

живой разговорный английский язык

Л. КАМИНСКАЯ

КАК ГОВОРИТЬ И ВЕСТИ СЕБЯ В АНГЛИИ

What to say and
how to behave in England

НАУЧНО-ОБРАЗОВАТЕЛЬНЫЙ ЦЕНТР
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обучения и восьми учебников английского

языка, завоевавших признание учащихся

и преподавателей.

Л. КАМИНСКАЯ

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И ВЕСТИ
СЕБЯ
В АНГЛИИ

**What to say and
how to behave in England**



Москва
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Дорогие друзья!

Я уверена, вы не пожалеете, если прочтете эту книгу. А потом возьмете ее с собой, когда поедете в Англию, где она будет вашим помощником и проводником в английский мир. В этой книге нет грамматических правил и упражнений, это не учебник английского языка. Но есть нечто не менее важное — рассказ о том, как жить в стране, понимать не только слова, но и поведение англичан и вести себя, не нарушая правил, принятых в Англии. Как часто, посещая какую-то страну, мы недоумеваем, почему местные жители как-то странно себя ведут, да и наше поведение воспринимают с удивлением, переходящим в неодобрение. Книга *What to say and how to behave in England* как раз и посвящена тем подводным камням, которые будут подстерегать вас, если вы не узнаете заранее, чем именно «английская жизнь» отличается от нашей с вами «российской жизни».

Послушайте себя, когда вы говорите на родном языке. Как много разных выражений у вас есть для описания одного и того же чувства, намерения, мнения. Когда вам нужно поблагодарить кого-то, вы безошибочно выберете разные слова благодарности за мелкую услугу и неоценимую помощь. Вы знаете, как возразить другу и как высказать свое несогласие на официальных переговорах. Но умеете ли вы передать это различие в английском языке? А вот совсем другой пример. Дождливая погода, мы приходим домой и обычно раскрываем зонтик для просушки. Не делайте этого в Англии! Для англичан нет приметы хуже, чем раскрытый зонтик в квартире. Если вы не хотите оказаться в неловком положении, изучайте даже суеверия той страны, которую вы собираетесь посетить.

В книге рассказывается о правилах этикета (как в поведении, так и в речи) и об английских традициях, праздниках, театрах, музеях, особенностях менталитета англичан. Об этом написано много прекрасных книг самими англичанами, но *What to say and how to behave in England* обращает внимание на то, что не совпадает с нашими национальными привычками и при этом подсказывает читателю, что именно уместно сказать, общаясь с англичанами у них дома, во время деловой встречи, по телефону или в письме. Есть в книге прекрасные рассказы для чтения и просто практические советы для тех, кто едет в Англию по делам, на учебу или в туристическую поездку.

Автор книги Лариса Каминская, ведущий специалист Научно-образовательного центра «Школа Китайгородской», много раз бывала в Англии, знает и любит эту страну, и это чувствуется в каждом слове ее произведения.


Я надеюсь, эта книга поможет вам войти в мир английского языка и культуры. Искренне желаю вам успеха на этом пути.

Профессор
Г. А. Китайгородская

Дорогие читатели!

Если вы взяли в руки эту книгу, значит, вы собираетесь посетить Англию или уже побывали там и хотите больше узнать об этой стране, о том, что принято говорить и как себя вести в той или иной ситуации общения с англичанами. Надеюсь, книга *What to say and how to behave in England* поможет вам в этом. Эта книга приведет вас в 'Good Manners Club' (клуб «Хорошие манеры»), где вы познакомитесь с Mr Politeness (господином Вежливость), являющимся знатоком английского этикета. Именно от его имени ведется повествование. Mr Politeness рассказывает об английских традициях и обычаях, о том, что любят и ценят англичане, советует, что посмотреть в Лондоне и как это сделать наилучшим образом.

Каждая глава этой книги включает наиболее употребительные выражения и диалоги, характерные для определенной ситуации общения, а также рассказы английских авторов, отрывки из публицистических и страноведческих произведений, связанные с тематикой данной главы. Самые необходимые для общения фразы и диалоги-образцы представлены в аудиозаписи, прилагаемой к данной книге; это поможет вам их запомнить и правильно произнести. Несмотря на относительную простоту, эти фразы и диалоги переведены на русский язык, что обеспечит их полное понимание всем читателям вне зависимости от их уровня владения английским языком.

Вы можете начать знакомство с книгой с любой интересующей вас главы и продвигаться в любой последовательности, но если вы хотите не только узнать что-то новое об Англии, но и улучшить свой английский, мы советуем вам работать с материалом выбранной вами главы и прилагаемыми к книге аудиозаписями, они отмечены значком , в следующем порядке:

1. Прочитайте и/или прослушайте аудиозапись приглашения на заседание клуба «Хорошие манеры», которым открывается каждая глава, чтобы понять, чему посвящена эта встреча.

2. Прослушайте аудиозапись первой группы ключевых фраз и выражений. Если вы хорошо знаете язык, сделайте это, чтобы проверить, все ли вы помните и все ли вы правильно произносите. Те, кто еще не уверен в своем английском, могут выбрать для первого прослушивания запись с переводом на русский язык и далее продолжить работу по предлагаемой схеме.

3. Откройте книгу и прослушайте запись тех же фраз, следя за ними по тексту и сопоставляя звуковой и зрительный образы.

4. Закройте книгу и, слушая запись, повторяйте каждую фразу за диктором, имитируя его интонацию, произношение и темп речи. Это упражнение способствует не только запоминанию фраз и улучшению произносительных навыков, но и развивает восприятие речи на слух.

5. Чтобы проверить, запомнили ли вы нужные вам выражения, закройте английские варианты фраз и переведите их с русского на английский (устно и/или письменно), сверяя свой перевод с оригиналом.

Затем приступайте к знакомству с диалогами этой главы, работая в такой же последовательности. Помните, что работа с аудиозаписью эффективна, если она длится не более 25–30 минут. Прежде чем перейти к работе с другими фразами или диалогами, отдохните или прочитайте один из рассказов этой главы.

Аудиозапись представлена в двух вариантах: с переводом на русский язык и без него. Каждый может выбрать ту или иную запись в зависимости от своего уровня владения английским языком, но итогом работы должно быть запоминание значения и умение повторить все нужные фразы без помощи перевода.

Предлагаемые тексты для чтения различаются не только темой, но и степенью языковой сложности. Хотя все рассказы и статьи не адаптированы и только некоторые из них несколько сокращены (*abridged*), их сложность варьируется, что показано значками от ☺ (самые легкие) до ☹☹☹☹☹ (самые трудные,

в которых почти отсутствует подсказка — перевод). Если некоторые тексты пока для вас трудны, переходите к чтению более легких рассказов других рубрик этой или другой главы, а к этим публикациям вы сможете возвратиться позднее. Многие тексты сопровождаются заданиями, которые помогут вам проверить, правильно ли вы поняли прочитанное. В отличие от фраз и диалогов, предназначенных для активного усвоения и представленных в книге с переводом на русский язык, тексты для чтения минимально снабжены переводом, что способствует развитию языковой и смысловой догадки. Выбор слов, к которым дается перевод на полях, и их количество обусловлены уровнем сложности данного текста. Перевод дается на полях справа с тем, чтобы не мешать читателям, не нуждающимся в переводе, и помогать тем, кому он нужен. Таким образом, книга *What to say and how to behave in England* может быть использована читателями с разным уровнем языковой подготовки и призвана помочь каждому улучшить свое знание английского языка и понимание правил речевого этикета современной Англии.

В этой книге речь идет именно об Англии, не о Северной Ирландии, Уэльсе и Шотландии, чьи национальные традиции во многом отличаются от английских и справедливо считаются уникальным культурным достоянием. Вы также встретите в книге описания правил поведения, единых для всех частей Великобритании и других стран мира. Как вы понимаете, это в основном касается ситуаций делового общения.

Англия бережно хранит свое историческое наследие, но современность беспощадно врывается в жизнь англичан и меняет страну. Молодежь открыта процессам глобализации, количество мигрантов постоянно возрастает, и это, безусловно, оказывает огромное влияние на английскую культуру. В этой книге мы будем говорить о наиболее важных правилах современного английского этикета, которые необходимо знать и которые следовало бы соблюдать всем, кто посещает Англию: будь то туристы, приезжающие на несколько дней, или мигранты, поселившиеся там навсегда.

Есть еще одно явление, которое следует оговорить, — классовые различия. Существуют ли они сегодня в Англии? Сказываются ли они в речи и поведении англичан? Конечно, да. Известный антрополог и автор замечательной книги ‘Watching the English’ («Наблюдая за англичанами») Кейт Фокс пишет: «Нельзя говорить о правилах речевого поведения, не говоря о классах. Никто не может и слова сказать, не обнаружив при этом свою классовую принадлежность». Однако в *What to say and how to behave in England* основное внимание уделяется языковым различиям, связанным не с классовой принадлежностью, а с официальным и неофициальным стилем устной и письменной речи, что представляется наиболее важным для тех, кто изучает английский язык.

И, наконец, самое приятное. Я хочу поблагодарить всех тех, кто содействовал выходу в свет этой книги:

— моего учителя профессора Г. А. Китайгородскую за вдохновение и поддержку, которую она всегда оказывает во всех моих начинаниях;

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Надеюсь, дорогой читатель, что наши совместные усилия были не напрасны и книга *What to say and how to behave in England* поможет вам улучшить свой английский, больше узнать об Англии, полюбить эту страну и лучше понять ее людей.

Желаю вам приятного чтения!

Автор
Л. И. Каминская

The first meeting Первая встреча

A GOOD BEGINNING IS HALF THE BATTLE

Доброе начало — половина дела



Ladies and gentlemen!

Welcome to the 'Good Manners Club' where you can learn a lot about England, the English people and Englishness. I'll be happy to tell you everything I know about the English etiquette rules and recommend you what to say when you find yourself in different social situations in England.

Today, at our first meeting, I'd like to tell you how to introduce and greet people. We are going to look at formal and informal greetings and salutations, because the way we speak differs a lot depending on the situation of communication.

MEETING AND GREETING PEOPLE

Знакомство и приветствия

How to introduce people in formal situations

*Как представить собеседников
в официальной ситуации*



Mr Brown, let me introduce Mr Smith to you.

Г-н Браун, позвольте представить вам г-на Смита.

Mr Smith, meet Mr Brown, please.

Г-н Смит, пожалуйста, познакомьтесь с г-ном Брауном.

How do you do, Mr Brown.
Здравствуйтесь, г-н Браун.

How do you do, Mr Smith.
Здравствуйтесь, г-н Смит.

I'm pleased to meet you.

Я рад познакомиться с вами.

Pleased to meet you, too.

Я тоже рад нашему знакомству.

June, meet Mr Andrew White, please.

Джун, познакомьтесь, пожалуйста,
с г-ном Андрю Вайтом.

Andrew, this is my friend June.

Андрю, это моя подруга Джун.

Hello, June. Nice to meet you.

Здравствуйте, Джун.

Приятно познакомиться.

Hello, Andrew. Nice to meet you, too.

Здравствуйте, Андрю.

Мне тоже приятно.

Attention!

Today '*How do you do*' is used as a formal greeting when people meet for the first time. Although the expression looks like a question, in fact it is not, and it should be pronounced as a statement with no interrogative intonation at the end. Earlier '*How do you do*' used to be an everyday greeting, and you can find a lot of examples of such greetings in classical literature. Today '*How do you do*' is only used when you meet people for the first time. If you continue greeting your business partners who have already been introduced to you the same way when you meet them again, they might think you don't remember them or don't care. It might be embarrassing.

вопросительный

In informal situations

В неофициальной ситуации знакомства

Tracy, this is Mark. He has come from New York.
Трейси, это Марк. Он приехал из Нью-Йорка.

Hi, Tracy!
Good to meet you.
Привет, Трейси!
Рад познакомиться.

Hello, Mark. Is it your first time in London?
Привет, Марк.
Вы впервые в Лондоне?

No, I been here before.
Нет, я уже здесь был.

I was here on business two years ago. But it's great to be here on holiday now.

Два года назад я был здесь в командировке.
Но замечательно быть здесь в отпуске сейчас.

Harold, do you know Kate?
Гарольд, ты знаком с Кейт?

Yes, I think we've met before.
Да, мне кажется, мы уже встречались.

Hello, Kate! Glad to see you again.
Привет, Кейт! Рад видеть тебя
вновь.

Hi, Harold! I haven't seen you for ages! How are you?
Привет, Гарольд! Как давно
мы не виделись (Сто лет
не виделись)! Как дела?

Fine, thanks. And you?
Все хорошо. А ты как?

HOW TO INTRODUCE YOURSELF

Как представить себя

How do you do.
Let me introduce myself.
My name is Jane Stone.
(*formal*)

Здравствуйте.
Позвольте представиться.
Меня зовут Джейн Стоун.
(официально)

May I introduce myself?
My name is David Thomson.
Here's my card.
(*formal*)

Позвольте представиться.
Меня зовут Дэвид Томсон.
Вот моя визитная карточка.
(официально)

Hello! My name's Jane.
(*informal*)

Привет! Меня зовут Джейн.
(неофициально)

Hi! I'm Jack.
Good to meet you all.
(*informal*)

Привет! Я Джек.
Рад со всеми познакомиться.
(неофициально)

Attention!

Try to remember the names of the people who have been introduced to you. Repeat the name the moment you hear it. You may even ask the person to spell his/her name.

Make eye contact when you are introduced to someone, it helps establish better relations.

HOW TO GREET PEOPLE

Как поздороваться

More formal greetings

Более официальные приветствия

Good morning! How are you?
Доброе утро! Как дела?

Very well, thank you.
Очень хорошо, спасибо.

Morning! Fine, thank you.
And how are you?
(Доброе) утро! Все хорошо,
спасибо. А как вы поживаете?

**Good afternoon! How are
things (with you)?**
Добрый день! Как дела?

Everything is alright, thanks.
Все в порядке, спасибо.

