

Практическое задание

CASE 1.

You got the batch of elegant women's wear for the New Year holidays at a well-known company. You expect to get a good return on the eve of holidays. Payment and delivery of goods were made under the terms of the contract. Unfortunately, after extracting the goods, you find out that there was a mistake. Your order will not work because there is only men's clothing in the package. Call to the suppliers urgently and try to resolve the problem so that your business continues to bring you income.

Answer the questions:

1. Is there a real problem for in the situation? Why?
2. Are there any ways of nonstandard decision? What are they?

Follow the instructions:

- phone to the supplier's company and ask the manager or the owner;
- explain your problem and try to find the way out this difficult situation;
- don't forget to thank your partner for the quick reaction.

Прежде чем приступить к работе над интерактивным заданием, изучите алгоритм действий, изложенный в таблице 1. Это поможет вам качественно решить поставленную перед вами задачу.

Таблица 1.

№	Наименование этапа работы над кейсом
Первый этап	Ознакомление с ситуацией. Прочитайте текст, (рассмотрите схему), постарайтесь понять общее содержание и суть проблемы.
Второй этап	Работа с текстом. Прочитайте текст повторно, выпишите и переведите новые для вас слова. Составьте банк новых для вас слов и выражений, которые помогут вам выразить свои идеи на английском языке.
Третий этап	Проведите анализ ситуации. Определите круг проблем, требующих решения.
Четвертый этап	Выдвижение решения указанных вами проблем. Сформулируйте возможные пути решения определенных вами проблем.
Пятый этап	Выберите лучший, на ваш взгляд способ и обоснуйте свой выбор.
Шестой этап	Обобщение полученных результатов. Четко сформулируйте свои идеи в письменном виде.

Помните, что о речевом этикете и формулах вежливости, которые свойственны английской речи.

Ниже приведены фразы, с помощью которых вы сможете сформулировать и выразить свою точку зрения по обсуждаемому вопросу:

Useful language bank for communication expressing opinion:

My point of view is that...	Моя точка зрения состоит в том, что...
It seems\appears to me that...	Мне кажется, что...
I think\believe that ...	Я думаю/ полагаю, что....
In my opinion\view...	По моему мнению .../На мой взгляд...
From my point of view...	С моей точки зрения...
As far as I am concerned...	Насколько я осведомлен...
I am totally against...	Я категорически против...
I (do not) agree that \with...	Я (не) согласен с тем, что...
I (completely) agree \disagree that \with...	Я полностью согласен с тем, что...
We can summarize that...	Мы можем подвести итоги ...

A brave Woman

A sergeant from Arizona police department: «Helen Presley rescued three people from a burning car. That is how it all happened. One evening she went out with her friend Jack for a meal in a small quiet restaurant. They left at 9 pm and Helen offered to take Jack home. They were driving along when, suddenly, a car drove past them out of control. The car crashed and after that it burst into flames.

First they ran to the burning car. When they got there, they saw three people trapped inside. The people were screaming and Helen knew they had to get them out. It was incredibly hot when Helen and her friend managed to open the doors.

The driver was sitting inside, unconscious. They got him out and then went back for the other two passengers. Helen had to climb over the front seats to get to them. Surprisingly, the passengers were able to walk away from the car. Meanwhile, some people who were watching from a nearby campsite, called the emergency service. We came as soon as possible.

The brave woman was standing there in a state of shock when I asked her for her name and address. She couldn't remember!

She says she didn't do anything extraordinary but our police department presented them with certificate for their bravery!

But I think it's nice feeling to know you've helped to save someone's life!

Tasks:

1. Use the vocabulary to translate the text in a written form:

rescue спасти
crashed (to crash) разбиться, потерпеть аварию
burst into flames вспыхнуть
scream кричать
emergency service скорая помощь
burning car горящая машина
trapped in the car заблокированные в машине
unconscious без сознания
in a state of shock в состоянии шока
certificate for bravery грамота за храбрость

2. Answer the questions to the text:

1. What were Helen and Jack doing when the other car crashed?
2. What they did when the other car crashed?
3. What were the people in the car doing when Helen and Jack got there?
4. What did they do when they got into the car?
5. What did the people around do when they saw the accident?

3. Imagine that you are a reporter at a local newspaper. You should meet with Helen Presley and take an interview. Make it in the form of a written dialogue.

4. Use the following phrases to write a letter of gratitude to Helen Presley from the captain of Arizona police department:

Dear Madam...
We are writing this letter...

We are grateful for ...

We would like to decorate you for bravery.

Could/Would you come to the police station at ...

We are going to give you a certificate.

We are looking forward to.

Best regards...

Yours sincerely...