and PIN card you'll soon get the hang of the new technology. All you have to do is remember your PIN – just like you do now when getting cash from a cash machine.

With your new card you'll still be able to change your PIN to something that's easier to remember (although make sure you avoid obvious numbers such as 1234 or 0000). To change your PIN just visit any Bank of Scotland or Halifax branch cash machine and simply follow the on screen instructions.

1.9 NUMBERS EXERCISES

Write the numbers of each item next to the correct word or words.

two thousand three hundred and ninety-four	
two three two three nine four	
twenty-three centimetres	
twenty-three thousand and ninety-four	
twenty-third of March nineteen ninety-four	
two hundred and thirty-nine pounds forty	
two point three nine four	
twenty-three times ninety-four	
twenty-three per cent	
twenty-three slash ninety-four	
two-thirds	
twenty-three plus ninety-four	
twenty-three dollars ninety-four cents	
twenty-three degrees centigrade	
twenty-three kilometres per hour	
twenty minus three	

EXERCISE 1

Match the figures and the dates on the right

- | | |
|-------------------|----------------------|
| 1. 01.01.98 | A. 29 February 1996 |
| 2. 29.02.96 | B. September 1, 1997 |
| 3. 31/12/99 | C. 1 January 1998 |
| 4. 09-01-97 (UK) | D. 6 July 1998 |
| 5. 6/7/98 (UK) | E. April 8, 1998 |
| 6. 04.08.98 (USA) | F. 1 November 1998 |
| 7. 1/11/98 (UK) | G. 31 December 1999 |

EXERCISE 2

1900 nineteen hundred	
1901 nineteen-oh-one	OR nineteen hundred and one
1902 nineteen-oh-two	OR nineteen hundred and two
1910 nineteen-ten	OR nineteen hundred and ten
1911 nineteen-eleven	OR nineteen hundred and eleven
1920 nineteen- twenty	OR nineteen hundred and twenty
1922 nineteen-twenty-two	OR nineteen hundred and twenty-two
1980 nineteen- eighty	OR nineteen hundred and eighty
1990 nineteen- ninety	OR nineteen hundred and ninety
1991 nineteen-ninety-one	OR nineteen hundred and ninety-one
2000 two thousand	
2005 twenty-oh-five	OR two thousand and five

There are two systems of year dates in English:

- the shorter system (shown on the left): the numbers are said in pairs.
- the longer system (shown on the right): numbers are said in pairs, but between the pair we say hundred and.

30 March 1993 = March the thirtieth, nineteen ninety-three

OR

the thirtieth of March, nineteen ninety- three

To announce the date, It's is used.

It's April the first.

1.10 MONEY AND DATES

EXERCISE 1

Complete the table with the information given.

- 1 Invoice number thirteen, dated December the seventeenth nineteen-ninety-seven, is for five hundred and twenty-six pounds, seventeen pence.
- 2 Invoice number one hundred and six, dated the twelfth of January nineteen-ninety-eight, is for two hundred and fourteen pounds, ninety-five pence.
- 3 Invoice number one hundred nineteen, dated August the thirtieth nineteen-ninety-six, is for one thousand three hundred eighty seven-dollars eighty-six.
- 4 Invoice number one hundred forty-one, dated the sixteenth of November nineteen-ninety seven, is for twenty-five German marks fifty.
- 5 Invoice number two hundred eighty-six, dated the twenty first of February nineteen-ninety-two, is for two thousand four hundred and six pounds and five pence.

Invoice No.	Date	Amount

1.11 TIME EXPRESSIONS

..... ten minutes	-čez deset minut
five years	pred petimi leti
..... 6 a.m. 10 a.m.	-od šestih do desetih
..... Monday	-v ponedeljek
..... the weekend	-čez vikend
..... the week	-med tednom
..... 6 o'clock	-po šesti uri
..... 8 o'clock	-pred osmo uro
..... week	-prejšnji teden
..... week	-prihodnji teden
..... the evening	-zvečer
..... night	-ponoči
..... lunch	-po kosilu

..... Friday-najkasneje do petka

1.12 PREPOSITIONS – PREPOZICIJE

PREPOSITIONS OF TIME:

Day	ON	ex. on Monday
Month	IN	ex. in July
Year	IN	ex. in 1999
Date	ON	ex. on 17th May 2004
Time	AT	ex. at 5 pm, at midnight
Holiday	AT	ex. at Easter, at Christmas
Parts of the day	IN *but AT night	ex. in the morning/evening..

Some phrases connected with time:

IN TIME	He came just in time to save her.
ON TIME	Hand in the report on time.
ON WEEKLY/DAILY/MONTHLY BASIS	I attend an English course on weekly basis.
FOR A TRIAL PERIOD OF	We'll hire you for a trial period of two months.
AT THE LATEST	I need this data by Friday at the latest.
IN THE SKY	There are millions of stars shining in the sky.
IN THE WORLD	Six billion people live in the world.
AT THE WEEKEND	What did you do at the weekend?

PREPOSITIONS OF PLACE:

Small town	AT or IN	ex. at/in Piran
Big town/City	IN	ex. in New York
Street	IN	ex. in Dunajska street

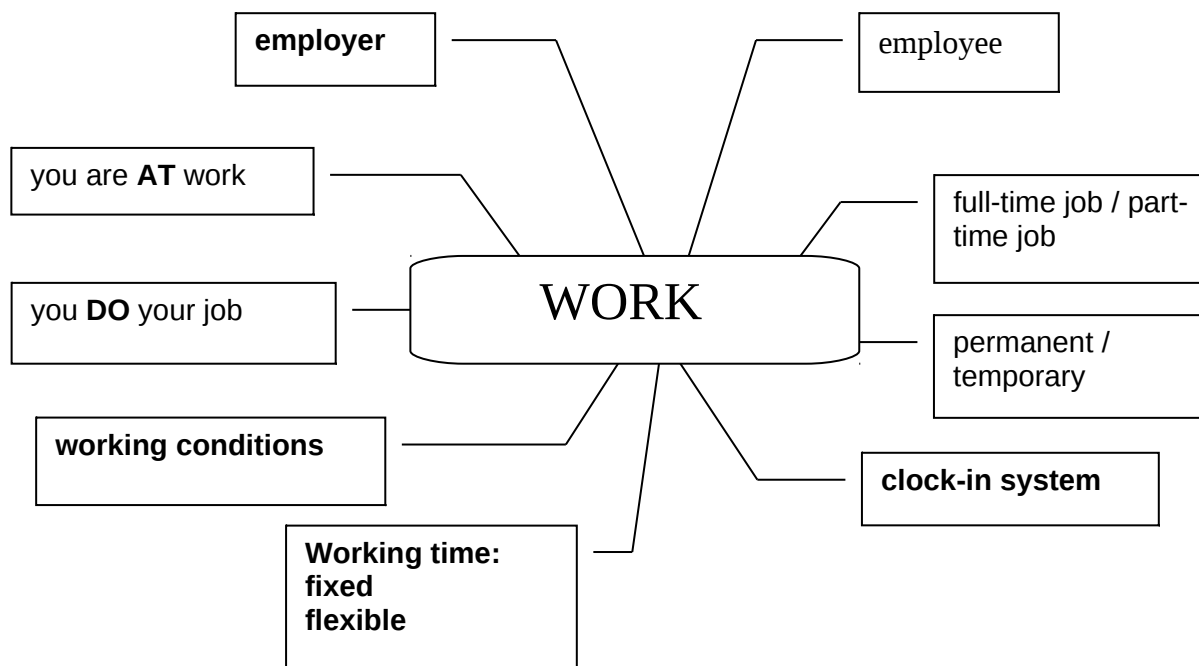
Some phrases connected with place:

IN/AT a meeting	
ON a business trip	
ON the second floor	
AT work	
AT the faculty	

SOME COMMON VERBS + PREPOSITIONS:

Interested IN	
Good/bad AT	
Specialized IN	
Famous FOR	
Resign FROM	
Absent FROM	
Graduate FROM	
Accused OF	
Known FOR	
Typical OF	

2 WORK



Becoming a manager

Complete the dialogue between the Managing Director (MD) and the Personnel Manager (PM). Choose from the words in the box. The first has been done for you

sales	new technology
MBA	cost and price decisions
how to take decisions	manage
accounting for managers	promotion and marketing
communications	learn about management structures
distribution	read the balance sheet
specialised management-training	computer systems
courses	
results	

MD: John, we must think about (1)
specialised management-training
for our junior managers.