**Very well, thank you. I'm glad
to see you.**
And how are you getting on?
(How have you been doing all
this time?)
Очень хорошо, спасибо.
Я рад вас видеть. А как вы
поживаете? (Как у вас идут
дела последнее время?)

Informal greetings

Неофициальные приветствия

Hello, Jimmy! How are you?
Привет, Джимми! Как дела?

Doing well, thanks.
Все хорошо, спасибо.

Fine, thanks. And you?
Хорошо, спасибо. А ты как?



Attention!

1. 'How are you?' is not a question about your health, but part of the greeting. You shouldn't reply, 'I've got a headache' or 'I feel bad'. If you wish, you will say it later in the conversation, but not when you are greeting a person.
2. When you answer the question 'How are you?', it's polite not only to say 'Fine' or 'Very well', but to ask in your turn 'And how are you?' or simply 'And you?'.
3. A handshake is the most common form of greeting among English people when you are introduced to somebody new. рукопожатие
4. A kiss and/or a hug are appropriate when you meet friends, whom you haven't seen for a long time. In England one kiss is generally enough, but some people kiss twice. объятие, уместны

HOW TO SAY GOODBYE

Как попрощаться



How to say goodbye after the first meeting

Как попрощаться в день знакомства

Goodbye. It was nice meeting you.

До свидания. Я был рад познакомиться.

Goodbye. Hope to see you again.

Have a nice day.

До свидания. Надеюсь увидеть вас еще.
Желаю вам хорошего дня.

You, too.

И вам хорошего дня.



How to say goodbye to people you know well

*Как попрощаться с теми,
кого вы хорошо знаете*

Goodbye. It was nice seeing you.

До свидания. Я был рад
повидаться с вами.

Bye (for now). Hope to see you soon.

До свидания. Надеюсь, скоро
увидимся.

Hope so, too.

Give my love to your wife.

(Give my regards to your husband).

Я тоже на это надеюсь. Передавайте
привет вашей жене. (Передавайте
привет вашему мужу).

Thank you, I will. Have a nice day.

Спасибо, передам. Хорошего дня.

You, too. Take care!

И вам тоже. До свидания
(берегите себя)!



How to say goodbye in a less formal way

Как попрощаться менее официально

Bye-bye!	До свидания!
See you!	Пока!
See you soon!	До скорого!
See you later!	Увидимся!
So long!	Пока!
Keep in touch!	Не пропадай!
Cheerio!	Пока!
Later!	Пока!



English people are a lot less formal than you might expect. Today this tendency is developing.

The article published by Amy Oliver for 'The Mail on Sunday' and by Paul Sims for the 'MailOnline' is called 'Wave goodbye to the handshake', and it speaks about today's changes in the English greeting customs. I believe, it also tells us a lot about the English people and how they are changing.

WAVE GOODBYE TO

THE HANDSHAKE: ○○○○

Попрощайтесь с рукопожатием

**Formal greeting is considered 'outdated' or 'unhygienic'...
but we'd prefer a hug instead.**

The age-old custom of greeting with a handshake could be on its way out as many of us prefer to meet with a hug or even a kiss, a survey suggests. Almost 50 per cent are using alternative ways to greet, with 16 per cent preferring a continental-style peck on the cheek and nearly a third prefer a hug.

исследование

легкий поцелуй
в щеку

One in five feel shaking hands is 'too formal', while 42 per cent said they would only do it in a business context. A further 42 per cent of those surveyed said they would never shake hands when greeting friends. One in 12 said they prefer not to do it in case germs are passed on. The typical hand has about 150 different bacteria living on it. Nearly a quarter claimed that the firm handshake is an outdated display of masculinity.

микробы

мужественность

However, the study of 1,003 participants, commissioned by soap firm Radox, found some 87 per cent still believe it is more appropriate in business, while 73 per cent agree they would rather offer one when meeting someone new.

The research estimated that the Queen has shaken half a million hands, compared with an average of 670 for men and 304 for women. An expert today said it's unlikely reserved Brits will ever be able to completely let go of the handshake.

(зд.) отказаться

...But these days a third of Brits would rather be greeted with a hug than a handshake.

Psychologist Dr. Jane McCartney said, 'I think the handshake is dependent on age.' The older you are the more likely you are to prefer the handshake. It's quite a formal introduction. Keeping the arm stiff and at a distance. It's like saying that you're there, you're available but only in certain circumstances.

твёрдый

Another form of greeting — a kiss or a hug, is a little bit friendlier. There's been a lot of influence from all media, particularly on the television, when you see celebrities greeting each other with a double kiss. But I don't think we've quite got it in Britain yet, and I think it's because we're more reserved.

She added, 'It's quite nice that today's generation feel far less reserved. But it will be interesting to see what kind of greeting they will prefer when they get older. They may, in time, return to the handshake.'

The handshake is thought to have been introduced by Sir Walter Raleigh in British Court during the late 16th century.

суд



Not only the research but everyday life shows that English people are becoming less reserved and it is certainly reflected in the language. Take for example formulas of address: they have become less formal and much more friendly.

Ken Taylor, an experienced communication trainer, writes, 'We use first names as soon as we meet and even before we meet — when speaking on the phone or emailing. We rarely use titles, but do so perhaps most often on formal occasions if you are a medical doctor or a professor. But these are exceptions to the first-name rule'.

Here are some examples of formulas of address. Have a look, please.

HOW TO ADDRESS PEOPLE ☉

Как обратиться к собеседникам

You can address people calling them by their first names, which is *informal* and friendly:

Hello, Nancy!

Hello, Jack!

A more *formal* way of addressing people would be adding a title (Mr, Mrs or Ms) to their surnames:

Could I speak to Mrs Bright?

Are you Mr McMillan?

The title *Mrs* is used when you address or speak about a married woman.

Miss is used as a title for an unmarried woman or a girl. *Miss* is also used as a title of a beauty queen.

Have you seen Miss England?

Today's requirements of political correctness presuppose the usage of *Ms* which is pronounced as [miz], when addressing women regardless of their age and marital status. This title was introduced in 1974 on the initiative of the Women's Liberation Movement. семейное положение

The etiquette for formal written forms of address requires the use of *Ms* before the name of a married or unmarried woman.

Dr. (doctor) is used as a title for medical doctors and for those who have the highest university degree:

Do you know Dr. Brown?

Prof. (professor) is also used as a title:

Let me introduce Professor Johnson to you.

Speaking about the first-name rules, I'd like to advise you not to overdo it, and not to initiate moving to first names, especially in formal situations and when communicating with senior people. If you are unsure how to address a person, use a formal address or ask one of these questions: перестараться

What should I call you?
Is it OK if I call you ...?
Can I call you ...?

Another way out is to wait until your English partners suggest using first names.

There are special formulas of addressing people in formal and informal letters which deserve special comments. You'll be able to read about them later (see p. p. 290, 294, 296).



If you want to know more about the usage of first names and some peculiarities (особенности) of personal relationships in England, I could recommend to you an extract from the book by Peter Hobday 'Customs and etiquette in England'.

Read the article and then check if you've got it right by doing the test that follows.

FIRST NAMES AND FRIENDSHIP ○○○

Имена и дружба

It used to be the case that everyone stayed on very formal terms using Mr, Mrs or Miss and it was only when one moved to first-name terms that a certain intimacy was established. Now, following the growing world-wide practice inspired largely by the American cultural tradition, most people move to first-name terms almost immediately without even establishing whether they like each other or

отношения

want to meet again. Consequently, there are times when the foreigner in England expects too much from a relationship and is surprised when the English person seems to pull back and withhold his or her friendship.

воздерживаться
сдержанность

At worst, this reserve is seen as cold; at best, it is taken as bad manners. Despite the many changes taking place in English life, the new fashions, the adoption of a more open and relaxed way of doing things, Americans particularly are often surprised when, after a great evening in someone's company, their 'new friends' never call again.

A more usual scenario is when visitors to England telephone from the airport to say they have just arrived and they can come over as was suggested 'when we all met up in the States last month'. They hear mumbled excuses about being 'awfully busy' or not 'convenient' at the moment.

невнятные
извинения

Some professions are more welcoming than others. Journalists, actors and politicians tend to keep open house, accountants, lawyers and doctors tend to keep relationships on a more professional level.

Even the English are sometimes confused these days about relationships. The best advice is do not push, take your time and you will usually find that once you have made a friend you have made a friend for life. If there is still some formality left in professional relationships, there is one area which often surprises foreign visitors. That is the familiarity that tradespeople use, especially street traders in the street markets. They are still held in various towns and cities, the most famous of which is

probably Petticoat Lane in London. Do not be surprised to be called one of the following names: 'Love', 'Duck', 'Dear', 'Lovely', 'Chuck' or on occasions 'Sweetheart' or 'Darling'. It is a tradition, and no one, regardless of age or gender, should take offence.

уточка

цыпленок

обижаться

To see if you've got the article 'First names and friendship' right, choose and tick (✓) the best continuation to the statements given below. You can check your answers by reading the story once again.

If you still doubt the correctness of your answers, see the Key on p. 318.

1. Now the English people move on to first-name terms...
 - A. after many years of friendship ☐
 - B. after they have found out they like each other ☐
 - C. after having been introduced ☐
2. Americans are greatly surprised when their new English friends...
 - A. never call them again ☐
 - B. seldom call them ☐
 - C. call them very often ☐
3. According to the author of the article, the best thing to do in establishing relationships with the English is...
 - A. to be the first to break the ice ☐
 - B. to wait ☐
 - C. to give up the idea of friendly relationships ☐
4. Formal relationships are more typical of:
 - A. politicians ☐
 - B. doctors ☐
 - C. tradespeople ☐
5. If a street trader calls you 'Duck', he/she...
 - A. means to offend you ☐
 - B. makes fun of you ☐
 - C. follows the cultural tradition ☐



What do you talk about when you meet people for the first time? Isn't it a little difficult sometimes? Let me give you some recommendations for making small talk (светская беседа). Read them, please, and mark the topics which appeal to you most.

WHAT TO SPEAK ABOUT WHEN YOU MEET ENGLISH PEOPLE FOR THE FIRST TIME ☉

О чем говорить с англичанами во время первой встречи

One of the difficulties most people have when socializing is what to speak about. It becomes an even greater problem to choose a topic for small talk when we meet for the first time or don't know each other well enough. Everybody knows the topic should be safe, neutral, interesting for your new acquaintance, and it shouldn't require some special knowledge. All people agree that politics, money problems, religion must be avoided but what to start with then?

знакомый

The most popular recommendation is, certainly, to start with the weather. But there are a lot of people who find weather talk dull and boring. They feel a little sorry for the people they've just met when all one can think of saying is 'It's a nice day today, isn't it?' or 'What terrible weather we've had this week!' Sounds banal, doesn't it?

унылый
скучный

On the other hand, from the weather in London or Moscow, you can pass on to talking about the weather in Italy or Greece and about the places you've been to and the places you'd like to visit.

The talk gets more interesting, you and the person you are communicating with feel more relaxed and you both get involved in the conversation.

Then you can show some photographs — not too many of them, please — and you may find out that you've both been to Sicily or Bali. Maybe you both liked the food and the people there or maybe there were some things on those islands you didn't like that much. Comparing them and asking about each other's preferences, likes and dislikes keeps the conversation going. You start sharing your impressions of the place you both are visiting now or the conference you are participating in. 'Cheers', you say, as you both have another beer or cocktail and there is a new understanding between you.



A lot has been written on how to start a conversation, how to attract people's attention and establish good relations with them right from the start. One of the best books I've read on the subject is Dr. Leonard Zunin's 'Contact: First four minutes'. I'd like to share my impression of the book with you. Perhaps, you'll pick up some useful ideas from Dr. Zunin's book.

THE FIRST FOUR MINUTES ☉☉☉

Первые четыре минуты

When do people decide to become or not to become friends? According to Dr. Leonard Zunin, during their first four minutes together. In his book 'Contact: First four minutes' he offers this advice to anyone interested in starting a new friendship: 'Every time you meet someone in a social situation, give him/her all your attention for four minutes. A lot of people's lives would change if they did just that'.

When we are introduced to new people, we should try to appear friendly and self-confident. The author says: 'People like people who like themselves.'

But we should not make the other person think we are too sure of ourselves. It is important to appear interested and sympathetic remembering that the other person has his or her own needs, hopes and problems. участливый

But isn't it dishonest to give the appearance of friendly self-confidence when we don't feel that way? Perhaps, but according to Dr. Zunin, 'total honesty' is not always good for social relationships, especially during the first few minutes of contact. There is a time for everything, some play-acting may be best for the first few minutes of contact with a stranger. That is not the time to complain about one's health. It is not the time to tell the whole truth about one's opinions and impressions. создавать
впечатление

Much of what has been said about strangers is also true of relationships with family members, friends and colleagues. A husband and wife or a parent and child, often have the same problem during their first four minutes together after they haven't seen each other for some time. Dr. Zunin writes that people should be careful with these first moments of contact. If you have to discuss something unpleasant, do it later.

Be friendly, interested, sympathetic and self-confident. Remember: at the beginning of your conversation, during the conversation and at the end of the conversation the most important thing to do is to smile.

Lighten up!
Keep smiling!
Cheer up!

POLITENESS CHECKLIST

Тест на вежливость

Now you can check if you have remembered the basic rules of introduction. Tick (✓) 'do', if you think that the described behaviour is right in England. Tick 'don't' if people in England shouldn't behave like that. The correct answers are in the Key on page 318.

DOs and DON'Ts

		Do	Don't
1.	Use a person's name as soon as you have been introduced.		
2.	Try to appear friendly and confident when you are introduced.		
3.	Give a detailed answer about your health when answering the 'How are you?' question.		
4.	Tell the people you've just introduced something about each other to help them start a conversation.		
5.	Let the people know if you didn't catch their names.		
6.	Give only names, not surnames, when introducing people in business situations.		
7.	In business situations use 'How do you do' as a formal greeting every time you meet your business partners.		



As you remember, Dr. Zunin doesn't recommend discussing something unpleasant at the beginning of the meeting. We should start our conversation with some pleasant and neutral topic which everybody is familiar with and feels comfortable with. We've already mentioned that in England one of the most popular small talk topics is the weather. Some people say that it's because the weather in the country is so changeable. Anyway, talking about the weather is a good way to start a conversation in any country, isn't it?

WHAT TO SAY ABOUT THE WEATHER

Что сказать о погоде



When the weather is good

Когда погода хорошая

— It's fine today. — It's lovely today, isn't it? — What a beautiful day we are having today! — The weather is fair (wonderful, marvellous, gorgeous)!	— Сегодня хороший день. — Сегодня приятный день, не так ли? — Какой сегодня чудесный день! — Погода ясная (замечательная, великолепная, превосходная)!
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When the weather is bad

Когда погода плохая

— It's awful (terrible) outside today! — The day is nasty, isn't it? — The weather's miserable (dreadful, foul)! — What dull (changeable) weather!	— Сегодня на улице ужасно! — Ненастный день, не правда ли? — Погода отвратительная (ужасная, противная)! — Какая пасмурная (неустойчивая) погода!
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When it's warm and sunny

Когда тепло и солнечно

— It's warm today.
 — It's rather warm.
 — It's hot (sunny, dry) today.
 — It's warmer (better) today than yesterday.
 — It's clearing up!
 — The sky is blue and clear!
 — I hope fine weather keeps up, don't you?
 — The weather is changing for the better, isn't it?
 — What a hot (warm, sunny, clear) day!

— Сегодня тепло.
 — Сегодня довольно тепло.
 — Сегодня жарко (солнечно, сухо).
 — Сегодня теплее (лучше), чем вчера.
 — (Погода) проясняется!
 — Небо голубое и чистое!
 — Я надеюсь, хорошая погода сохранится, а вы?
 — Погода улучшается, не так ли?
 — Какой жаркий (теплый, солнечный, ясный) день!



When it's cold and cloudy

Когда холодно и облачно

— It's cold.
 — It's chilly (cool) today, isn't it?
 — It's quite windy (wet, cloudy) today.
 — How foggy and humid it is today!
 — It's colder today than yesterday.
 — It's clouding over.

 — It looks like a cold day.

 — I'm afraid the weather is changing for the worse.

— Холодно.
 — Сегодня прохладно, не правда ли?
 — Сегодня очень ветрено (сыро, облачно).
 — Как сегодня туманно и влажно!
 — Сегодня холоднее, чем вчера.
 — Становится облачно (собираются тучи).
 — Похоже, будет холодный день.
 — Боюсь, погода ухудшается.



What to say about rainy weather
Что сказать о дождливой погоде

<ul style="list-style-type: none">— It sometimes (rarely) rains in autumn here.— Look! It's raining (drizzling).— It looks like rain (It's likely to rain).— It rained heavily yesterday.— It's pouring down! Take your umbrella.— I like (don't like, hate) rainy weather.	<ul style="list-style-type: none">— Осенью здесь иногда (редко) идет дождь.— Посмотри! Идет дождь (моросит).— Похоже, что будет дождь.— Вчера шел сильный дождь.— Льет как из ведра! Возьми зонт.— Я люблю (я не люблю, терпеть не могу) дождливую погоду.
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What to say about snowy weather
Что сказать о снежной погоде

<ul style="list-style-type: none">— It often snows in Moscow in winter.— It seldom snows heavily in London.— Look out of the window! It's snowing.— It didn't snow last year.— It looks like snow. (It's likely to snow).— It's frosty! What a nice frosty day!— How slippery it is today! Take care!— It is sleeting now.— I like (adore, dislike, can't stand) snowy weather.	<ul style="list-style-type: none">— В Москве зимой часто идет снег.— В Лондоне редко идет сильный снег.— Выгляни в окно! Идет снег.— В прошлом году снега не было.— Похоже, что будет снег.— Морозно! Какой приятный морозный день!— Как сегодня скользко! Будьте осторожны!— Идет мокрый снег (дождь со снегом).— Я люблю (обожаю, не люблю, не выношу) снежную погоду.
---	--



What's the temperature today?
Какая сегодня температура?

It's 5 degrees above zero in London.
Пять градусов тепла (выше нуля) в Лондоне.

It's 10 degrees below zero in Moscow.
Десять градусов мороза (ниже нуля) в Москве.

What's the weather forecast for the coming weekend?
Какой прогноз погоды на предстоящие выходные?

They promise fair weather.
Обещают хорошую погоду.

I hear it's going to be rainy.
Я слышал, что будет дождливо.



I hope it won't be too difficult for you to speak about the weather. While giving you my 'weather recommendations', I remembered a story by a famous writer George Mikes in which he mocks at (подтрунивает над) the English love for the weather talk. George Mikes (1912–1987) was born in Hungary, and in 1938 he was sent to London as a correspondent. Mikes was planning to stay in Britain only for a couple of weeks, but he remained in the country for the rest of his life and became one of the best English authors known for his humorous stories.

Read the story and say if there is anything in it which reminds you of weather forecasts in your country.

THE WEATHER ☉☉☉

Погода

This is the most important topic in the land. On the Continent, wanting to describe someone as exceptionally dull people say: 'He is the type who would discuss the weather with you.' In England it is an ever-interesting, even thrilling topic, and you must be good at discussing the weather.

Examples for conversation

For good weather

'Lovely day, isn't it?'

'Isn't it beautiful?'

'The sun...'

'Isn't it gorgeous?'

'Wonderful, isn't it?'

'It's so nice and hot...'

'Personally, I think it's so nice when it's hot, isn't it?'

'I love it, don't you?'

For bad weather

'Nasty day, isn't it?'

'Isn't it dreadful?'

'The rain... I hate rain...'

'I don't like it at all. Do you?'

'Fancy such a day in July. Rain in the morning, then a bit of sunshine, and then rain, rain, rain, rain, all day long.'

'I remember exactly the same July day in 1936.'

'Yes, I remember too.'

'Or was it in 1928?'

'Yes, it was.'

'Or in 1939?'

'Yes, that's right.'

Now observe the last few sentences of this conversation. A very important rule comes from it. You must never contradict anybody when discussing the weather. If it hails and snows, if hurricanes break the trees along the road, and if someone says to you: 'Nice day, isn't it?' — answer without hesitation: 'Isn't it lovely?' Learn the above conversation by heart. If you are a bit slow in picking things up, learn at least one conversation, it would do wonderfully for any situation.

возражать
идет град
ураганы
без сомнения

If you do not say anything else for the rest of your life, just repeat this conversation, you still have a fair chance of passing as a remarkably witty man of sharp intellect and extremely pleasant manners. English society is a class society, strictly organized almost on corporate lines. If you doubt this, listen to the weather forecasts. There is always a different forecast for farmers. You often hear statements like this on the radio: 'Tomorrow it will be cold, cloudy and foggy; long periods of rain will be interrupted by short periods of showers.'

необыкновенно
остроумный
прогнозы

And then: 'Weather forecast for farmers. It will be fair and warm, many hours of sunshine.'

You must not forget that the farmers do grand work of national importance and deserve better weather.

заслуживать

It happened on many occasions that nice, warm weather had been forecast and rain and snow fell down all day long, or vice versa. Some people jumped to the conclusion that

наоборот

something must be wrong with the weather forecasts. They are mistaken.

I have read an article in one of the Sunday papers and now I can tell you what the situation really is. All troubles are because of anti-cyclones. (I don't quite know what anti-cyclones are, but this is not important; I hate anti-cyclones and am very anti-cyclone myself.) The two worst anti-cyclones are the Azores and the Polar anti-cyclones.

The British meteorologists forecast the right weather — as it really should be — and then these awful little anti-cyclones interfere вмешиваться and mess up everything.

That again proves that if the British kept to themselves and did not mix with foreign things like Polar and Azores anti-cyclones, they would be much better off.

Now you can check if you got the story right by doing the test below. Tick (✓) the idea which corresponds to G. Mikes' story. You can check your answers by reading the story once again and then comparing them with the Key on page 318.

1. In Europe (= on the Continent) people think that the weather is....

- A. an interesting topic ☐
- B. a boring topic ☐
- C. an unpleasant topic ☐

2. In England people think that the weather is....

- A. an interesting topic ☐
- B. a boring topic ☐
- C. an unpleasant topic ☐

3. In England when speaking about the weather one should....

- A. agree with the person you are speaking to ☐
- B. disagree with the person you are speaking to ☐
- C. hesitate for a long time before you answer ☐

4. In England to pass as an intelligent person....

- A. you must always think of a new weather topic ☐
- B. it's enough to repeat the same phrases all your life ☐
- C. it is necessary to have a lot of new ideas ☐

5. The English have a lot of trouble because of....

- A. anti-cyclones ☐
- B. the British meteorologists ☐
- C. foreign weather forecasts ☐



I hope you enjoyed George Mikes' sense of humour. To continue the weather talk I would like to quote (процитировать) another humorist, the great American writer Mark Twain, who said: 'Everybody talks about the weather, but nobody does anything about it.'

Of course, it would be a mistake to think that small talk should always start with the weather. It would be a great exaggeration to think that everybody in England likes speaking about the weather. It is one of the stereotypes, some of them are funny, some others can be misleading (обманчивый), and most of them have nothing to do with reality.

*Read about a stereotype description of a typical Englishman (books almost always describe an English **man**). Is there anything in it that corresponds to your vision of the English?*

MEET MR ENGLISH ☉

Познакомьтесь с г-ном Инглиш

Every morning, Mr English has a substantial cooked breakfast which consists of some sausage, ham, bacon and eggs, porridge, toast and marmalade. He reads 'The Times' while having his morning cup of tea. During the day, Mr English drinks tea with milk dozens of times, and whatever he has got to do at 5 p. m., he stops doing it to have the traditional 5 o'clock tea. He never parts with his umbrella, and nothing can please him more than a weather talk. Mr English is certainly fond of gardening and his favourite sport is golf. He regularly visits his local pub where he drinks beer and plays darts. Mr English respects law, customs and traditions. He certainly adores the Royal Family and doesn't miss a chance to read about it. He is cold, reserved and conservative. He has good manners and is a real gentleman.

апельсиновый
джем

расстается

дротики



Some visitors to England are often disappointed when they discover that most of us do not look and behave like Mr English. I hope meeting people in our 'Good Manners Club' and reading about them can break your stereotypes, if any.

Now I'd like to introduce three people to you. One of them is upper class, another is middle class, and the third is working class. Can you guess who's who?

DO CLASSES STILL EXIST IN ENGLAND? ☉

В Англии все еще существуют классы?

Emily

Emily lives in the suburbs of London. She spends a lot of her time driving her children to and from their private school and then to their piano lessons and fitness classes.

Emily likes to look fashionable, but she cannot spend much money on clothes, because the school costs so much. Her house is quite old, but it's full of modern gadgets, especially in the kitchen.

Emily speaks like the newsreaders on TV. She likes reading, driving, walking, swimming, knitting and travelling. She has a part-time job in the local library, does a lot of charity work and enjoys singing in a choir on Sundays.

пригород

вязание

благотворительность

хор

Harold

Harold spends most of his time in the country. He loves animals, especially his dog, and he likes going for long walks with his old hat on. Harold sends his children to a boarding school which is expensive. But Harold does not spend much money on holidays, because his uncle owns a castle in Scotland, and every vacation Harold drives his family there.

закрытый

пансион

замок

Harold prefers old things to new things; and all his furniture is very old. It belonged to his great grandfather.

принадлежала

Harold likes simple food, computer games and says 'hise' instead of 'house'.

вместо

Jim

Jim lives in a small terraced house. He used to go to football matches, but now he watches them on TV at home or in his local pub.

Jim's two children go to the local comprehensive school. They do a lot of sports and are crazy about computer games. средняя школа

Jim is fond of DIY (Do-It-Yourself), and he always repairs his car himself. He jogs every morning and is fond of cycling.

He prefers having fish and chips even when he's on holiday in Spain. He likes to look smart when he goes out with his wife. (зд.) элегантно
In fact, he looks cleaner and smarter than Harold. He says 'tay' instead of 'tea'.



Well, have you guessed who's who? Right, Emily is middle class, Harold is upper class, and Jim is working class. Some people think that the class system in England is breaking down. But in fact, it is not. I must say the English are aware of classes, and the class still matters a lot. The English people know a person's class as soon as he or she says anything. The pronunciation tells it all. You are not upper class just because you have money. Some upper class people are quite poor today, and some working class people are quite well off. Your class is the result of your family background, your school, your job, your house and... your pronunciation. I'd like to offer you an extract from the book 'Watching the English' by Kate Fox in which she writes about her vision of the class structure in England.

Read the extract 'Class' and highlight the facts which you think are worth remembering.

CLASS ○○○○○

Классы

(abridged)

Although England is a highly class-conscious culture, the real life ways in which the English think about social class — and determine a person's position in the class structure — bear little relation to simplistic three-tier (upper, middle, working) models. A school teacher and an estate agent would both technically be 'middle class'. They might even both live in a terraced house, drive a Volvo, drink in the same pub and earn roughly the same annual income. But we judge social class in much more complex ways: precisely how you arrange, furnish and decorate your terraced house; not just the make of car you drive, but whether you wash it yourself on Sundays, take it to a car wash or rely on the English climate to sluice off the worst of the dirt for you. Similar fine distinctions are applied to exactly what, where, when, how and with whom you chat and drink; the words you use and how you pronounce them; where and how you shop; the clothes you wear; the pets you keep; how you spend your free time.

Every English person (whether we admit it or not) is aware of and highly sensitive to all of the delicate divisions and calibrations involved in such judgements. It is impossible to talk about class without reference to homes, gardens, cars, clothes, pets, food, drink, sex, talk, hobbies, etc., and impossible to explore the rules of any of these aspects of English life without constantly bumping into big class dividers, or tripping over the smaller, less obvious ones.