PM: Yes, our promising younger people need to (2).....

MD: They need to know (3)

and the (4) of these decisions.

PM: And, of course, (5) is essential.

And they must know how to (6)

MD: Without it, they will never (7) successfully, and they won't
know anything about stock control, costing, pricing... you name it.

PM: Yes, (8) depend on
knowing this.

MD: Of course, that's not the only thing they need to know. (9)
means that they need to know about things like

(10)

PM: What else?

MD: (11), for example.

PM: Yes, and I think that the (12)

departments need managers with this background, as well as the

(13) department.

MD: Even the (14) managers could benefit, too.

MD: Perhaps we should only appoint managers with a Harvard

(15)

Targets and records

Choose from the words in the box to complete the sentences. The first one has been done for you.

sales	VAT	credit	growth	cash
production	creditors	stock	debtors	tax

1 A company plans how much money it wants to make in the coming year by setting a target.

2 To determine what a company actually has in its warehouse without physically counting the items, a
company must keep.....records.

- 3 The Inland Revenue authorities need to see a company's records, usually once a year.
- 4 The.....target shows how many items a company intends to make in a given period of time.
- 5 HM Customs and Excise Department inspect a company's records-, which have to be kept for six years.
- 6 The planned increase in sales and profits for next year over those for this year is the target.
- 7 A retailer's record of the cash - not the cheques or other forms of credit - that he receives and spends every day is shown by his.....sales records.
- 8 A retailer must also keep records of the sales which he makes but which are not paid for until later. These are shown in his.....sales records.
- 9 The names of people or firms to whom a company owes money are shown in its record of
- 10 The names of people or companies that owe money to the company are shown in the company's record of...

Complaints 2: The reply

"The customer is always right."

The text of a letter replying to a complaint is given. Complete it, choosing from the alternatives given to fill in the gaps. The first has been done for you.

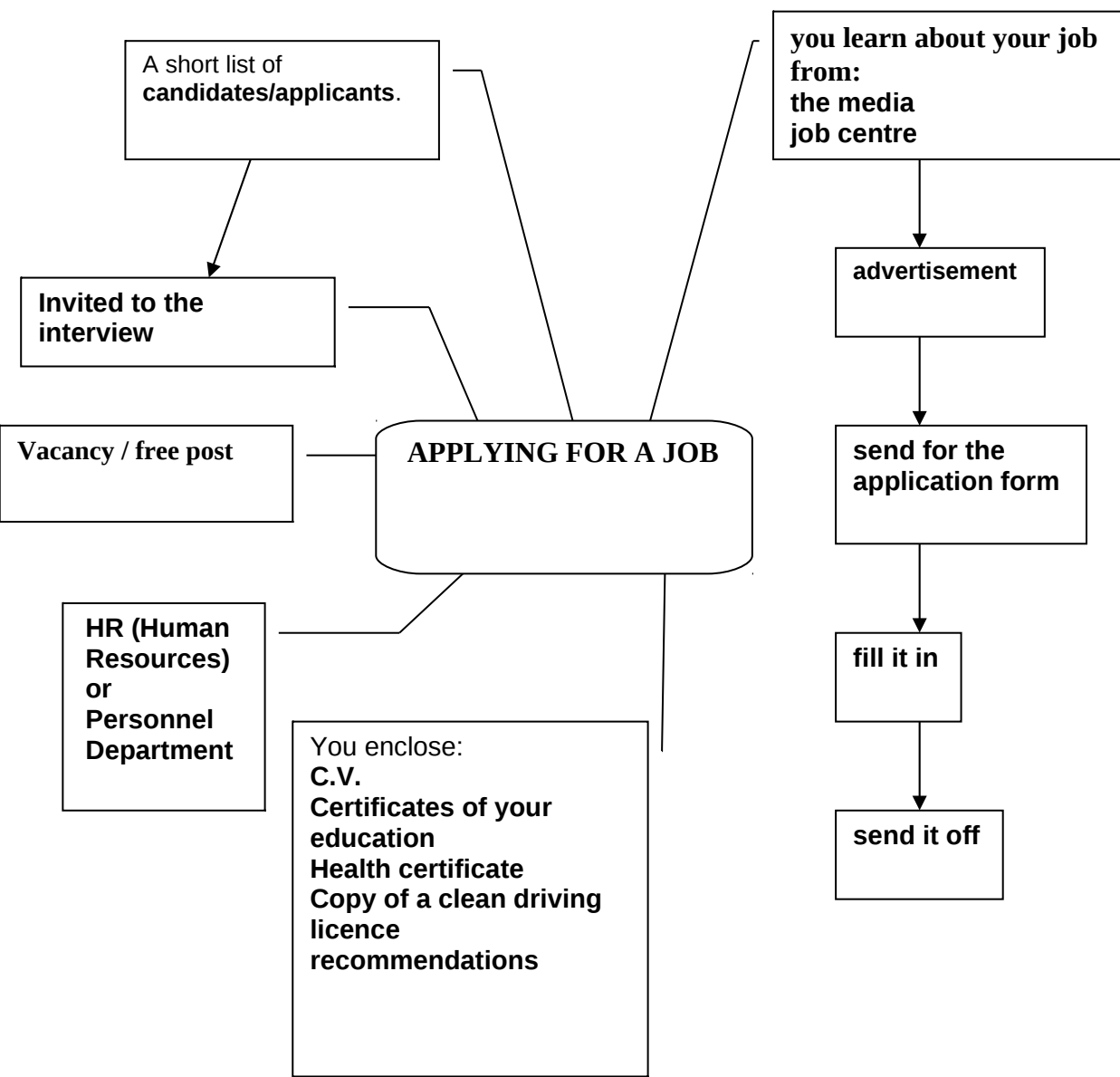
1	the 25 of October	b	October the 25	C	25th October
2	defect	b	problem	C	asset
3	demand	b	order	C	request traced
4	investigated	b	looked	c	
5	bothered	b	killed	C	horrified
6	suppliers mislabelled	b b	creators misspelt	C	mishandled
8	certified	b	checked	C	tried
9	apologise	b	sorry	C	regret
10	suggest	b	demand	C	insist
11	charge	b	subtract	C	reimburse
12	debit	b	cost	C	credit

Thank you for your letter of (1) c 1989, about the (2).....you have had with your (3).....X/123/89. I have (4) into the matter and I was (5) to find that our (6).....had sent us the wrong components and had also (7).....them, so that our clerks did not realise the mistake. Of course we should have (8)....., but I am (9).....to say that we did not do so. The only thing I can do is to (10).....that you return the faulty items (we will, of course, (11).....the shipping costs) and we will replace them with the correct items or (12) you with their value. We apologise for the error and are taking steps to ensure that it is not repeated.

EXERCISE 1

Form sentences with words from the above mindweb concerning your own job.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.



2.1 TIME MANAGEMENT

Think about your typical working day.

- | | |
|----------------------------|-----------------------------|
| 1. How long do you spend: | 2. How often do you: |
| * talking to people? | * work overtime? |
| * on the phone? | * use English at work? |
| * working on your own? | * entertain customers? |
| * working with a computer? | * have a holiday? |
| *travelling? | *travel abroad on business? |
3. What time do you start work in the mornings?
4. And when do you finish?
5. How do you get to work?
6. How long does it take?
1. What do you do in the evenings to relax?