обладающий
классовым
сознанием

трехуровневый

годовой доход

(зд.) именно

смыть

признаем
осознает

спотыкаясь

For a start, the linguistic codes indicate that class in England has nothing to do with money, and very little with occupation. Speech is all-important. A person with an upper-class accent, using upper-class terminology, will be recognized as upper class even if he or she is earning poverty-line wages and living in a run-down council flat. Or even unemployed and homeless. Equally, a person with working-class pronunciation, who calls his sofa 'a settee', and his midday meal 'dinner', will be identified as working class even if he is a multimillionaire living in a grand country house. There are other class indicators — such as one's taste in clothes, furniture, decoration, cars, pets, books, hobbies, food and drink — but speech is the most immediate and most obvious.

It has often been said that the English are very much a verbal rather than a visual culture, considerably more noted for our literature than for our art — or indeed music. We are also not particularly 'tactile' or physically expressive, not given too much to gesticulating, relying more on verbal than nonverbal communication. Words are our preferred medium, so it is perhaps significant that they should be our primary means of signalling and recognizing social status.

The importance of speech in this context may point to another characteristic: our love of words.



I share Kate Fox's opinion about our love of words. The language changes, but we remain faithful to it and, hopefully, will remain so forever.

Speaking about changes I should admit that England and the English are changing rather quickly. The same concerns Great Britain as such. I'd like to offer you the article 'A changing world' by Elizabeth Laird where she writes about some new tendencies in Britain.

Read the article 'A changing world' and do the test that follows to check if you got the article right.

A CHANGING WORLD ☉☉☉

Меняющийся мир

In the old days, it was easy to talk about the British society. There was the working class, the middle class and the upper class. There were factory workers and farmers, northerners and southerners, but these days it is harder to describe the British. The old differences are still there, but people are divided in many new ways as well.

общество

северяне южане

разделены

One difference is the change in age groups. More people are living longer than seventy or eighty years, so the number of old people is growing. At the same time, fewer babies are being born, the average British family has two children. This means that the population of Britain is getting older all the time. Also, fewer people live with or near their families. This means that many old people live on their own, or in old people's homes. And many young people live in bed-sits, or in flats with other people of the same age.

средняя

дома престарелых

однокомнатные квартиры

Traditions of work are changing too. About three million people have no jobs. Poor people these days are not only people with badly paid jobs, but people without a job at all.

The four different regions of the United Kingdom (England, Scotland, Wales and Northern Ireland) have always had their own ways of life. But now many people from these regions (especially the Welsh and the Scots)

have a new interest in their own special culture. Some Welsh people, for example, want to bring back the Welsh language. Some of the Scots want a government of their own.

собственное
правительство
остальная

The people of Northern Ireland often feel that the rest of Britain is not interested in them. They feel that no one understands the 'troubles' between the Catholic and Protestant communities.

There are now about four million 'black' and 'brown' Britons, who have come (or whose parents have come) to Britain since the 1950s. Most came from the West Indies, East Africa, India and Pakistan, and live in big cities like London, Manchester, Birmingham and Liverpool. Some found in Britain the life they were looking for. But many did not. Young people, especially from these 'ethnic communities', find it hard to get jobs and to be accepted.

быть
принятыми

But somehow, the traditional British way of life still goes on. Old and young, rich and poor, black and white, Londoners and country people all agree about some things even if they disagree about others. The things they agree about make them British. The things they disagree about make them interesting.

жители
пригорода



Would you like to check if you understood the article right? Read the statements below and if they correspond to the author's point of view, tick (✓) T (true), if they don't, tick F (false). See the Key on page 318 to check your answers.

		T	F
1.	Now it is harder to describe the British nation than it was earlier.		
2.	There is no change in age groups.		
3.	There is no change in traditions of work.		
4.	In different regions of the UK the interest in their own special culture is growing.		
5.	The young people from the 'ethnic communities' have a happy life in Britain.		
6.	There are some things about which the British agree. It makes them a nation.		

DID YOU KNOW...? ☉☉☉☉

Знаете ли вы...?

— The name 'England' is derived from the Old English name Englalund, which means 'land of the Angles'. The Angles were one of the Germanic tribes that settled in Great Britain during the Early Middle Ages.

происходит

племена

— The St. George's Cross has been the national flag of England since the 13th century.

Originally the flag was used by the maritime Republic of Genoa. The English monarch paid a tribute to the Doge of Genoa from 1190 onwards, so that English ships could fly the flag as a means of protection when entering the Mediterranean.

морская

(зд.) платить
дань

плавать под
флагом

— The Royal Arms of England, a national coat of arms featuring three lions, originated with its adoption by Richard the Lionheart in 1198.

герб

— England does not have an official designated national anthem, as the United Kingdom as a whole has God Save the Queen. However, the following are often considered unofficial English national anthems: 'Jerusalem, Land of Hope and Glory' and 'I Vow to Thee, My Country'.

ГИМН

— England's National Day is 23 April which is St. George's Day: St. George is the patron saint of England.

СВЯТОЙ
ПОКРОВИТЕЛЬ



Our first meeting at the 'Good Manners Club' is coming to an end. But we haven't yet spoken about one of the main qualities of the English people — sense of humour. The English are famous for it, and it's an important part of their life. In other cultures, there is 'a time and a place' for humour, but the English conversation almost always involves a joke or some humorous comment. I, for one, value most of all our ability to laugh at ourselves, not to take ourselves too seriously.

Foreign visitors often complain that it's difficult for them to understand English humour, especially puns (узпа слов). Don't get upset if you have the same problem. There's so much behind every joke: national customs, traditions, associations, events, songs, tales they are based on.

So what's the way out? The only advice I would give is to improve your knowledge of the language and culture.

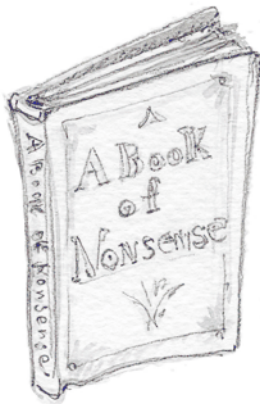
To finish up today's meeting and wishing to help you understand the English language and culture better, I would like to tell you about one of the most popular traditional forms of English humorous verse. I mean limericks.

LIMERICKS

Лимерики

A limerick is a short humorous, often nonsense, poem, especially one in five-line meter with a strict rhyme scheme (AABBA). The form appeared in England in the 18th century. It was popularized by Edward Lear in the 19th century, although he didn't use the term. He himself wrote quite a lot of limericks, and we know some other authors, but most authors are unknown. Today a lot of people who are fond of this genre continue writing limericks, publish them, get together to recite and enjoy these funny verses. The origin of the name 'limerick' for this type of poem is debated. The name is often referred to the city or county (*графство*) Limerick in Ireland.

*There was an Old Person of Burton,
Whose answers were very uncertain,
When they said, 'How d'you do?'
He replied, 'Who are you?'
That distressing Old Person of Burton.
Edward Lear, Book of Nonsense*



*There was a Young Lady of Niger,
Who smiled as she rode on a tiger;
They returned from the ride
With the lady inside
And a smile on the face of the tiger.
Rudyard Kipling*



The second meeting Вторая встреча

POLITENESS COSTS LITTLE, BUT YIELDS MUCH

Вежливость стоит немного, но много дает



Good afternoon, dear friends! Today I'm going to tell you how to ask people to do things and how to thank them for what they have done. The requests below are listed in order of politeness.



REQUESTS

Просьбы

— Help me, please!

— Will you help me, please?

— Could you help me, please? (= Would you help me, please?)

— Do you think you could do it, please?

— Do you mind my opening the window?

— Would you mind telling me about this tour in every detail?

— Will you be so kind as to come a little earlier? (*very formal*)

— Would you be so kind as to inform us about your plans?
(*very formal*)

— Помогите мне, пожалуйста!

— Будьте добры, помогите мне.

— Вы могли бы мне помочь?

— Полагаете, вы могли бы это сделать?

— Вы не против, если я открою окно?

— Вы могли бы рассказать мне об этом путешествии во всех подробностях?

— Вы могли бы оказать любезность и прийти немного раньше? (*очень официально*)

— Вы могли бы оказать любезность и проинформировать нас о своих планах?
(*очень официально*)



HOW TO ANSWER A REQUEST

Как ответить на просьбу

If you <i>agree</i> to meet a request	Если вы <i>согласны</i> удовлетворить просьбу
<ul style="list-style-type: none"> — Yes, certainly. — Yes, of course. — Sure. — I'd be glad to. — Why, yes, of course. — By all means! — I'll do it with pleasure. — All right (alright). 	<ul style="list-style-type: none"> — Да, конечно. — Да, конечно. — Конечно. — Я был бы рад (сделать это). — Ну, да, конечно. — Обязательно! — Я это сделаю с удовольствием. — Хорошо.
If you <i>refuse</i> to meet a request	Если вы <i>отказываетесь</i> удовлетворить просьбу
<ul style="list-style-type: none"> — I'm awfully sorry, but you see... — I'd like to say 'yes', but... — I'd really like to help you, but... — I'm afraid, I can't do it. — Sorry, I can't do anything. — I'm sorry to say 'no'. — I wish I could do it, but... — If I could, I would do it, but... 	<ul style="list-style-type: none"> — Мне ужасно жаль, но понимаете... — Я бы очень хотел сказать «да», но... — Я на самом деле хотел бы помочь вам, но... — Боюсь, я не смогу это сделать. — Простите, но я ничего не могу сделать. — Извините, но я вынужден сказать «нет». — Жаль, что я не могу этого сделать, но... — Если бы я мог, я бы это сделал, но...

EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT REQUESTS ☺

Все, что вы хотели знать о просьбах

As you see, there are different ways of expressing requests. The choice of an appropriate request depends not so much on **what** you are asking for, but **who** you are asking to do something for you and where it takes place.

For instance, when you ask for things in shops, booking-offices, etc., it's quite polite to say only what you want followed by **please**.

Five of those bananas, **please**.

Two singles to Oxford, **please**.

If you are sitting down, for example, in a restaurant, you should say more than just **please**. In this situation the English normally say:

Could I have the menu, **please**?

Could you tell us about this dish, **please**?

Without such a beginning, the request above sounds rather aggressive. But even with a polite beginning the phrase requires **please** at the end. If you don't use it when you ask for something, you can easily upset people.

Much depends on where in the sentence you place this magic word **please**. It is usually used at the end of requests:

Will you open the window, **please**?

In invitations and written notices **please** is usually placed at the beginning of the sentence:

Please, sit down. (*an invitation*)
Please, keep off the grass. (*a notice in the park*)

Normally **please** is not used in the middle of the sentence unless you are annoyed раздражены and want to show it. It might happen when the speaker is asking for the second time and pronounces **please** with a heavy stress.

Could you, please, send me your email address another time?

The English don't like to refuse in a direct way. They usually give an excuse so as not to hurt other people's feelings. These excuses are sometimes called 'little white lies.' чтобы не ранить чувства других людей

Answering a request with only 'Yes' or 'No' can sound rather rude. People might think that you are 'difficult to talk to'. It is more common to say a little more:

Would you come a little earlier?

Yes, please.

Could you help me with the luggage, please?

Yes, certainly.

Will you do it now, please?

No, I'm afraid I can't.

Could you stay a little longer?

I'm sorry to say 'no'. I've got to leave.

Adding an extra piece of information to 'Yes' and 'No' is appropriate when you answer all kinds of questions, not only requests:

Did you go to the cinema yesterday?

No. I didn't. I was too busy.

Are you learning English now?

Yes, that's right.



HOW TO EXPRESS GRATITUDE

Как выразить благодарность

for something small <i>(less formal)</i> <ul style="list-style-type: none">— Thank you!— Thanks a lot!— Thanks!— Thanks very much!— Many thanks!	за что-то незначительное <i>(менее официально)</i> <ul style="list-style-type: none">— Спасибо!— Большое спасибо!— Спасибо!— Большое спасибо!— Большое спасибо!
for something more important or something you didn't expect <ul style="list-style-type: none">— Thank you very much!— Thank you so much!— It's very kind of you.— I'm so grateful to you!— I'm obliged (to you).	за что-то важное или неожиданное <ul style="list-style-type: none">— Большое спасибо!— Большое спасибо!— Это очень мило с вашей стороны.— Я вам так благодарен!— Я вам обязана.

This is what you can say in reply to gratitude

Что сказать в ответ на благодарность

<ul style="list-style-type: none">— Not at all.— Don't mention it.— You are welcome.— I was glad to do it.— It's my pleasure.— That's OK (<i>informal</i>).	<ul style="list-style-type: none">— Не за что.— Не за что.— Пожалуйста.— Я был рад это сделать.— Пожалуйста (<i>это доставило мне удовольствие</i>).— Не за что (<i>неофициально</i>).
--	---

GOOD MANNERS ○○○○○

Хорошие манеры

‘Thank you’ is, perhaps, the most important phrase in English. It is the part of good manners everybody learns when a child. The same is true of other cultures, although the notion of ‘good manners’ differs from country to country. What is accepted as a cultural standard in one society might be regarded as an unacceptable behaviour in another. As the English say, ‘Every country has its customs.’

Fundamentally, the basis of good manners is consideration for others, but all civilized societies have added to their basic rule various forms of social rules which are expressed by word and behaviour. Different societies have their own expectations of behaviour and their own attitudes towards a whole range of things, such as family, work, leisure, etc. It seems important that every person realizes that there is not one fixed or correct way of doing things, but that there are many equally different and valid ways of living.