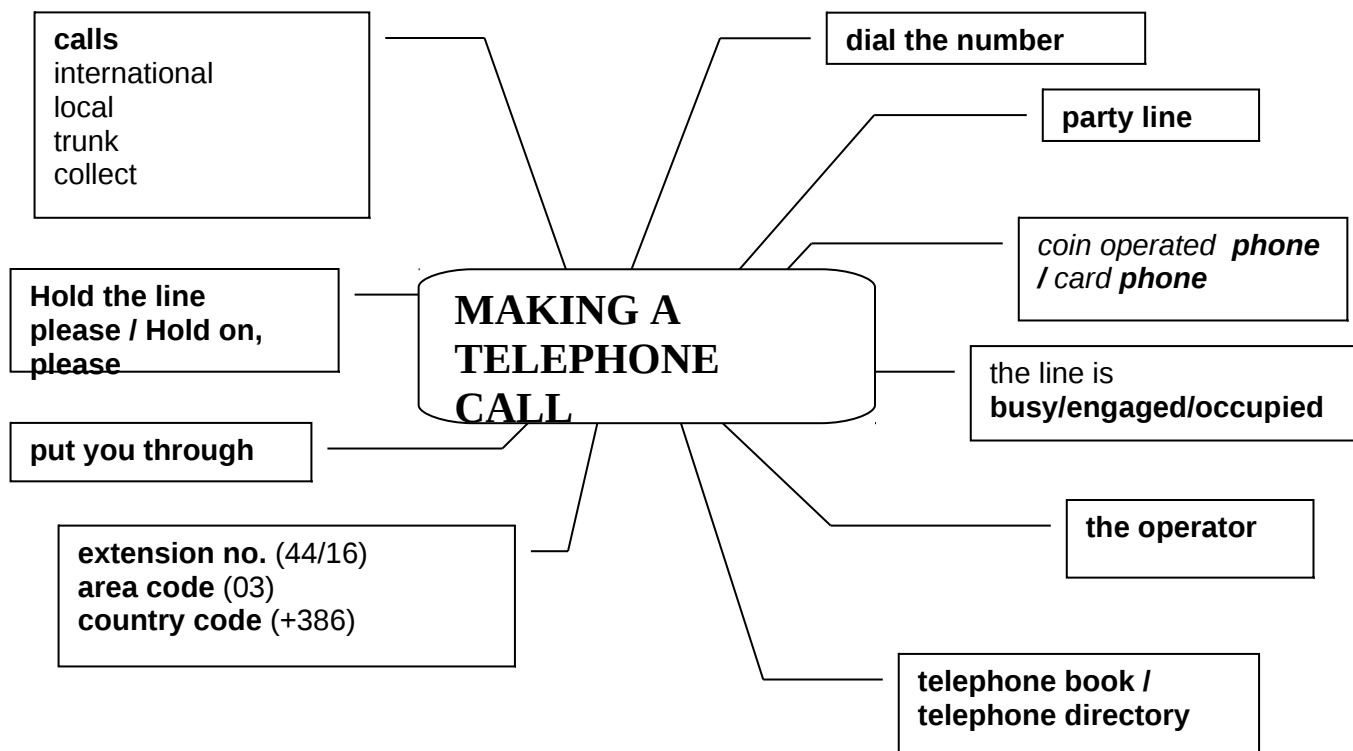
2.2 LANGUAGE DATABANK

- a lot of	time		
- not much			
- around	half my time		
- about			
- less than	an hour		day
- more than	two hours	a	week
- every		a	day

- once
- twice
- three times

week
fortnight
month
year

3 TELEPHONING



3.1 EXERCISE

1

The phrasal verb on the left in the table below are all used in telephoning in English. Match each verb with a suitable definition from the column on the right.

- | | |
|---------------------------------|-----------------------------|
| 1) to put through | a) to disconnect |
| 2) to hang up | b) to discover |
| 3) to ring up | c) to wait |
| 4) to take down | d) to lift |
| 5) to look up | e) to connect |
| 6) to cut off | f) to replace |
| 7) to get through | g) to write down |
| 8) to find out | h) to call again |
| 9) to put down | i) to be connected |
| 10) to hang on / to hold on | j) to replace the receiver |
| 11) to pick up | k) to find information |
| 12) to ring back / to call back | l) to make a telephone call |

1		2		3		4		5		6		7		8	
9		10		11		12									

3.2 DRILL

Complete these sentences.

1. I'm calling to(odpovedati sestanek)
2. I'm calling to(dogovoriti se za sestanek)
3. I'm calling to(rezervirati hotelsko sobo)
4. I'm calling to(naročiti 25 strojev)
5. I'm calling to(preložiti sestanek)
6. I'm calling to(obvestiti o novih tel. štev.)

1. I'm afraid she(ni v pisarni)
2. I'm afraid he(šel ven)
3. I'm afraid but(ne morem vam pomagati)
4. I'm afraid she(na sestanku)
5. I'm afraid but(bo na službenem pot.)

1. Would you like to ?(poklicati nazaj)
2. Would you like to ?(odpovedati sestanek)
3. Would you like to ?(preložiti sestanek)
4. Would you like to ?(ostati na zvezi)
5. Would you like to ?(govoriti z g. Černetom)
6. Would you like ?(skodelico kave)
7. Would you like ?(enoposteljno sobo)
8. Would you like to ?(ostati še kakšen dan)
9. Would you like to ?(vzeti taksi)
10. Would you like to ?(se srečati z njim v mestu)

1. Could you ?(nam poslati kopijo pogodbe)
2. Could you ?(rezervirati tri enoposteljne sobe)
3. Could you ?(njega pričakati na letališču)
4. Could you ?(govorili počasneje)
5. Could I ?(govoriti z ga. Nunn)

6. Could I ?(dobiti vaš e-mail naslov)
7. Could you ?(črkovati vaš priimek)
8. Could you ?(preveriti, če je pog. že podp.)

1. Well, I'll have to(preveriti, če je v pisarni)
2. Well, I'll have to(najti kopijo pogodbe)
3. Well, I'll have to(preveriti, če je pog. že podp.)
4. Well, I'll have to(vprašati, če ima v petek čas)
5. Well, I'll have to(ponovno napisati fax)
6. Well, I'll have to(poklicati ponovno)

1. I'll see if(Mr Dobbs v pisarni)
2. I'll see if(se lahko sreča z vami)
3. I'll see if(ima čas v torek)
4. I'll see if(bo nazaj do 12.00)
5. I'll see if(oni potrdili rezervacijo)

3.3 TRANSLATION

1. Lahko govorim z gospodom Brownom, prosim?
2. Žal ga ni v pisarni.
3. Prišel bo čez 10 minut.
4. Mu želite pustiti sporočilo?
5. Prosim pokličite nazaj čez 20 minut.
6. Oprostite, lahko ponovite svoje ime?
7. Koliko je vaša interna številka?
8. Gospoda Novaka lahko pokličete direktno. Njegova interna številka je 8513.

9. Ali je to British Airways agencija?
10. Rezervirala bi eno povratno vozovnico Lj – London, London – Lj za 15. maj 2001.
11. Prosim sedež pri oknu.
12. Kdaj prileti letalo v London?
13. Koliko časa pred poletom je potrebno priti na letališče?
14. Hvala za vaš klic . Nasvidenje.
15. Od kod ste ?
16. Kje je vaše stalno prebivališče?
17. Vaš podpis prosim?
18. Kdaj je rok za oddajo plačila?
19. Direktor je bil prejšnji teden na službeni poti.
20. Kdaj nam nameravate poslati vaš zadnji / najnovejši katalog?
21. Rok poteče 8. maja .
22. Sestanek se začne ob petih popoldne.
23. Kdaj zopet nameravate priti v Krko?
24. Pravkar sem poklicala taxi.
25. Avtobusi vozijo točno.
26. Lansko leto je bila konferenca na Hrvaškem.
27. Ste že poklicali g. Novaka?

28. Ste že obvestili g. Langa?

29. Gospoda Langa še nisem obvestila, bom ga pa obvestila čez 10 minut.

30. Pismo smo mu poslali v torek.

31. Odgovora še nismo dobili.

32. Rad bi govoril z g. Novakom.

33. Bi mu lahko sporočili, da me prihodnji teden ne bo v službo.

34. Trenutek, prosim.

35. Kdo kliče, prosim?

36. Georg Miller je na sestanku. Danes ga ne bo več nazaj v pisarno.

37. Ste že preverili podatke?

38. Žal jih še nismo preverili.

3.4 NOW USE THESE PHRASAL VERBS TO COMPLETE THE SENTENCES.

- 1 I didn't know his number so I had to it up.
- 2 We were during the call so I had to
- 3 The man on me because he lost his temper.
- 4 I tried to to your office this morning but the line was engaged.
- 5 the embassy and ask them to you to the press department.
- 6 When I phoned the bank I had to for nearly 10 minutes.

3.5 TELEPHONING SCENARIOS

Fill in the missing expressions.

SCENARIO 1: (The person is available.)

Mary Smith: Good *morning*. IBM Slovenia, Mary Smith

CALLER: Good *morning*. This Bob Sills from IskraTel. I.....
to Mr Jones

Mary Smith: Just, please. I'll you.

CALLER: Thank you.

Mary Smith: You're

SCENARIO 2: (The person is not available.)

Mary Smith: Good *morning*. IBM Slovenia, Mary Smith

CALLER: Good *morning*. This is Bob Sills from IskraTel. I..... to Mr
Jones

Mary Smith: Just, please. (after 5 seconds) I'm sorry
..... at the moment.

..... a message?

CALLER: Yes. is Bob Sills, from Iskratel and my number is :
..... 04 and the number is 42 21 385, 33.
..... about the contracts,
whether they've been signed or not.

Mary Smith: I'll sure that Mr Jones the message.

CALLER: Thank you

Mary Smith:

Exercise 1

Find the right synonym (given below) for the words in bold type.

Call – engaged – reach - mobile – talk – vacation - not here – fine

1. She's **unavailable** at the moment.
2. I'm afraid Ms Gibbs is on **holiday** this week.
3. I'm trying to **get through to** Fred Holtz.
4. Could you **ring** again tomorrow?
5. I'd like to **speak** to someone in production.
6. I'm sorry, but her line is **busy**.
7. How are you doing? - I'm **very well**, thank you.

8. Do you have his **cell** phone number?

Exercise 2

Insert the missing words:

Speak – complain – mobile – nice – sure – listen

Jorg Jorg Seide.

Bob Hi Jorg. It's Bob here.

Jorg Oh, hi Bob. _____ to hear from you. How's business?

Bob Oh, can't _____. How are things with you?

Jorg Fine, thanks. _____ Bob, can I call you back in ten minutes? I'm actually talking to someone on the other line.

Bob _____ no problem. Have you got my number?

Jorg Yes, I do.

Bob Great. _____ to you then.

Jorg Bye.

Exercise 3

Decide which of the examples given are more or less formal:

How are you keeping? - I'm sorry, but... isn't in today. Fine, thanks. - May I just ask what it's about? - Hi, it's... here. - Hang on a moment. - Can I talk to ..., please? Thank you. - Could you please hold? - Good morning, this is ... - How are you? - Could I speak to..., please? - Thanks. - What is it about? - I'm very well, thank you. - I'm afraid... is unavailable today.

More formal	Less formal
May I just ask what it's about?	What is it about?

Exercise 4

Find the second part of the questions:

1. Could I speak

a. for a moment, please?

2. Is Jessica

b. I help you?

3. Shall I put you

Poslovna angleščina

- | | |
|-------------------|------------------------------|
| | c. that you Robert? |
| 4. Is it Possible | |
| | d. to speak to Lisa, please? |
| 5. Can I just ask | |
| | e. to Peter Brown, please? |
| 6. Can you hold | |
| | f. there at the moment? |
| 7. Sorry, is | |
| | g. through to Ms Krajnc? |
| 8. How can | |
| | h. what it's about? |

Exercise 5

- I. Just a moment, please. I'll put you through.
- II. Yes, she is.
- III. That would be great.
- IV. I'm sorry, but she's on holiday this week.
- V. I'd like to speak to someone in Accounts, please.
- VI. Yes, speaking.
- VII. Yes, sure.
- VIII. It's about the trade fair in London.

Exercise 14

Insert the correct missing word:

up – cut – line – catch - wrong

1. Sorry, I didn't _____ that.
2. Sorry, we got _____ off.
3. Sorry, can you speak _____ a bit, please?
4. Sorry, I think you have the _____ number.
5. Sorry, this is a really bad _____.

Exercise 15

Find the most appropriate half of the of the question?

- | | |
|----------------------|---------------------------|
| 1. Would you like me | a. repeat that, please? |
| 2. Sorry, I didn't | b. to spell that for you? |
| 3. I'm calling about | c. your question? |
| 4. Let me just read | d. say 15 or 50? |

- | | |
|----------------------|-------------------------|
| 5. What would you | e. catch that. |
| 6. Are you the right | f. that back to you. |
| 7. I have a question | g. person to ask? |
| 8. Did you | h. like to know? |
| 9. What was | i. about the new model. |
| 10. Could you | j. the meeting. |

Exercise 16

Insert the correct preposition:

about - after - at - for - in - on - to - until

1. Unfortunately no one is available to take your call _____ the moment.
2. Please leave a message _____ the beep or send us a fax _____ 042 823 4421.
3. This is Adam Gray calling _____ Stefanie Renner.
4. I'm calling _____ the e-mail you sent me yesterday.
5. Maybe you can get back _____ me.
6. I'll be _____ the office _____ 5 pm today if you want to call me.

4 GRAMMAR A

4.1 ALPHABET – ABECEDA

EI BI SI DI I EF ĐI, EIČ AI ĐEJ KEJ EL EM EN OU PI KJU AR ES TI
JU VI DABLJU EKS WAI ZED

**Aei Bbi Csi Ddi Ei Fef Gđi Heič Iai Jđej
Kkej Lel Mem Nen Oou Ppi qkju Rar Ses
Tti Uju Vvi Wdablju Xeks Ywai Zzed**

O Vaje: Na glas preberi abecedo. Črkuj svoje ime in priimek, nato pa še ime in priimek sosedu.

O Črkuj svoj email naslov. Pozor: @ se v angleščini prebere kot 'at', pika pa je v angleščini 'dot', podčrtaj = *underscore*

4.2 ČASI

ČASI ZA IZRAŽENJE SEDANJOSTI

1. Present simple

Present simple je **sedanjik**, ki označuje **navado, ponavljanje, stanje oz. neko ugotovitev in splošno veljavno resnico**.

1. stanje oz. ugotovitev in trditev
Where do you come from?
I come from Ljubljana

2. ponavljanje
When do you drink coffee?
We drink coffee at 11.00.

3. navada
When do you get up?
I get up at 7.00.

4. splošno veljavne resnice
Water boils at 100 degrees.

5. vnaprej določeni urniki, načrti
When does your plane leave?
My plane leaves at 12.45.

Tvorba

I / you / we / they work
He / she / it **works**

I / you / we / they don't work
He / she / it **doesn't** work

Do I / you / we / they work?
Does he / she / it work

Prislovi rabljeni s časom Present Simple

always, often, sometimes, hardly ever, never, yearly, half yearly, quarterly, monthly, weekly, daily, every year, twice a week, once a month, three times a day

Nekatere glagole vedno uporabljamo v Present Simple času

- be, have in njihove sopomenke (need, own, possess, exist)
- glagoli, ki izražajo zaznavanje, mnenje, mišljenje (understand, believe, think, taste, smell)
- glagoli, ki izražajo občutke (like, hate, wish, want, hope)

2. Present continuous

'Present continuous' je sedanjik, ki označuje trajajoče dejanje, ki poteka v trenutku govorjenja (dejanska sedanjost) ter opisuje dejanja, ki potekajo v določenem obdobju v sedanjosti, vendar ne ravno v trenutku govorjenja (splošna sedanjost). Ta glagolski čas označuje tudi bližnjo prihodnost, ki je vnaprej dogovorjena (sestanki, srečanja).

1. dejanje v trenutku govorjenja
What are you doing at the moment?
Right now I'm writing an e-mail.

2. splošna sedanjost
What are you doing these days?
I'm working on a new project.

3. dogovorjena prihodnost
When are you going to Maribor?
I'm going to Maribor on Friday.

Tvorba

I'm (not) leaving
You're / we're / they're not leaving
He / she / it's not leaving

Am I / Are you / Is she leaving?

Prislovi rabljeni s časom Present continuous

at the moment, at present, currently, for the moment

POZOR!

I work for Media Market. = sem uslužbenec podjetja Media Market

I'm working for Media Market. = sem na začasnem delu pri podjetju Media Market

I'm going to Maribor tomorrow. = vse je že dogovorjeno, imam vozovnico

I'll go to Maribor tomorrow. = ravno sem se tako odločil, nič še ni dogovorjeno

ČASI ZA IZRAŽANJE PRETEKLOSTI

1. Past simple

'Past simple' je preteklik, ki označuje dejanje, ki se je zgodilo v točno določeni preteklosti in je zaključeno. Uporablja se tudi za opisovanje preteklih dogodkov oz. zgodb in za izražanje preteklih navad.

I visited my mother last Saturday.

Prejšnjo soboto sem obiskal mamo.

I didn't visit my mother last Saturday. Prejšnjo soboto nisem obiskal mame.