In England, the words ‘*Please*’, ‘*Sorry*’ and ‘*Thank you*’ are perhaps the most useful in any foreign visitor’s lexicon. ‘*Please*’ belongs to a family of words that includes *pleasant*, *pleasure* and *pleasing*, which is a further proof that it’s nice to be polite. ‘*Sorry*’ is also one of the most important words in the English language, which opens the doors and helps to establish contacts. ‘*Thank*’ comes from the Old English *thonc*, which has the same root as the word *think*. Thus being polite is the same as being thoughtful!

Visitors to a country should develop understanding and respect for the national culture. They need to become good observers, sensitive to linguistic and non-linguistic behaviour of native-speakers in order to avoid cross-cultural misunderstandings. The best way to behave in the country you are visiting is to follow the famous proverb:

‘When in Rome, do as the Romans do’.

POLITENESS CHECKLIST

Тест на вежливость

Now you can check if you have understood and remembered some basic etiquette rules. Tick (✓) 'do', if you think that the described behaviour is right in England. Tick 'don't' if people in England shouldn't behave like that. The correct answers are in the Key on page 318.

DOs and DON'Ts

		Do	Don't
1.	There is only one fixed and correct way of doing things in all countries.		
2.	The basis of good manners is being considerate of other people.		
3.	Learn at least a few English words before visiting England.		
4.	Use 'How do you do' as an everyday greeting when you meet people you know.		
5.	When in England or any other foreign country, learn at least some basic things about the country's national traditions and try to follow them.		
6.	Be the first to shake hands with everybody in any situation to show your positive attitude to people.		
7.	If you don't know how to behave in a foreign country, watch what the local people do, and follow their example.		



To show how important it is to observe etiquette rules let me tell you a story of an English woman Sara, who took a course of the Russian language in Moscow and then married a Russian man Alexander. He speaks English quite fluently; Sara's command of Russian is just perfect. And still they had to experience quite a number of cross-cultural difficulties.

CULTURE SHOCK ☉☉

Культурный шок

When I first met Alexander and he said to me 'Nalei mnye chai' which means 'Pour me some tea', I got angry and answered, 'Pour it yourself'. In English, without 'Could you...?' and a 'please', it sounded really rude to me. But in Russian it was fine — you don't necessarily have to add any polite words. As Alexander says, your intonation and your facial expression speak for themselves.

However, when I took Alexander home to meet my parents in England, I had to give him an intensive course in *pleases* and *thank yous*, and to teach him to say *sorry* even if someone else stepped on his toe, and to smile, smile, smile. He thought it was completely unnecessary and insincere.

наступил
на ногу
неискренний

Another thing that Alexander just couldn't understand was why people said things like, 'Would you mind passing me some salt, please?' He used to say to me, 'It's only salt, for goodness sake! What do you say in English if need a *real* favour?'.

одолжение

He also watched in amazement when at a dinner party in London, when we swallowed

some really disgusting food, I said, 'Mmm... delicious'. He preferred to say nothing. I believe in Russia people are much more direct. The first time Alexander's mother came to our house for dinner in Moscow, she told me that my soup was oversalted. Afterwards, when we argued about it, my husband said, 'Do you prefer my mother to lie to you?'

Alexander complained that in England he felt 'like a village idiot' because in Russia if you smile all the time people think that you are mad. In fact, this is exactly what my husband's friends thought of me the first time we met because I smiled at everyone, translated every 'please' and 'thank you' from English into Russian!

A problem, isn't it? Can you suggest any solution? Read what Sara and Alexander decided to do and compare it with your recommendations. This is what Sara told me:

'At home we now have an agreement. If we're speaking Russian, he can say 'Pour me some tea,' and just make a noise like a grunt when I give it to him. But when we're speaking English, he has to add a 'please,' a 'thank you' and a smile.'



What do you think of the compromise the young couple reached? Not a bad idea, isn't it?

I must say the culture shock they experienced is quite typical. Every time I visit a new country I find there something unexpected even if I have prepared well for the visit and have read a lot about the local customs and traditions. England has a lot of surprises to offer its visitors. George Mikes' story 'A warning to beginners' is just about that. I hope you will enjoy reading it.

A WARNING TO BEGINNERS ◎◎◎◎

Предупреждение новичкам

In England everything is the other way round. On Sundays on the Continent even the poorest person puts on his best suit, tries to look respectable, and at the same time the life of the country becomes cheerful; in England even the richest motor-manufacturer dresses in some peculiar rags, does not shave, and the country becomes dull and dreary.

наоборот

странные
лохмотья
унылый

On the Continent there is one topic which should be avoided — the weather; in England, if you do not repeat the phrase ‘Lovely day, isn’t it?’ at least two hundred times a day, you are considered a bit dull. On the Continent Sunday papers appear on Monday, in England — they appear on Sunday! On the Continent people have good food; in England people have good table manners.

On the Continent public orators try to learn to speak fluently; in England they take a special course in Oxonian stuttering. On the Continent learned persons love to quote Aristotle, Horace, Montaigne and show off their knowledge; in England only uneducated people show off their knowledge, nobody quotes Latin and Greek authors in the course of conversation, unless he has never read them.

оксфордское
заикание

Continental people are sensitive and touchy; the English take everything with an exquisite sense of humour — they are only offended if you tell them that they have no sense

обижены

of humour. On the Continent the population consists of a small percentage of criminals, of a small percentage of honest people and the rest are a transition between the two; in England you find a small per cent of criminals and the rest are honest people. On the other hand, people on the Continent either tell you the truth or lie; in England they hardly ever lie, but they would never dream of telling you the truth.

Many continentals think life is a game; the English think cricket is a game.



As far as I know, many learners of English find humorous stories difficult to understand. Would you like to check yourself and see how well you understand George Mikes' story?

Choose and tick (✓) the correct continuation of each statement below. To check if your answers are correct, read the story once again. See the Key on page 318.

According to George Mikes:

1. On Sundays the English....

- A. put on their best clothes ☐
- B. put on their everyday clothes ☐
- C. put on their worst clothes ☐

2. It is good manners in England....

- A. to avoid speaking about the weather ☐
- B. to speak about the weather as much as possible ☐
- C. to speak only about lovely weather ☐

3. Many English orators....

- A. learn to speak with Oxonian stuttering ☐
- B. learn to speak fluently ☐
- C. learn to speak distinctly ☐

4. People in Europe....

- A. neither lie, nor tell you the truth ☐
- B. either lie, or tell you the truth ☐
- C. always tell you the truth ☐



Did you like the story? I hope G. Mikes' famous phrase 'In England everything is the other way round' can comfort you whenever you are puzzled by another English rule of behaviour which is different from your national one.

But there are certainly some universal rules which can help us in any situation. And the people who care about good manners always look for a pattern of socially acceptable conduct. A great many of English people believe that Queen Elizabeth the Second is a wonderful example of perfect manners. Even those who dislike the Royal Family admit that the behaviour of Elizabeth the Second is beyond criticism.

By the way, it is not considered good manners to criticize a queen or a king. One can criticize the members of a royal family, the institution of monarchy, but not the queens or kings. In fact, I wouldn't recommend foreign visitors to initiate such conversations — let your hosts or partners do it if they want to. You can certainly take part in the discussion and express your opinion but don't be the one who starts it.

At the present time in England, there is much comment on whether the UK still needs the Royal Family. I have asked the visitors of our Club, people of different age and social background, about their attitude to the Royal Family. Would you like to know what they said?

WHAT IS YOUR ATTITUDE
TO THE ROYAL FAMILY? ☉☉☉

Как вы относитесь к королевской семье?

John (*aged 32, a teacher*)

On the whole, I think I'm indifferent to the Royal Family. Politically, I think the idea of a monarchy and an aristocracy is outdated and an unnecessary anachronism. However, I must also say that any attempt to put an end to the monarchy would be highly unpopular with a lot of British people. Because of this my opposition to the Royal Family is rather theoretical.

Ann (*aged 26, a housewife*)

I admire the Royal Family, with one or two exceptions. I think they do a fantastic job. If we didn't have them, then I think someone would have to invent them. I love watching them on TV and enjoy seeing all the pomp and ceremony that goes on around them. What an unforgettable show was the Queen's Golden Jubilee! I believe it's a marvellous tourist attraction, particularly for people from countries who do not have a royal family of their own.

Stephen (*aged 15, a schoolboy*)

The Royal Family? Yes, I think they are OK. They bring in lots of visitors from abroad, anyway, so they can't be all bad. In fact, I expect the tourist companies in other countries are quite envious. And it's not like they have any real power, is it? I mean, in that way, it's ideal — we've got all the advantages of having a royal family and none of the disadvantages.

Dorothy (*aged 43, a businesswoman*)

I'm sorry, but I am really against the Royal Family. Not personally, but I'm against the idea of kings and queens in general.

It's all part of the class system in my opinion. You know — working class, middle class and upper class, with the royals at the top. It's ridiculous. это смехотворно
 Besides, it's a waste of our money. Why can't Britain be a republic like France or Germany?

Charles (*aged 37, a psychotherapist*)

People no longer believe in great and wise kings and queens. They understand that the royal family are also people with their problems and worries. And that's what makes them close and dear to the Britons, especially to middle-class people. They like to read about the Royal Family, their scandals and shocking secrets. People try to find similarities with the Family, and if they do, it's very flattering. это им льстит That's why I believe we need the Royal Family as a great healing and encouraging medicine. England has had kings and queens for a thousand years — probably we'll have them for another thousand.

Elizabeth (*aged 72, a pensioner*)

I must admit, I'm a big fan of the Royal Family. I think they're wonderful, I really do. I mean they work so hard, don't they? It's good that they're not politicians. That's another thing I like about them. After all, governments come and go — people need something stable, something they can believe in all the time. Don't you agree?

And do you agree? What is your attitude to the idea of monarchy? Do you share any of the opinions you read about? If so, which ones and why?

DID YOU KNOW...? ○○○○○

Знаете ли вы...?

Some little-known facts about the British queens and kings

Несколько малоизвестных фактов

о Британских королевах и королях

— Elizabeth I became Queen at the age of 25. She reigned for 44 years and 127 days. She is the monarch with the eighth longest reign, and the third longest of any female monarch — the longest reigning female was Queen Victoria who reigned for 63 years and 216 days, and second longest is Queen Elizabeth II who has been reigning for over 60 years.

— Henry VII was the only British monarch to be crowned on the field of battle.

— Victoria was the first British monarch to travel in a train.

— George V was the first British monarch to make a radio broadcast.

— Lady Jane Grey was so tiny she was probably the only monarch to go to her coronation wearing platform shoes.

— All six of Henry VIII's wives (whom he executed) were related to each other.

— Elizabeth I had Mary Queen of Scots imprisoned for 19 years, then executed, but the two women never met.

— Elizabeth II was the first British monarch to celebrate her diamond wedding anniversary.

She is the only person in Britain who has the right to drive without license or number plate on her state car.

— Elizabeth II calls the royal family 'The Firm' which gives an idea of a business enterprise. Her phrase 'There's too much you know, History' has become very famous.



They say most queens and kings were very superstitious and believed in good and bad signs. Take, for example, George III who lost the great diamond from his crown on his wedding day and believed that it was a bad sign predicting the loss of a jewel from his empire. When George's soldiers lost American colonies in the American War of Independence, everybody remembered the prediction.

Some English people still believe in good luck and bad luck signs. Don't you think it's important for foreign visitors to know the local superstitions not to break the rules their hosts believe in?

Compare the English good luck and bad luck superstitions with the Russian ones. Which of them are similar? Which are different?

SUPERSTITIONS ○○○○

Суеверия

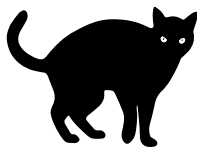
Good luck signs

— Black cats are lucky.

— Clover is a small plant. Usually it has three leaves, but a few have four. A clover with four leaves brings good luck.

— A horseshoe over the door of a new home brings good luck. But the horseshoe must be the right way up. Funnily the opinions as to which way is right differ.

— On the first day of the month, it's lucky to say 'white rabbits'.



клевер



подкова

кролики

— Catch falling leaves in autumn and you'll have good luck. Every leaf means a lucky month in the next year.

— It's good luck to see two magpies. сороки



Attention!

They say that you can reduce 'bad luck' from seeing **one** magpie by saying this rhyme, touching wood, blowing the magpie a kiss or saluting it. And good luck will be yours! Here is a nice 18th-century rhyme about magpies.

*One for sorrow
Two for joy
Three for a girl
Four for a boy
Five for silver
Six for gold
Seven for a secret, never to be told.*

Bad luck signs

— Never open an umbrella in the house.
That's very bad luck.

— Never break a mirror — that means seven years of bad luck. зеркало

— It's bad luck to see just one magpie.

— Don't walk under a ladder. лестница

— Don't walk past somebody on the stairs.

— Don't spill salt. просыпать

— Don't put new shoes on the table.

— The number thirteen is very unlucky (and Friday the 13th is a very unlucky date).

Which English and Russian superstitions are similar? Are there any differences? Do you know the origin of some superstitions? I suggest you think of the possible background of the most popular superstitions and then compare your versions with the ones I managed to find in the Superstition Encyclopedia and some other sources. But keep in mind: these are also only versions.

Don't break a mirror

Where did this superstition come from and why seven years? In Roman times, it was believed that your reflection (in a mirror or in water) represented your soul. If the reflection was distorted by the mirror breaking or a stone being thrown into the water, or something else, your soul would be distorted too, bringing you bad luck.

душа
искажена

The Romans also believed that people's health changed in 7-year cycles; so after breaking your reflection, you would have 7 years of bad health or misfortune. This bad luck would change when your body regenerated after 7 years.

неудача

Don't walk under a ladder

This is one of the most common superstitions in England. If you see a ladder propped up against a wall in England, it is very unlikely that you will see someone walking underneath it for fear of getting bad luck. It is thought that this superstition originated in Egypt thousands of years ago. The Egyptians strongly believed in the power of the pyramids. So much so that even a ladder leaning against a wall formed a



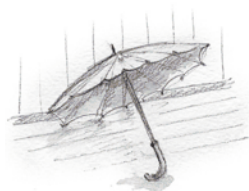
прислоненная к

triangle which symbolized a pyramid. They believed that walking under a ladder would break the 'power' of the pyramid and bring bad luck.