Did you visit your mother last Saturday? Ali si prejšnjo soboto obiskal mamo?

Tvorba

Trdilne povedi s pravilnimi glagoli: glagol + ed

Naučite se nepravilne glagole!

Nikalne povedi: didn't + glagol

Vprašalne povedi: did + glagol

Prislov rabljeni s časom Past simple

yesterday, a year ago, at the weekend, last night, in the morning, on Tuesday

Pogovor z gosti

When did you come in Ljubljana?
I came yesterday evening.

Kdaj ste prispeli v Ljubljano?
Prispel sem včeraj zvečer.

How was your stay?
It was very nice.

Kako vam je bilo všeč?
Zelo mi je bilo všeč.

Did you have any problems?
No, we didn't have any problems.

Ste imeli kakšne težave?
Ne, nobenih težav nismo imeli.

What did you do last night?
We went for a drink.

Kaj ste počeli včeraj zvečer?
Šli smo na pijačo.

2. Past continuous

'Past continuous' je preteklik, ki označuje trajajoče dejanje, ki se je vršilo v nekem določenem obdobju v preteklosti. Največkrat gre za trajajoče (nedovršno) dejanje, ki ga potem prekine neko drugo trenutno (dovršno) dejanje. Ta čas tvorijo nedovršni glagoli, ki zaznamujejo trajajoča dejanja.

1. Trajajoče dejanje

I was working all the afternoon.
Celo popoldne sem delal.

2. Prekinjeno trajajoče dejanje

I was talking with the manager when the phone rang.
Pogovarjal sem se z direktorjem ko je zazvonil telefon.

Tvorba

I / he / she / it was working
We / you / they were working

I / he / she / it wasn't working
We / you / they weren't working

Was I / he / she / it working?
Were we / you / they working?

Prislovi rabljeni s časom Past continuous

all day yesterday, all the morning, all the time

3. Past perfect tense

'Past perfect tense' je preteklik, ki označuje dejanje, ki se je zgodilo v točno določeni preteklosti pred nekim drugim dejanjem v preteklosti.

I didn't have any money because someone had stolen my wallet.
Nisem imel denarja, ker mi je bil nekdo ukradel denarnico.

Tvorba

I / you / we / they /he / she / it had worked

I / you / we / they /he / she / it hadn't worked

Had I / you / we / they/ he / she / it worked?

- Pri predlogih AFTER in BEFORE uporaba predpreteklika ni potrebna, saj že predloga sama izražata predhodnost.

After we had lunch we went back to work. (After we had had lunch...)

Before I went home I went to the supermarket. (I had gone to the supermarket)

ČAS, KI POVEZUJE PRETEKLOST IN SEDANJOST

1. Present perfect simple

Present perfect simple tense na različne načine povezuje preteklost s sedanjostjo.

1. nedokončana dejanja, ki so se začela v preteklosti, se nadaljujejo v sedanjost in morda tudi v prihodnost

How long have you worked for Mobitel? Kako dolgo že delaš za Mobitel?
I have worked for Mobitel for 5 years. Za Mobitel delam že pet let.

2. izražanje posledice oz. rezultata dejanja, ki se je zgodilo v preteklosti

Who has closed the window? Kdo je zaprl okno? (posledica: okno je zaprto)

3. izražanje izkušnje

Have you ever been to Australia? Si že bil v Avstraliji?
No, I haven't been to Australia yet. Ne, nisem še bil v Avstraliji.

4. izražanje novic, napredka

Have you finished the report yet? Si že končal poročilo?
Yes, I have just finished it. Ja, ravnokar sem ga dokončal.

Tvorba

I / you / we / they have worked
He / she / it has worked

I / you / we / they haven't worked
He / she / it hasn't worked

Have I / you / we / they worked?
Has he / she / it worked?

Prislovi rabljeni s časom Present perfect simple, ki izraža posledico in izkušnjo
recently, lately, yet, already, just, never, ever

Predloga FOR in SINCE

Predlog **since** označuje začetek dejanja
since 1990, since January, since Monday

I've worked here since October. Tukaj delam od oktobra.

Predlog **for** označuje trajanje dejanja
for ten years, for a month, for a week

I've worked here for six months. Tukaj delam šest mesecev.

ČASI ZA IZRAŽANJE PRIHODNOSTI

1. Urniki – Present simple

What time does the meeting start tomorrow?	Kdaj se jutri začne sestanek?
The meeting start at nine o'clock.	Sestanek se začne ob devetih.

2. Dogovorjena prihodnost – Present continuous

What are you doing tomorrow?	Kaj boš jutri počel?
I'm going to Maribor in the morning.	Zjutraj grem v Maribor.

3. Načrti, odločitve

- Going to future (trdna namera v prihodnosti)

Any plans for tonight?	Imaš za danes kakšne načrte?
I'm going to plan my presentation.	Pripravil bom svojo predstavitev.

- Future simple/ Will future (odločitev v trenutku govorjenja)

We've run out of copying paper.	Zmanjkalo nam je kopirnega papirja.
I'll get you some when I go out.	Prinesel ga bom, ko bom šel ven.

4. Predvidevanja, napovedi

- Going to future (nekaj, za kar predvidevamo, da se bo vsak hip zgodilo)

Look at the clouds. It's going to rain.	Poglej te oblake. Gotovo bo deževalo.
---	---------------------------------------

- Future simple/ Will future (nekaj, za kar predvidevamo, da se zgodilo enkrat v prihodnosti)

I think the weather will get better.	Mislim, da se bo vreme izboljšalo.
--------------------------------------	------------------------------------

5. Izražanje gotovosti

Will = 100% This will create a problem.	To bo povzročilo problem.
Should = 80% This shouldn't create a problem.	To ne bi smelo povzročiti problema.
Likely to = 80% This is likely to create a problem.	To bo prav lahko povzročilo problem.
May = 40% This may create a problem.	
Might = 40% This might create a problem.	To lahko povzroči problem.
Could = 40% This could create a problem.	

Tvorba časa Future simple

Trdilne povedi: will + glagol
I will help you.

Nikalne povedi: won't + glagol
I won't help you.

Vprašalne povedi: will + glagol
Will you help me?

Tvorba časa Going to future

I am going to help you
He / she / it is going to help you
We / you / they are going to help you

I am not going to help you
He / she / it isn't going to help you
We / you / they aren't going to help you

Am I going to help you?
Is he / she / it going to help you?
Are we / you / they going to help you?

5 PRIPOROČILA (REFERENCES)

Priporočilo je pismo oz. dokument, ki ga na vašo željo napiše oseba, ki bo za vas napisala pozitivno mnenje o vašem delu in o vas samih.

Ponavadi je ta oseba eden izmed profesorjev na fakulteti, lahko tudi nekdo, ki vas je poučeval v srednji šoli, vaš športni trener, predsednik študentske organizacije, tutor.

Priporočilo je lahko napisano za natančno določen primer (štipendijo, potovanje, del.mesto), lahko je dano za določen čas ali pa trajno.

Vsebovati mora podatke o kandidatu (ime, priimek, rojstni podatki in kontaktni podatki) in podatke o osebi (ime, priimek, naziv oz delovno mesto, naslov oz email in telefonsko številko), ki je napisala priporočilo.

Pred vami je nekaj uporabnih primerov v slovenščini in angleščini, ki si jih lahko že sami pripravite kot osnutek.

PRIMER PRIPOROČILA V SLOVENŠČINI

PRIPOROČILO

(ime priimek študenta), rojen (datum) je študent Fakultete za elektrotehniko. Ves čas študija je s svojim delom na vajah in prisotnostjo na predavanjih dokazoval natančnost in marljivost, kar potrjujejo ocene in priznanja, ki jih je v času študija prejel na fakulteti. Poleg študija je bil aktiven tudi v izvenštudijskih dejavnostih. Glede na to, da si želimo čimveč vsestransko usmerjenih mladih strokovnjakov z dobro strokovno podlago in obvladanjem vsaj enega tujega jezika, menim, da moramo narediti vse za povečanje števila takšnih mladih strokovnjakov in (ime, priimek študenta) je eden izmed njih. Zato njegovo prošnjo za podelitev štipendije toplo priporočam.