Don't open an umbrella indoors

There are two possible origins of this superstition. Some people believe that it originated in Egyptian times when umbrellas were used to protect people from the heat of the sun. To open an umbrella indoors was an insult to the God of the Sun.

Other people believe that this superstition started in the 18th-century London when waterproof umbrellas with large metal spokes began to be used. The umbrellas were very large and difficult to open. So they often caused an injury to someone or an object to be broken if opened in the house.



оскорбление

спицы

травма

Don't spill salt

Have you ever seen someone spill salt and then throw some over their shoulder? It is a common belief that spilling salt is bad luck. However, throwing some over your shoulder afterwards will counter the bad luck (although, not for the person standing behind you who is likely to get salt in their eyes!).

противодействовать

It is hard to believe, but many years ago salt was very expensive and spilling it was considered wasteful behaviour which could bring unlucky omens. An alternative theory is that spilling salt is an invitation to let the

предзнаменование

devil in, and throwing salt over your shoulder will keep the devil (and bad luck) away.

Don't put shoes on the table

And not just because they're dirty! According to the English superstition, putting shoes on the table (especially brand *new* shoes) is bad luck. Some people even avoid putting shoes on chairs or footstools. One explanation is that in north England in the 19th century, if a miner was killed in an accident, his shoes would be placed on the table, and this is often how his family would find out about his death. Due to this, people started to believe that putting shoes on a table was tempting fate, doing something risky or dangerous and relying on luck.

It is not clear why people specifically don't put *new* shoes on a table, but one reason could be that when people used to buy new shoes, there were nails holding the shoes together. If they were put on a table, the nails would scratch it.



шахтер

испытывало
судьбу

гвозди
царапать



Dear friends! Don't you think that being superstitious or not depends much on the family tradition? Those who were brought up in families, where everyone believed in good and bad signs, most often follow the pattern and keep the traditions all their life. Here we come to another subject of our today's discussion — the notion of family in England, family ties and so on.

I must say that the family life in England is changing. The once typical English family headed by two parents has undergone substantial changes over the past half-century. Today, divorce, cohabiting (living together without getting married) and single-parent families are common in England.

According to the King's Fund and the Office for National Statistics, today's tendencies will keep on. Have a look at the data provided by these organizations.

DID YOU KNOW...? ○○○○○

Знаете ли вы...?

1. Over the next 20 years a sharp increase in the number of people living on their own is predicted. By 2033 it is expected that 11,3 million people will be living on their own (41 per cent of all households in England); in 1961 only 12 per cent of households were single person households.

2. The growth in lone households is particularly marked for older people. The number of people over 65 living on their own is expected to grow from 3 million in 2008 to 4,8 million in 2033, and the number of people over 85 living on their own from 573,000 to 1,4 million.

3. Family structures are becoming more complex. There has been a decline in marriage and a growth in cohabiting. Over one in three (35 per cent) of all marriages are now remarriages. Stepfamilies are now the fastest growing family forms in Britain accounting to one in ten of all families.

4. The number of single-parent families is also growing, expected to rise by 31 per cent from 2013 to 2033.

5. The birth rates fluctuate significantly. Between 1993 and 2002 the annual number of births fell, but the number has been rising since. Between now and 2032, the number of live births is projected to fluctuate between 680,000 and 730,000 births per year.



Do you think that statistics alone can give us a complete picture of events and situations? In case you do not trust statistics, you can get acquainted with the views of some English people on family life in the

country. People of different age and social background were asked two questions:

- *Do you think the family life in England has changed?*
- *If so, what are the changes?*

HAS FAMILY LIFE CHANGED IN ENGLAND? ◎◎◎

Изменилась ли жизнь семьи в Англии?

Paddy (*aged 40, a sociologist*)

There are a lot of changes, but this is a global tendency. Unfortunately, some things have changed for the worse. Take, for example, the life of elderly people. Many of them are very lonely. Earlier people used to live in big family units: grandparents, parents, children. Now each generation is keen to become independent of parents. As a result, a lot of elderly people are left alone. Many old people are looked after in Old People's Homes. As a sociologist, I'm worried about the increasing number of elderly people and their future.

Glenn (*aged 63, a teacher*)

I think there have been quite a lot of changes in our family life for the past few years. There are a lot of one-parent families, unmarried people and unmarried couples. Why has that become possible? Well, first of all because of the new laws which made it easier to get a divorce, and as you know, the number of divorces has increased. However, the majority of divorced people marry again. I believe, all the changes have become possible because of us. I mean people have become more tolerant of single parents, unmarried couples and the like. Our attitudes are changing, that's the main reason.

Maria (*aged 24, a student from Russia*)

In my opinion, the English family is a rather peculiar entity as most often children are part of it until they turn 18.

Afterwards, the whole family starts functioning in the 'see you some day when you're around' mode. The children who are used to living a carefree life suddenly face the fact that their parents are expecting them to fully provide for themselves. Moreover, if they don't leave their home to rent a room with their friends, they are expected to pay their parents for water, electricity and sometimes even for 'renting' their own rooms. I know several elderly people in England who said they saw their grown-up kids and their grandkids once in several years. I must admit, English young people are much more independent than the people of the same age in other countries. However, I see a lot of downsides in such relationship.

Mark (*aged 45, a businessman*)

Well... there are some changes. More and more women do not want or can't afford to stay at home; they take part-time or full-time jobs. Naturally, it causes a lot of changes in the family. But not only, it affects professional life too. People are generally getting married at a later age now, and many women do not want to have children immediately. They prefer to concentrate on their jobs and put off having a baby until their late thirties. Frankly, when I'm employing people, I often find that I get a more intelligent and more reliable employee when I hire a woman.

Kate (*aged 22, a social worker*)

I'm not British, but I've been living here for the past three years and I've noticed some very positive changes in the family life. I think relationships within the family are different now. Parents treat their children more like equals, and children have more freedom to make their own decisions. But even now a lot of young people leave home to live in a commune. I've got a friend who did it a year ago. She's very happy there. No one tells her what to do, which is cool.

Gabby (*aged 75, a retired intellectual*)

To my mind, the family life has changed dramatically. In the past, people married before they had children, but now about 40% of children in England are born to unmarried parents. In the past, people got married and stayed married. Divorce was very difficult, expensive and took a long time. Fifty years ago this would have been socially unacceptable. I, for one, can't accept it today either, I'm worried about the future. What's going to happen to my grandchildren, to all of us, to the country?



As you can see, opinions differ. Of course, we all worry a lot about the future, and the future of our families in particular. I, for one, believe that whatever the changes, the family as an institution will survive. Let's hope against hope, and then our dreams will come true.

DREAMS

Мечты

*Hold fast to dreams
For if dreams die
Life is a broken-winged bird
That cannot fly.*

*Hold fast to dreams
For when dreams go
Life is a barren field
Frozen with snow.*


Langston Hughes

The third meeting Третья встреча

A FAULT CONFESSED IS HALF REDRESSED

За признание — половина наказания



 Good evening, dear Club members! Today I'm going to tell you what to say in English when you want to apologize, and what to say in reply to an apology. Apologizing is one of the most important behaviour rules and language skills in English. In order to make a good impression on your English hosts, you need to apologize everywhere: in the street, on the bus, at the hairdresser's, at your friends' place, in the theatre and in the conference room. Going out and coming in. 'Sorry' is a kind of a password which should always be on the lips of any foreigner moving amongst the English people. 'Sorry' prepares a path, excuses faults, calms nerves so that we can all be jolly together and not get upset.

HOW TO APOLOGIZE

Как извиниться



Apologies for something small and unimportant

Извинения за что-то незначительное

— Sorry.	— Извините.
— I'm sorry.	— Извините.
— I'm so sorry.	— Пожалуйста, простите.
— I'm very sorry.	— Пожалуйста, простите.

Replies to apologies

Ответы на извинения

— That's alright.	— Ничего страшного.
— That's OK.	— Ничего страшного.
— No problem (USA).	— Все в порядке.

Serious apologies

Извинения за серьезную провинность

— I am sorry (stress "am").	— Я прошу прощения. (ударение на "am").
— I'm extremely sorry.	— Я очень виноват (а).
— I'm terribly sorry.	— Я ужасно виноват (а).
— I'm awfully sorry.	— Я ужасно виноват (а).
— I'm awfully sorry, it's my fault.	— Я ужасно виноват (а), это моя вина.

Replies to serious apologies

Ответы на извинения за серьезную провинность

— That's quite alright.	— Все в порядке.
— Never mind.	— Ничего страшного.
— No problem at all.	— Никаких проблем.
— Don't worry (about it).	— Не беспокойтесь (об этом).
— It's not really your fault.	— Вы в этом не виноваты.

EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT APOLOGIES ©

Все, что вы всегда хотели знать об извинениях

When to use 'Excuse me'?

1. Before you disturb somebody:

побеспокоить

Excuse me, could you tell me the way to Piccadilly?

Excuse me, what's the time, please?

2. To attract somebody's attention when you do not know the person's name:

Excuse me...!

3. After you have sneezed, coughed, etc.

чихнули
кашлянули

By the way, do you know how to react when a person apologizes for having sneezed? The Russians say «*Будьте здоровы*», the English in this case say 'Bless you' or more seldom 'God bless you'. Of course, in both cultures it is alright to pretend not to notice sneezing and not to say anything if it happens during a meeting or another big gathering.

благослови
вас бог

What to say: 'Excuse me' or 'Sorry'?

The basic rule for 'Excuse me' and 'Sorry' is: we say 'Excuse me' before we do something, we say 'Sorry' after we have done something. But there are some exceptions to this basic rule.

When people say 'sorry' apologizing for something small, they can be answered 'sorry'.

For example, if you bump into somebody:

столкнулись
с кем-то

You: *Sorry.*

Passer-by: *Sorry.*



How to apologize, if you are late
 Как извиниться, если вы опоздали

— (I'm) sorry I am late. (informal)	— Извините за опоздание. (неофициально)
— Excuse my being late. (formal)	— Простите, что я опоздал. (официально)
— Excuse me for being late. (formal)	— Простите, что я опоздал. (официально)
— Sorry to have kept you waiting.	— Простите, что заставил вас ждать.



How to apologize if you interrupt somebody
 Как извиниться, если вы перебиваете кого-то

— Sorry to interrupt you. (informal)	— Извини (те), что перебиваю. (неофициально)
— Excuse my interrupting you. (formal)	— Простите, что я перебиваю вас. (официально)

A LETTER OF APOLOGY ☺☺

Письмо-извинение



It's but natural that sometimes we have to apologize when writing both business and private letters. It's worth mentioning that whether it's an email or a letter sent by regular mail, the formulas of apology will be the same.

We'll speak about business correspondence etiquette in more detail during our tenth meeting (see p. 290), and now I'll only tell you how to express apology in business letters. Apologizing in business letters is most often caused by some kind of an inconvenience, or a delay (in delivering goods, in sending the requested documentation, etc.),

or different errors, mistakes in letters and other documentation, goods missing, wrong goods sent, damage (повреждение) to the goods, etc.

Recently I have received a letter from my publishers in which they apologize for the delay in replying to my letter. I believe it could serve as a good example of a letter of apology. Have a look, please.

NEW PRESS CORPORATION
14 Redberry Street Oxford
Great Britain

Mr Politeness
13 Green Road London N9 OPB
Great Britain

Your ref.: PW/CL
Our ref.: NP/DY
5 November 20__

Dear Mr Politeness,

Thank you very much for your letter of 19 October, 20__.

I must apologize for the delay in replying to your letter.

Unfortunately, some members of our staff have recently been off sick. This has resulted in unavoidable delays in replying to letters. We can assure you that there will be no more delays in future.

The details you require are enclosed.

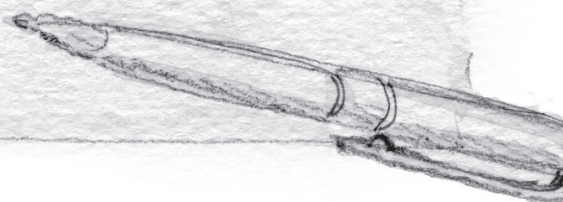
I look forward to receiving your comments on the materials sent.

Yours sincerely,

G. Pullen

Assistant manager

Enc: 5





As you can see from the above letter, there are several standard formulas to express an apology in a business letter:

1. Apologizing

I/we must apologize for

the delay in replying to your letter
not replying to your letter
the inconvenience caused
by the error

It is more apologetic and, therefore, more polite to express your apology in such a way:

We offer our sincere apologies for...
Please, accept our (sincere) apologies for...

This is usually used when the writer (or his/her company) is responsible for a serious error or mistake. The phrase ‘*We apologize most sincerely*’ is a little more formal.

2. Expressing result

This (*the staff being on holiday; the move to a new office; a misprint, etc.*) has resulted in the delay in replying to your letters (*in the shortage in the delivery of the goods*), etc.

3. Assuring

I/we can assure (*уверить*) you that (there will be no more delays/errors in the future).

HOW TO APOLOGIZE FOR THE DELAY IN REPLYING TO A PRIVATE LETTER

Как извиниться за задержку ответа на частное письмо

As usual, a private letter of apology differs from a business one mainly in style. Naturally, the subject will be different, but that goes without saying. Here is an example of a private letter of apology.

Dear Emily,

Thank you for your letter from Spain.

I'm so sorry not to have answered it for such a long time. Do forgive me!

I was away on holiday, when it arrived. I came back home only a couple of days ago, and it was so nice to find your letter.

Phil and I had a wonderful time in the West of Ireland. I spent hours and hours sitting on a cliff above the sea enjoying the view. We walked a lot and hired mountain bicycles. The hills there are quite steep! You can see it in the pictures I'm sending. Phil apologizes for the poor quality of some photos. It's really not his fault — it was foggy most of the time. But we did like it there.

I hope you are all doing well.

Give my love to David.

Keep in touch. Hugs and kisses.

Yours, Jenny.





A lot of people ask me how to apologize for not knowing English well enough. I do agree it's quite embarrassing when you don't speak the language of the country you are staying in. However, I believe we shouldn't feel unhappy if our knowledge of a foreign language isn't good enough. Can I share my experience with you? As a rule, native speakers appreciate the effort learners of their language make to master it. They usually try to encourage language learners and help them. Anyway, if you are not fluent in the language, it would be nice to say so.



WHAT TO SAY WHEN YOU DON'T FEEL CONFIDENT IN A FOREIGN LANGUAGE

**Что сказать, когда вы неуверенно себя чувствуете
в иностранном языке**

— Sorry, my English isn't very good.
— Sorry, I'm not a fluent speaker.
— My English isn't good enough.
— My English needs brushing up.
— I'm afraid my English is a little rusty.

— Простите, мой английский не очень хорош.
— Извините, я не владею языком свободно.
— Мой английский недостаточно хорош.
— Мне нужно улучшить (подчистить) мой английский.
— Боюсь, я подзабыл английский (мой английский заржавел).



HOW TO ENCOURAGE A LANGUAGE LEARNER

Как подбодрить человека, изучающего иностранный язык

— You speak Russian very well.	— Вы очень хорошо говорите по-русски.
— You speak fluent French.	— Вы свободно говорите по-французски.
— Your Spanish is perfect.	— Ваш испанский превосходен.
— You speak Chinese perfectly well.	— Вы прекрасно говорите по-китайски.
— You've made good progress in English.	— У вас заметные успехи в английском.



WHAT TO SAY WHEN YOU DON'T UNDERSTAND OR CAN'T HEAR THE SPEAKER WELL

Что сказать, когда вы не поняли или не расслышали собеседника

— Sorry?	— Простите (что вы сказали?)
— Sorry, I didn't catch what you said.	— Простите, я не понял (а), что вы сказали.
— Sorry, I didn't get you. (USA)	— Простите, я вас не понял (а).
— Could you repeat it, please?	— Вы могли бы еще раз это повторить?
— Sorry, could you say it (that) again?	— Извините, вы могли бы сказать это еще раз?

Attention!

You can hear some people say 'Pardon?' when they want the speaker to repeat what he/she said. Today the word 'pardon' shows the class you belong to. According to Kate Fox, 'a lower-middle

or middle-middle person will say ‘Pardon?’; but an upper-middle will say ‘Sorry? (or perhaps, ‘Sorry — what?’ or ‘What — sorry?’).

In the past upper classes used to say ‘Pardon?’ or ‘I beg your pardon?’ when they didn’t understand the speaker. You can come across a lot of examples of such choice of apology reading English classical literature.



WHEN YOU DON’T KNOW THE ENGLISH FOR SOMETHING

Когда вы не знаете, как что-то сказать по-английски

— What is the English for ‘...’?	— Как называется по-английски «...»?
— What do you call this thing?	— Как вы называете эту штуку?
— What do you mean by...?	— Что вы имеете в виду, (когда говорите...)?



Our talk about the language problems reminded me of another story by George Mikes — ‘On not knowing English’. I hope it will make you smile. Besides, you can check your reading skills if you do the test that follows the story.

ON NOT KNOWING ENGLISH ○○○○○

О незнании английского

I think it is vital that I give some instructions concerning the English language. I cannot do better than to repeat — with slight alterations — изменения what I have said on this subject before.

When I was sent to England in 1938 I thought I knew English fairly well. In Budapest my English proved quite fluent. I could get along with it.

On arrival in this country, I found that Budapest English was quite different from London English. I should not like to seem biased, but I found Budapest English much better in many ways.

предвзятый

In England I found two difficulties. First: I did not understand people, and secondly: they did not understand me. It was easier with written texts. Whenever I read a leading article in *The Times*, I understood everything perfectly well, except that I could never make out whether *The Times* was for or against something. In those days I put this down to my poor knowledge of English.

относил за счет

The first step in my progress was when people started understanding me while I still could not understand them. This was the most talkative period of my life. Trying to hide my problems I went on talking, keeping the conversation as unilateral as possible. I reached the stage of intelligibility fairly quickly, thanks to a friend of mine who discovered an important linguistic secret, namely that the English mutter and mumble. Once we noticed a sausage-like thing in a shop window marked pork brawn. We decided to buy some for our supper. We entered the shop and I said: 'A quarter of pork brawn, please.' 'What was that?' asked the shopkeeper. 'A quarter of pork brawn, please,' I repeated. I repeated it again. I repeated it a dozen times

односторонний

вразумительность

бормочут

и запинаятся

студень

из свинины

with no success. I talked slowly and softly; I shouted; I talked as one talks to the deaf and finally I tried babytalk. The shopkeeper still had no idea whether we wanted to buy or sell something. Then my friend had a brain-wave. 'Leave it to me,' he said in Hungarian and started mumbling under his nose in a hardly audible and quite unintelligible manner. The shopkeeper's eyes lit up: 'I see,' he said happily, 'you want a quarter of pork brawn. Why didn't you say so?'

глухой

озарение

едва слышно

The next stage was that I began to understand foreigners, but not the English or the Americans.

The more terrible a foreign accent someone had, the clearer he sounded to me.

But time passed and my knowledge and understanding of English grew slowly. Until the time came when I began to be very proud of my knowledge of English. Luckily, every now and then one goes through a sobering experience which teaches one to be more humble. Some years ago my mother came here from Hungary on a visit. She expressed her wish to take English lessons, which some of her friends attended. I accompanied her to the school and we were received by a clerk. I asked about the various classes and said that we were interested in the class for beginners. I received all the necessary information and conducted a lengthy conversation with the woman, in the belief that my English sound-

отрезвляющий

смиранный

ed vigorous and idiomatic. Finally, I paid the fees for my mother. She looked at me with astonishment and asked: 'Only for one? And what about you?'



And what about you? Are you having the same problems as the author of the story? If you want to assess your reading skills, please, do the task below.

Tick (✓) the statement which corresponds to George Mikes' story. Mind there might be more than one correct answer. To check your answers read the story once again. If you still doubt the correctness of your answers, see the Key on page 318.

1. When the author came to England, he found there some difficulties:
 - A. He didn't understand people speaking to him. ☐
 - B. He didn't understand English when reading. ☐
 - C. People didn't understand his written English. ☐
 - D. People didn't understand him when he spoke English. ☐
2. The shopkeeper was puzzled, because...
 - A. he didn't have the product the customers wanted to buy. ☐
 - B. they looked and sounded aggressive. ☐
 - C. they spoke in a mumble. ☐
 - D. he didn't understand them. ☐
3. According to the author, it's easier to understand...
 - A. the English people. ☐
 - B. foreigners speaking good English. ☐

- C. foreigners speaking English with a terrible accent. ☐
 D. the Americans. ☐

4. The clerk in the language school was astonished, because:

- A. the author paid the fee for two people. ☐
 B. the author paid the fee for one person. ☐
 C. the author didn't pay at all. ☐
 D. the author paid more than the clerk had expected. ☐

ENGLISH AS A WORLD LANGUAGE ☉☉☉

Английский — международный язык

English is one of the most widespread широко
 languages on Earth. Approximately распространенный
 380 million people speak English as their
 first language. About the same number of
 people use it as a second language. It is the
 language of business, technology, aviation,
 sport and pop music. 75 % of the world's
 mail and 60 % of the world's telephone calls
 are in English. 60 % of the world's radio sta-
 tions broadcast in English and more than ведут передачи
 half of the world's technical and scientific
 periodicals are in English. It is an official
 language in 44 countries. In 2014, there
 were 58 sovereign states and 21 non-sove-
 reign entities where English was an official субъекты
 language. Many country subdivisions have
 declared English an official language at the
 local or regional level.

Today, when English is one of the major
 languages in the world, it is difficult to realize

that in Shakespeare's time, for example, only a few million people spoke English. The other nations of Europe didn't think it was important, and it was unknown to the rest of the world.

English has become a world language, because it was used as a mother tongue outside England, in all the continents of the world. This exporting of English began in the 17th century, with the first settlement in North America. Above all it is the massive immigration in the 19th and 20th centuries and the great growth of population in the United States that has given the English language its present position in the world.

родной язык

поселение

There are three groups of people who speak English: those who speak it as their mother tongue; those who have learned it as a second language; and those who are forced to use it for a practical purpose — administrative, professional or educational. One person in seven of the world's population belongs to one of these three groups.

(зд.) вынуждены



Which group of people do you belong to? Are you a beginner?

I'll help you to learn English. It's a wonderful language. It sounds beautiful, it is very flexible (гибкий), creative and rich. And its grammar is very logical.

You shouldn't be afraid of it. Remember the English proverb:

All things are difficult before they are easy!

DID YOU KNOW...? ○○○○

Знаете ли вы...?

— English has the largest vocabulary, with approximately 500,000 words.

— There are 300,000 technical terms in English.

— Over 700 million people speak English as a foreign language.

— English is the medium for 80 % of the information stored in the world's computers.

— People who consider English to be their mother tongue make up less than 10 % of the world's population, but possess over 30 % of the world's economic power.

— English is the mother tongue of the Web.

— The longest word in the English language is the word... 'smiles' as there is a mile between the first and the last letter.



Recently there appeared a notion of political correctness (p.c.) which immediately influenced the English language usage. Political correctness in the language first of all concerns the use of gender (ynomreблeнue poдa). For example, when generalising something, one shouldn't use only the pronouns 'he', 'his', 'himself', etc. thus ignoring the feminine gender, but use he/she, his/her, etc. 'Politically correct' English presupposes more care and respect when referring to race and ethnicity. For instance, it is politically correct to refer to black people as Afro-Americans or Afro-Caribbeans. As the notion of political correctness first appeared in the USA, it mainly influenced American English, but British English is catching up (догоняет).

Would you like to read another extract from the book 'Customs and etiquette in England' by Peter Hobday which will give you a better idea of p. c. English?

Read the article and find answers to the questions given below:

1. Which word is now widely used instead of 'man' or 'woman'?
2. Which word is more acceptable today: 'woman' or 'lady'?
3. Should an unmarried woman be addressed as 'Miss' when we write to her?
4. How should black people be referred to in p. c. British English?
5. How are black people referred to in p. c. American English?

POLITICALLY CORRECT ENGLISH ○○○○

Политкорректность в английском языке

English is catching up with the notion of political correctness. So new, non-gender-specific forms like 'chair' instead of 'chairman' or 'chairwoman' are preferred. 'Person' is another word that is widely used, instead of 'man' or 'woman.' The etiquette for formal written forms of addresses now requires the use of Mr, Mrs or Ms. The older terms Miss (for an unmarried woman) and Esq. for men have largely disappeared. 'Girl' is a word to be avoided unless referring to a very young female. 'Woman' is more acceptable than 'lady', but some women prefer 'lady'; on the other hand, most men are entirely relaxed about being

председатель-
ствующий

слово, которого
стоит избегать

addressed in the traditional way as ‘gentlemen’. The general rule would seem to be: when in doubt, leave the gender out.

не указывайте
род

Key Taylor in his article ‘The British: six key attributes’ writes, ‘There are very strict laws in Britain governing gender equality and sexual harassment. The newspapers regularly feature women managers who have taken employers to court for unfair treatment. And the damages awarded when they win their cases are considerable. Be aware that the UK is a very progressive place as concerns gender equality, and avoid making jokes about women, even in all-male company’.

сексуальные
домогательства

(зд.) выплаченная
компенсация

For the moment, there are not too many traps in the language when the race or ethnicity are the subject-matter. Some words are still acceptable in England, which are less acceptable in the United States. For example, we still refer to ‘Black people’ and the word doesn’t give offence. Though many in the Black community prefer ‘Afro-Caribbean’. There are race laws in Britain, and any language that creates racial tension is a punishable offence.

ловушки
(зд.) предмет
разговора

оскорбление

наказуемое
оскорбление



I would like to continue our talk about manners, focusing this time not so much on the language but on behaviour. As social rules vary from country to country, it often happens that something which seems rude in one community is perfectly alright in another.

Thus, if we don’t know the social rules of the country we are visiting, we might apologize for something which is

accepted as normal and not offer our apologies when we are expected to do it. The visitors to our Club often ask me what can be done to avoid such mistakes. To my mind, there is only one way out — we should communicate more and learn more about each other's culture. Here are some more tips on the English etiquette rules.

ENGLISH ETIQUETTE RULES ○○○○

Правила английского этикета



Queuing is a national habit in England, and it is polite to wait your turn. George Mikes called queuing the English 'national passion'. He wrote, 'An Englishman, even if he is alone, forms an orderly queue of one'.

It's but natural for the English to follow their queuing rules, they do it instinctively, without even thinking about it. And this national habit should be respected.

One of the worst mistakes visitors to England can make is to get on a bus without waiting their turn. If you jump the queue, the other people in the queue will probably not complain loudly, but frown, raise eyebrows, cough and sign, look at the jumper with contempt. One should be able to read these secret signs of disapproval and apologize.

пройти
без очереди
хмуриться
кашлять и вздыхать
с презрением
неодобрение

Drivers in cars become very aggressive, if they think you are jumping the queue in a traffic jam. The same concerns any other kind of queue jumping. People respond in a very emotional way if someone pays to bypass a hospital waiting list to get an operation more quickly.

Eating in the street is common in England. Unlike other nations which consider it to be bad manners the English often have a snack walking down the street, especially at lunch time.

Smoking is banned in all public places in Britain. The ban came into force in 2007, and it is considered to be a huge step forward for public health. As a result the number of smokers has considerably reduced, and a lot of people consider smoking an unacceptable habit. That's why it is important to show consideration for non-smokers and follow some simple regulations.