Marina Štros-Bračko
lektorica za angleški jezik

**PRIMER PRIPOROČILA, KI GA LAHKO NAPIŠE ČLAN VAŠE ŠTUDENTSKE
ORGANIZACIJE**

To Whom It May Concern

I have known Petra since the winter of 2004, when she began working for our union. Her work in the Union has been outstanding. She worked in the area of educational courses for students. She ran up to three courses/ workshops at a time. Her class sizes ranged from 15-25 students, aged 19-26 years. She was also responsible for designing course structure, selecting materials and determining the classes syllabus.

She has also successfully run a student summer camp, and various other classes with focus on telecommunications.

I appreciate not only her diligence and discipline at work but especially her enthusiasm for the job she is doing. She helps improve the students' ability to implement and broaden their knowledge of the subject. Her approach to them is very individual even in a big class.

At all times here students were asked to complete questionnaires and all expressed not only satisfaction with her work but also appreciation of her excellent personal qualities.

It is a pleasure to write this reference letter for Paula. She is thorough, reliable, enthusiastic, works co-operatively with people, and has a cheerful disposition.

I have no hesitation in recommending Paula as a candidate for studies or employment. I wish her success in her next career.

Yours Faithfully

Mira Grašič,
Member of Student Union at the Faculty of Electrical Engineering

PRIMER PRIPOROČILA, KI GA NAPIŠE ASISTENT

March 7, 1992

To Whom It May Concern:

I have been asked to write a letter of recommendation on behalf of Prof. Marjan Kovač. Jože Porenta completed a BSc program at the Faculty of Electrical Engineering in 2004 and has subsequently added to his extensive educational experience. This includes responsibility for lab practice at almost every level of the respective subjects. He was responsible for first year students in our lab and was a very conscientious member of the lab staff. This vast experience has given him a sense of education in its broadest sense.

My own work with him is related to his life as a student. In this capacity I was able to work with him as a researcher. Jože is extremely careful in his work and insists on exceptional quality. His writing style is good, flowing, and of the highest standard.

Jože Porenta is presently seeking a position which would allow him to express his skills and talents in the most productive manner. I support his desire and hope you will give his serious consideration.

Sincerely

Miha Potočnik, PhD

Associate Professor

5.1 PRIMER: CIRRICULUM VITAE

Personal Details

Melanie Henderson
Date of birth
3.11.1978

Address

99 Newlands Park London
SE30 8Uj
Tel: 0171 25650

Education

1997 - present

Degree in French and Film Studies, University of London
Degree performance to date: 2.1
Specialist subjects: British Cinema, The Narrative Technique

1992 - 1997

Royal Latin School, Aylesbury
4 A Levels: French (8), German (C), English (B), Film studies (A)
7 GCSEs: French (A), German (A), English (A), History (B), Art (A), Maths (8), Economics (8)

Work experience

1999

Information Officer, Futuroscope, France

Responsible for dealing with enquiries in a busy office, responding to 2,000 enquiries a week. This demonstrated my ability to retain a professional approach and a sense of humour while working under pressure.

1998

Customer Services Assistant

Provided support for customer enquiries. Dealing with customers' complaints demonstrated my ability to remain calm under pressure. Explaining complex issues simply and clearly helped me to develop my communication skills.

Positions of responsibility

In my final year at school, I helped organise a careers fair for all final year students.

Skills

Good working knowledge of Microsoft Word and Excel Spreadsheets
Working knowledge of French and Italian
Current clean driving licence

Interests

Travel: I have travelled extensively and independently in Europe.
Music: I play the guitar in a semi-professional band and have done a number of 'gigs' for school and student clubs.

Referees

Hamish Roberts
(Tutor at University of London) 17
Woodland Avenue
Oxford
OX11 7GGR

Richard Gayle
(Customer Services Manager/DAT)
31 Pleasant Street
London
Sb8 3LSR

5.2 PRIMER: COVER LETTER

March 25, 1997

Mr. Donald Park
Manager, Human Resources
Shoreline Industries
100 Lake Blvd.
Toronto, Ontario M4M 1M4

Dear Mr. Park,

(Introduction) This is in reply to your advertisement for an Accounting Representative which appeared in the Sunday Toronto Star on March 20, 1997. As the following comparison shows, my experience and background match this position's requirements.

	<u>YOUR REQUIREMENTS</u>	<u>MY QUALIFICATIONS</u>
<i>(Interest Builder)</i>	Three to five years accounting experience.	Five years in-depth accounting experience. Results achieved in reducing costs and improving inventory control for three years, responsible for administration of staff of 5 individuals.
	Strong communication skills	Proven excellence in ongoing oral and written communication with clients and staff. Developed and presented operational procedures and accounting manuals.
	Knowledge of accounting systems	Experience in day-to-day processing of complex accounting system. This includes generating input and analyzing output. Updated existing system to provide greater operational flexibility.

(Next Step) As additional information, enclosed is a copy of my resume. I would like an opportunity to personally discuss the position with you. You may call me at home or leave a message at (416) 423-8700.

Your sincerely,
Susan Bedford
5460 Kent Street, Apt. #9
Toronto, Ontario M3M 9T5
(416) 863-5767

5.3 EMPLOYABILITY SKILLS PROFILE

MANAGEMENT SKILLS

POSITIVE ATTITUDES AND BEHAVIOURS

- Self-esteem and confidence
- Honesty, integrity and personal ethics
- A positive attitude toward learning, growth and personal health;
- Initiative, energy and persistence to get the job done.

RESPONSIBILITY

- The ability to set goals and priorities in work and personal life;
- The ability to plan and manage time, money and other resources to achieve goals;
- Accountability for actions taken.

ADAPTABILITY

- A positive attitude toward change;
- Recognition of and respect for people's diversity and individual differences;
- The ability to identify and suggest new ideas to get the job done - creativity.

TEAMWORK SKILLS

WORK WITH OTHERS

- Understand and contribute to the organization's goals;
- Understand and work within the culture of the group;
- Plan and make decisions with others and support the outcomes;
- Respect the thoughts and opinions of others in the group;
- Exercise "give and take" to achieve group results;
- Seek a team approach as appropriate;
- Lead when appropriate mobilizing the group for high performance.

ACADEMIC SKILLS

COMMUNICATE

- Understand and speak the languages in which business is conducted;
- Listen to, understand and learn;
- Read, comprehend and use written materials, including graphs, charts and displays;
- Write effectively in the languages in which business is conducted.

THINK

- Think critically and act logically to evaluate situations, solve problems and make decisions;
- Understand and solve problems involving mathematics and use the results;
- Use technology, instruments, tools and information systems effectively;

Access and apply specialized knowledge from various fields (e.g., skilled trades, technology, physical sciences, arts and social sciences).

6 EUROPASS ŽIVLJENJEPIS

Europass življenjepis

Priložite fotografijo (neobvezno).

Osebni podatki

Ime / Priimek

Naslov

Telefon

Telefaks

E-pošta

Državljanstvo

Datum rojstva

Spol

Ime Priimek

Ulica, hišna številka, poštna številka, kraj, država

Če rubrika ni bistvena, jo odstranite (glejte navodila). Prenosni telefon: (Če rubrika ni bistvena, jo odstranite.)

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Zaželena zaposlitev / zaželeno poklicno področje

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Delovne izkušnje

Obdobje

Ločeno vnesite vsako bistveno delovno izkušnjo. Začnite z zadnjo.
Če rubrika ni bistvena, jo odstranite (glejte navodila).

Zaposlitev ali delovno
mesto

Glavne naloge in
pristojnosti

Naziv in naslov delodajalca

Vrsta dejavnosti ali sektor

Izobraževanje in usposabljanje

Obdobje

Ločeno vnesite vse izobraževalne programe, ki ste jih zaključili.
Začnite z zadnjim (glejte navodila).

Naziv izobrazbe in/ali
nacionalne poklicne
kvalifikacije

Glavni predmeti/pridobljeno
znanje in kompetence

Naziv in status ustanove, ki
je podelila diplomo,
spričevalo ali certifikat

Stopnja izobrazbe po
nacionalni ali mednarodni
klasifikacijski lestvici

Če rubrika ni bistvena, jo odstranite (glejte navodila).

Druga znanja in kompetence

Materni jezik(i)

Navedite materni jezik (po potrebi navedite več maternih jezikov, glejte navodila)

Drug(i) jezik(i)

Samovrednotenje

Evropska raven ^()*

Jezik

Jezik

Razumevanje		Govorjenje		Pisanje
Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	

^(*) Skupni evropski referenčni okvir za jezike

Socialna znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Organizacijska znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Tehnična znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Računalniška znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Umetniška znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Ostala znanja in kompetence

Opišite te kompetence in navedite, kje ste jih pridobili. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Vozniško dovoljenje

Navedite, ali imate vozniško dovoljenje, in dodajte, za katero kategorijo motornih vozil velja. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Dodatni podatki

Vključite druge koristne podatke, npr. kontaktne osebe, priporočila itd. Če rubrika ni bistvena, jo odstranite (glejte navodila).

Priloge

Naštejte morebitne priloge. Če rubrika ni bistvena, jo odstranite (glejte navodila).

6.1 EUROPASS JEZIKOVNA IZKAZNICA



Europass jezikovna izkaznica

Del Evropskega jezikovnega listovnika, ki ga je razvil Svet Evrope



Ime in PRIIMEK					
Datum rojstva (*)					
Materni jezik(i)					
Drug(i) jezik(i)					
JEZIK					
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)					
Diplome, spričevala ali certifikati (*)					
	Naziv diplome, spričevala ali certifikata	Ustanova podeljevalka	Obdobje	Evropska raven (***)	
Jezikovne izkušnje (*)					
	Opis		Od	Do	
JEZIK					
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)					
Diplome, spričevala ali certifikati (*)					
	Naziv diplome, spričevala ali certifikata	Ustanova podeljevalka	Obdobje	Evropska raven (***)	
Jezikovne izkušnje (*)					
	Opis		Od	Do	
JEZIK					
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)					
Diplome, spričevala ali certifikati (*)					
	Naziv diplome, spričevala ali certifikata	Ustanova podeljevalka	Obdobje	Evropska raven (***)	
Jezikovne izkušnje (*)					
	Opis		Od	Do	

6.2 EVROPSKE STOPNJE – SAMOOCENJEVALNA LESTVICA

	A1	A2	B1	B2	C1	C2
1.1 Slušno razumevanje	Pri počasnem in razločnem govoru razumem posamezne pogosto rabljene besede in najosnovnejše besedne zveze, ki se nanašajo name, na mojo družino in neposredno življenjsko okolje.	Razumem besedne zveze in pogosto besedišče, ki se nanaša na najbolj temeljne reči (npr. najosnovnejši osebni in družinski podatki, nakupovanje, neposredno življenjsko okolje, zaposlitev). Sposoben/sposobna sem ujeti glavno misel kratkih, jasno oblikovanih sporočil in obvestil.	Pri razločnem govorjenju v standardnem jeziku razumem glavne točke, kadar gre za znane reči, s katerimi se redno srečujem na delu, v šoli, prostem času itd. Če je govor razmeroma počasen in razločen, razumem tudi glavne misli mnogih radijskih in televizijskih oddaj, ki se ukvarjajo s sodobnimi problemi in temami, ki me osebno ali poklicno zanimajo.	Razumem daljše govorjenje in predavanja in sem sposoben/sposobna slediti celo bolj zahtevnim pogovorom, pod pogojem, da je tema dovolj splošna. Razumem večino televizijskih poročil in oddaj o aktualnih zadevah. Razumem večino filmov v standardnem jeziku.	Razumem daljše govorjenje, četudi ni natančno razčlenjeno in razmerja niso izražena jasno, temveč so samo nakazana. Brez posebnega napora razumem televizijske oddaje in filme.	Nimam težav pri razumevanju jezika, govorjenega v živo ali posredovanega preko medijev, četudi je tempo govorjenja hiter. Potrebujem zgolj nekaj časa, da se navadim na narečje.
Bralno razumevanje	Razumem posamezna pogosto rabljena poimenovanja, besede in preproste povedi, npr. na obvestilih, plakatih in v katalogih.	Sposoben/sposobna sem brati zelo kratka, preprosta, vsakdanja besedila, kot so reklame, prospekti, jedilniki in urniki. V njih znam poiskati natančno določen, predvidljiv podatek. Razumem kratka in preprosta osebna pisma.	Razumem besedila, katerih jezik je pretežno vsakdanji ali povezan z mojim delom. Razumem opise dogodkov, občutij in želja/ tudi v osebnih pismih.	Berem in razumem članke in poročila, v katerih pisci zastopajo določena stališča ali poglede. Razumem sodobno literarno prozo.	Razumem dolga zahtevna besedila z veliko podatki, pa tudi literarna besedila ter zaznamam slogovno različnost. Razumem strokovne članke in daljša tehnična navodila, četudi se ne nanašajo na moje strokovno področje.	Z lahkoto berem vse vrste zapisanih besedil, tudi ko gre za abstraktna, po jeziku in zgradbi zahtevna besedila, npr. priročnike, strokovne članke in literarna dela.
Govorno sporazumevanje	Znam se preprosto pogovarjati, če je sogovornik pripravljen svoje izjave ponoviti počasneje ali jih pojasniti in če mi je pripravljen pomagati pri izražanju misli. Znam postavljati in odgovarjati na preprosta vprašanja, ki se nanašajo na trenutne potrebe ali splošne teme.	Sposoben/sposobna sem se sporazumevati v preprostih situacijah, kadar gre za neposredno izmenjavo informacij o splošnih vsakodnevnih stvareh. Znajdem se v krajših družabnih pogovorih, čeprav ponavadi ne razumem dovolj, da bi se lahko samostojno pogovarjal-a.	Znajdem se v večini situacij, ki se pogosto pojavljajo na potovanju po deželi, kjer se ta jezik govori. Sposoben/sposobna sem se tudi nepripravljen-a vključiti v pogovor, povezan s splošnimi temami, temami, ki me osebno zanimajo, ali takimi, ki se tičejo vsakdanjega življenja (npr. družine, hobijev, dela, potovanja in aktualnih dogodkov).	Sposoben/sposobna sem se precej tekoče in spontano izražati, tako da se brez večjih težav sporazumem z rojenimi govorci. Lahko se vključim v razprave o splošnih temah in z utemeljitvami zagovarjam svoje stališče.	Sposoben/sposobna sem se tekoče in naravno izražati, ne da bi pri tem preveč očitno iskal-a primerne izraze. Jezik znam uporabljati učinkovito in prilagodljivo tako v družabne kot tudi poklicne ali učne namene. Znam natančno izražati svoje misli in poglede ter svoj prispevek spretno povezovati s prispevki drugih.	Z lahkoto sodelujem v vsakem pogovoru in razpravi. Dobro poznam pogovorni jezik in besedne zveze. Govorim tekoče in natančno izražam tudi majhne pomenske odtenke. Če pri sporazumevanju naletim na kakšno težavo, jo znam spretno zaobiti in preoblikovati težavno mesto tako, da sogovorniki to malo verjetno opazijo.
Govorno sporočanje	Uporabljam znam preproste besedne zveze in povedi, s katerimi lahko opišem, kje živim, in ljudi, ki jih poznam.	Uporabim znam vrsto besednih zvez in povedi, s katerimi lahko na preprost način opišem svojo družino in druge ljudi. Življenjske pogoje ali svojo izobrazbo in predstavim svojo trenutno ali prejšnjo zaposlitev.	Tvoriti znam preproste povedi iz besednih zvez, s katerimi lahko opišem svoje izkušnje in dogodke, sanje, želje in ambicije. Na kratko znam razložiti svoje poglede in načrte. Sposoben/sposobna sem pripovedovati zgodbo ali obnoviti vsebino knjige oziroma filma in opisati svoje odzive.	Jasno in natančno znam opisati mnogo stvari s področij, ki me zanimajo. Razložiti znam svoj pogled na določen problem in podati prednosti in pomanjkljivosti različnih možnosti.	Sposoben/sposobna sem jasno in natančno opisati zahtevne vsebine, pri tem smiselno povezati tematske točke, razviti in poudariti posamezne vidike ter napraviti ustrezen zaključek.	Sposoben/sposobna sem jasno in tekoče podajati tudi daljše opise ali razlage. Govoru znam dati logično obliko, ki poslušalca opozarja na pomembna mesta. Slog govorjenja znam prilagoditi situaciji in poslušalcem.
Pisno sporočanje	Pisati znam kratka, preprosta sporočila na razglednice, npr. s počitniškimi pozdravi. Izpolnjevati znam obrazce, ki zahtevajo osebne podatke, npr. vnesti ime, državljanstvo in naslov na hotelski obrazec.	Sestavljam znam kratka, preprosta obvestila in sporočila, ki se nanašajo na trenutne potrebe. Pisati znam zelo preprosta osebna pisma, npr. se komu za kaj zahvaliti.	Pisati znam preprosta, povezana besedila v zvezi s splošnimi temami ali temami s področja osebnega zanimanja. Pisati znam osebna pisma in v njih opisati izkušnje in vtise.	Pisati znam jasna in natančna besedila v zvezi s številnimi temami in vprašanji, ki me zanimajo. Pisati znam zelo preprosta, povezana besedila v zvezi s številnimi temami in vprašanji, ki me zanimajo. Pisati znam eseje ali poročila, v katerih moram podati informacije ali zagovarjati oziroma zavračati določena stališča. Pisati znam pisma, v katerih moram poudariti pomen določenih dogodkov in izkušenj.	Sposoben/sposobna sem tvoriti jasna, slogovno dobra besedila in obširneje izraziti svoja stališča. V pismih, esejih ali poročilih znam natančno razložiti zahtevne vsebine in pri tem primerno poudariti tista dejstva, ki se mi zdijo najpomembnejša. Oblikovati znam različne vrste besedil v prepričljivem in osebnem slogu, primernem za bralca, ki mu je tako besedilo namenjeno.	Tvoriti znam jasna, tekoča, slogovno primerna besedila. Sestaviti znam zahtevna pisma, poročila in članke v zvezi z zahtevnimi vsebinami, ki morajo imeti logično zgradbo in bralca voditi tako, da dojamem pomembne točke. Pisati znam povzetke in kritike strokovnih in literarnih del.

EVROPSKE STOPNJE –

•

MOCK EXAM 1

A. Translate the following sentences.

1. Rad bi govoril z g. Millerjem, prosim.

2. Gospoda Millerja trenutno ni.

3. Lahko me vežete z g. Adamsom, prosim?

4. Torek mi ne ustreza.

5. Podpišite tukaj, prosim.

6. Opravičujemo se za morebitne nevšečnosti.

7. Želela bi potrditi naročilo št. 25/B.

8. V zvezi z vašim dopisom z dne 15. feb. 2003 vam sporočamo...

9. Poslali vam bomo našo podrobno ponudbo.

10. Kakšen poseben popust lahko ponudite za večja naročila?

11. To je naša najnižja ponudba.

12. Opravičujemo se zaradi zamude v odgovoru na vaš dopis.

13. Z obžalovanjem ugotavljamo, da je v naši fakturi napaka.

14. Prosim navedite količine, ki jih potrebujete.

15. Želel bi nekaj informacij o vaših izdelkih.

16. Sem študent/ka VKŠ Celje.

17. Ali si moral delati sprejemni izpit?

18. Ne, ni mi bilo treba.

19. Koliko je šolnina ?

20. Angleščino imamo v predavalnici 210.

21. Katere tuje jezike se učiš?

22. Kje so prostori VKŠ Celje?

23. Ali so predavanja obvezna?

B. Correct the mistakes.

1. Mr Brown works in Intereuropa.
2. He is doctor.
3. Catherine live in London.
4. How often you travel to Germany.
5. I call to arrange a meeting with Mr Smith.
6. Thank you for your letter from 4 April.
7. I work here for 5 years.
8. I'm writing to place an order for
9. We would be appreciate it if you could . . .
10. This is owing to the government has increased sales tax.
11. Are you looking for someone?
12. I need to speak to Mr Miller.
13. They are wanting some more time think it over.
14. I'm agreeing. I think it's a good idea.
15. Helen deals with John's clients whlile he's on holiday.
16. I think about changing my job.
17. He can't answer the phone. He has a shower.
18. Which beer are you preferring?
19. That's ridiculous – we're not believing it.
20. I'm sorry, I don't understand what you say.

C. Find the prepositions.

- | | |
|------------------------|-------------------------------|
| 1) the afternoon | 5) a business trip |
| 2) night | 6) a meeting |
| 3) Thursday | 7) Friday at the latest |
| 4) May 1 | 8) 3 o'clock |

D) Form questions.

1) Mr Collins is writing *a letter of complaint*.

.....

2) We started our business *5 years ago*.

.....

3) On Monday he called *twice*.

.....

4) *Mr Miller* signed the contract.

.....

5) I didn't call you back, *because I was too busy*.

.....

E) Fill in the missing words.

1) The leads the meeting.

2) During the meeting the secretary keeps the

3) Could you please tell me the date and of the meeting?

4) The meeting will take place on 15 May instead of 13 May. It has
been

5) Today there are five items on our to discuss.

6) Ms Brown will contact you directly to arrange a time for her
visit.

7) I look forward to from you soon.

8) Thank you for your enquiry 12 June.

9) With to your recent advertisement in PC HIT, I would be
grateful if you could send me details of your business software.

10) We receipt of your order dated 17 September 2001 for . . .

F) Choose the correct word to complete each sentence.

1) We are *delighted / friendly* to hear that the conference was a success.

2) Please find the *attached / enclosed* euro prices as requested.

3) This is Peter Smith *speaking / talking*.

4) He is in charge *of / for* receiving visitors.

5) *Would / Could* I have your name again, please?

- 6) **Excuse me / Sorry** for being late.
- 7) I would like to apologise **about / for** the delay.
- 8) Please let me know if you **want / need** any further information.
- 9) Most of the items are **on / in** stock.
- 10) **I just / I have just** finished the report.

G) Telephoning. Fill in the missing expression.

Assistant: Galaxy Computer Supplies.

Caller: 277, please.

Assistant: on. I'll you

Sales: Overseas Sales. Linda Noon

Caller: Good morning. I'm interested your firesafe cabinets. you have a sales office in Spain?

Sales: I'm we don't, but I can arrange for a sales visit from our agent.

Caller: No, no. That's not necessary. you quote me a price for 20 BZ11 cabinets?

Sales: Could you your name, please?

Caller: Oh, Jose Rosales.

Sales: , please?

Caller: That's R-O-S-A-L-E-S.

Sales: ?

Caller: My fax number is 1 430 6687.

Sales: ?

Caller: It's Telefonica Espania.

Sales: Telefonica Espania.

Caller: Right.

Sales: I'll work out the price and fax it you.

Caller:

Sales: Bye.

H) Synonyms. Find another expression for:

- 1) connect you -
- 2) postpone -
- 3) forthcoming -
- 4) further details -
- 5) shipment -

I) What is the English expression for:

provizija		udeležiti se	
dobavitelj		oklevati	
predstavnik		v imenu	
blago		čimprej	
prejeti		zaseden	

J) Choose the best responses.

1. I'd like to speak to Mr Gibbs, please.
 - a. Yes.
 - b. I'm afraid he's not here at the moment.
 - c. Well, you can't.
2. Can I speak to Mr Gibbs, please?
 - a. Hold on, please.
 - b. Don't go away.
 - c. All right.
3. Miss Lucas asked me to call this morning.
 - a. Sorry, your number is the wrong one.
 - b. Do you know the area code?
 - c. But there is no person of that name here.
4. Could I speak to Mr Gibbs, please?
 - a. Who's calling?
 - b. Who are you?
 - c. What's your name?
5. Can I ring you back later?
 - a. Yes, ring me.
 - b. Yes, please do.
 - c. Of course ring, yes.

K. Letter writing

Fill in the prepositions.

ALL SPORTS LTD
St Patrick's Rd. 32
Amsterdam 5AG
NEDERLAND
S

23 March 2001

The Sales Director
VELA ITALY
Corso Vannucci 46
Pisa
ITALY

Dear Sir

We read your advertisement the current edition »*Sailors for fun*« and are interested your products, particularly sailing boats' equipment.

We are a large retail company shops throughout Northern Europe and would like your catalogue and price list, quoting Amsterdam prices.

Please let us know your terms trade, including quantity discounts, delivery dates, and any credit facilities you are prepared to offer large orders.

We look forward hearing you soon.

Yours faithfully

Herman DeGoor
Managing Director

b) Write a short letter of reply.

- Thank Mr DeGoor for his letter, quoting the date
- Give him the following information:
 - Discounts – quantity discounts on orders over \$15,000
 - Delivery time – usually 2 months after receipt of order
 - Credit facilities – only after trading for at least one year with the company