Young children are not usually taken out to restaurants late at night and, if they make a noise in public or in a restaurant, it is considered very rude. In Victorian times it used to be said that 'children should be seen and not heard', since children did not participate at all in public life. In recent years children are playing a more active role and they are now accepted in many pubs and restaurants.

Tipping seems to be a great problem for many people who are unsure when, who and how much to tip. The important thing to remember about tipping is that it's up to you to decide whether to tip or not to tip the people who are serving you. Tipping originated as a way of rewarding good work, particularly of those on low wages, such as waiters, hotel staff, taxi drivers and hairdressers. Many hotels and restaurants now add a service charge, so you need only tip if the staff have been especially pleasant and helpful or have worked late for you. If possible, leave a tip in cash so that the individual concerned has a greater chance of receiving it directly. It is inappropriate to tip professional people such as nurses or owners of hotels, restaurants and hairdressing salons.

чаевые

вознаграждение

плата

за обслуживание

неуместно

Restaurants: 10–15 % of the bill for meals if service is not already included. Don't pay twice for the service: you should add tips only if there's a stamp 'Service not included' in the menu or at the bottom of the bill. A small token is added if you're just having coffee or tea.

Porters: about 1 pound per bag.

Doormen: 1 pound for hailing taxis or for carrying bags to the check-in desk.

Hairdressers: 10–15 % of a bill, plus 1–2 pounds for the hair-washer.

POLITENESS CHECKLIST

Тест на вежливость

Here is another politeness checklist. Tick (✓) 'do' if the behaviour is appropriate in England, tick 'don't' if the described action is inappropriate in England. You can check your answers in the Key on page 318.

DOs and DON'Ts

		Do	Don't
1.	Queue when waiting for a bus.		
2.	Give a tip to the service staff whether you liked their work or not.		
3.	Make eye contact when you are introduced to someone.		
4.	The English consider eating in the street bad manners.		
5.	If you are tired of waiting, jump the queue when registering for a flight at Heathrow airport.		
6.	Say 'Sorry' even if someone has bumped into you.		
7.	Use 'Chair' instead of 'Chairman' when speaking about or addressing a person who chairs a meeting.		



I'd like to draw your attention to the fact that quite a lot of what we communicate is done non-verbally. For example, we can often tell a lot by looking at a person's face, watching the gestures and decoding the body language.

Below you'll find an extract from the book 'How to use body language for success in business'. Do you agree with everything the author writes, or are your observations different from the author's?

Read the extract and give your point of view of the problem discussed, please.

GESTURES AND BODY LANGUAGE ○○○○

Жесты и язык тела

Good manners are manifested not only in the way we speak but also in the way we move. Mind your mimics and your body language, don't gesticulate too much. These are the general rules, but much depends on national traditions. Say, handshaking in Great Britain is not so widely used as in Europe. When Americans meet and speak, there is about a 2–4 feet distance between them. However, if you watch a Japanese speaking to an American, you will see him moving forward towards the American, trying to shorten the distance between them, which makes the American move backwards. Video recordings of this phenomenon give an impression that both men are dancing around the conference room. It partly explains why, when negotiating business, Asians and Americans sometimes misunderstand each other, the Americans thinking of the Asians as 'too familiar' and the Asians regarding the Americans as 'too cold' and 'too official'.

Many gestures are done unconsciously. For example, recent research suggests that our gestures change significantly when

we are lying. In research done in the United States it was found that when someone was lying he/she:

- increased the number of hand and face gestures;
 - shrugged their shoulders more often; пожимали
 - increased the number of body move- плечами
- ments while speaking.

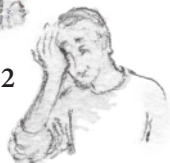
Of course, many communication gestures are the same all over the world. When people are happy they smile, when they are angry they frown, etc. But there are quite a lot of gestures which mean different things in different cultures. It seems important to know what's what in order not to have any чтобы misunderstanding.

Look at the pictures and find the English gestures which mean:

- A. Everything is all right.
- B. Let's hope for the best.
- C. I don't know.
- D. Let me think about this.
- E. Goodbye!
- F. Come here!
- G. This is exciting!
- H. Oh, no! Not again.



1



2



3



4



5



6



7



8

ENGLISH NATIONAL HABITS ○○○○○

Национальные привычки англичан

Complaining

In order to be English, or to pass unnoticed in English society, the visitor must learn not to make a fuss. A fuss is something that the true English cannot stand. It is nearly as bad as making a scene, and in the same category as drawing attention to yourself.

поднимать шум

устраивать
сцены

A clear example of *fuss* is complaining about poor service, for example in a hotel, shop or restaurant. The true English do not do this. “Just think for a moment,” says your English friend, “would *you* like to do their job?” If the receptionist ignores you, or the hairdresser blows smoke in your face, if the soup is cold or the taxi driver overcharges — say nothing. Who knows what disappointments, what secret sadness their lives might have. You may purse your lips or grit your teeth; you may raise one eyebrow quizzically, but **don’t complain**. You can always write to the local newspaper when you get home!

взимает

лишнюю плату

поджимать губы

скрежетать зубами

вопросительно

поднять одну бровь

Dress Sense

A city street in England. It’s 11.15pm on a cold Friday night in the dead of winter. Two young women in tops showing their bare waists and shoulders, and mini skirts with no tights underneath are strolling along arm in arm. “Hello, darling!” they shout, “where

обнаженные

тали и плечи

колготки

you from?" And they run off down the road screaming with laughter. "Good heavens!" wonders the visitor, "aren't they cold?" This is an example of our famous English toughness. On the other hand, in summer the same visitor may observe the English sitting on the beach wearing jackets and pullovers with long woolen socks under their sandals. The important thing to remember is that the English dress to *please themselves* and to show their independence of fashion, weather, social convention and colour theory. For many foreigners visiting England it's a welcome change to be able to dress without having to worry if their clothes are the wrong size, or don't match, or are torn, or inside out, or show off their fat legs.

визжа

(зд.) выносливость

условность

порванный
навыворот

Sense of Humour

What makes the English laugh? Can a foreigner ever learn to enjoy and to share the English sense of humour? It's not easy and may take some time, but it can be done. The eager visitor should first become acquainted with the following and their place in our national collective consciousness: toilets; trousers (when they fall down); restaurant diners with flies in their soup; little men (usually called Willy) with very large wives; doctors and patients with strange things wrong with them.

познакомиться

сознание

мухи

Understanding and telling jokes is an important part of social life in this country, and one that can cause frustration and embarrassment to the foreign visitor. Slowly build up your skills in this area. Practise laughing at a few of the best known English jokes;

вызвать
расстройство

start with very simple examples, and as you gain in confidence, try some even simpler ones. Here is an example to start you off:

приобретать
уверенность

Patient: Doctor. *Every time I have a cup of tea, I get a stabbing pain in my eye.*

острая боль

Doctor: Well, try taking the spoon out.



At the end of our today's meeting in the 'Good Manners Club' I'd like to present to you some more limericks. These ones have been written not by famous poets but by unknown amateurs (непрофессионалы). As I have told you, a lot of people collect limericks, write limericks, learn and exchange them. There are limerick lover societies, contests, festivals for adults and children. Read the ones I found for you in the Internet, and who knows... perhaps, you would like to try and write a limerick of your own?

LIMERICKS

Лимерики

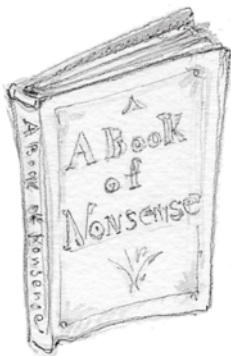
The limerick packs laughs anatomical

Into space that is quite economical.

But the good ones I've seen

So seldom are clean

And the clean ones so seldom are comical.



There once was a fish who could talk

He wanted to learn how to walk

He got out from the sea

Fell right onto me,

And I nearly died from great shock.

The fourth meeting Четвертая встреча



ALL DOORS OPEN TO COURTESY

Учтивости все двери открыты



Today's meeting at our Club is devoted to a very enjoyable topic — a visit to an English house. No doubt, it's a great pleasure to be invited but it requires some knowledge of etiquette rules.

Invitations to a meal in someone's house usually mean a relaxed afternoon or evening at the weekend. Most often men do not wear business suits, while women wear comfortable rather than fashionable clothes. It's a good idea to take a small present for the hosts. It could be a box of chocolates, a bottle of wine, or a few flowers for the hostess. In fact, the English do not present flowers as often as the Russians do. Normally flowers are bought as part of home decoration, not as a gift. Unlike the Russians, the English people (same as many Europeans and Americans) present an even number of flowers on happy occasions, while an uneven number of flowers is a symbol of sadness. The same is true of white lilies. If you are invited for dinner, expect a three-course meal. If you are invited for 'a little supper', expect something lighter. '7 for 7:30' means drinks at 7 and meal at 7:30. You are expected to arrive at exactly the time you were invited or not more than a few minutes later. Private dinners are very informal, and the dress code is informal too — no suits or ties needed. If you have an official invitation to a formal dinner, this will often specify the clothes to be worn: 'Black tie' means smoking jacket (tuxedo) and long dresses for the ladies. Otherwise, the invitation might read, 'Dress Casual'.

Would you like to look at some phrases which can prove useful when you are visiting an English family?



WHEN YOU ARE INVITED

Когда вас пригласили в гости

Greetings and small talk

Приветствия и светская беседа

— Hello! Glad to see you. Come in, please.

— Здравствуйте! Рады вас видеть. Проходите, пожалуйста.

— Hello. It's so nice of you to invite us. How have you been doing?

— Здравствуйте. Мило, что вы нас пригласили. Как вы поживаете?

— Very well, thanks. And you? You look great!

— Очень хорошо, спасибо. А вы?

Вы замечательно выглядите!

— Thank you. We've brought you a small gift.

— Спасибо. Мы принесли вам маленький подарок.

— That's very kind of you. Thanks a lot, really.

You shouldn't have bothered. Do come inside, please.

— Как это мило! Большое спасибо (на самом деле).

Вам не стоило беспокоиться. Проходите же в комнату, пожалуйста.



IN THE SITTING ROOM

В гостиной

— This way, please.

Come into the sitting room.

Please, make yourselves at home.

— Thank you. How cosy it is here! Your house has a special atmosphere!

— Сюда, пожалуйста.

Проходите в гостиную.

Пожалуйста, почувствуйте себя как дома.

— Спасибо. Как здесь уютно! В вашем доме особенная атмосфера!

— It's nice of you to say so.
Why don't we sit down and
chat a little?

What would you like to
drink: whisky, gin and tonic,
beer?

— Could I have some
orange juice instead, please?

— Of course, here you are.
What about you, Bob?

— I'd rather have a Scotch,
please.

— Help yourselves to nuts
and biscuits please.

Cheers!

— Cheers! Liz, that picture
over the mantelpiece... I
don't remember having
seen it before.

It's lovely!

— It's new. I've painted it
myself.

— Oh did you? Unbelievable!

— I'm taking a course in
painting.

I enjoy it so much.

— Sounds great! Tell me
more about it...

— Приятно, что ты так
говоришь. Почему бы нам
не присесть и поболтать
немного?

Что бы вы хотели выпить:
виски, джин с тоником,
пиво?

— Могла бы я вместо этого
попросить апельсиновый
сок?

— Конечно, вот сок.

А ты что (будешь пить),
Боб?

— Я, пожалуй, выпил бы
(порцию) виски.

— Угощайтесь орешками
и печеньем, пожалуйста.
Ваше здоровье!

— Ваше здоровье! Лиз, вон
та картина над каминной
полочкой... Я не помню,
чтобы я ее видела раньше.
Просто прелесть!

— Она новая. Я сама ее
нарисовала.

— Неужели? Невероятно!

— Я учусь рисованию
(сейчас).

Я получаю такое
удовольствие.

— Потрясающе! Расскажи
мне об этом поподробнее...



And the conversation goes on and on... The gentlemen would probably speak about the latest football match of their favourite teams, complain about traffic jams which are becoming unbearable (невыносимый), or the latest news. After 15–20 minutes of small talk, when all the guests have arrived, the hosts invite them to the dining room.



Inviting guests to the dining room

Как пригласить гостей к столу (в столовую)

— Would you like to come to the table, please?

Everything is ready.

— Will you sit here, Debbie, please?

— Bob, could you sit next to Debbie?

— Проходите, пожалуйста, к столу.

Все уже готово.

— Дебби, пожалуйста, садись здесь.

— Боб, ты мог бы сесть рядом с Дебби?



Attention!

1. There is no phrase in English equivalent to the Russian «Приятного аппетита!». If English people say something at all in the situation, it most often would be the French 'Bon appetit' or 'Enjoy your meal!'.
2. There are usually no toasts with deep eye contact as in many other cultures — not even at the beginning of the meal. We often just say 'Cheers' and drink without even waiting for the others to respond! And we certainly don't look around the whole group with our glasses raised, except in very formal dinners.



What to say when having a meal

Что говорить за столом

— Would you like some green salad?

— Не хотите ли зеленого салата?

— Thank you, with pleasure.

— Спасибо, с удовольствием.

— Help yourself to the chicken, please.

— Попробуйте курицу, пожалуйста.

— Yes, please. It smells so good.
(after having tasted the chicken).
Oh, it's delicious!

— Да, пожалуйста. Она так хорошо пахнет.
(попробовав курицу).
О, это очень вкусно!

— I'm glad you like it. Would you like some more?

— Я рада, что вам нравится. Хотите еще немного?

— Thank you. Just a little then, please.

— Спасибо. Только чуть-чуть, пожалуйста.



Asking for something when having a meal

Как попросить что-то во время еды

— Could I have some more cake, please?

— Could you pass the bread, please?

— Будьте добры, можно мне еще немного торта?

— Передайте, пожалуйста, хлеб.



Saying you don't want much

Как сказать, что вы не хотите большую добавку

Have another helping, please.

Возьмите еще добавку, пожалуйста.

Well, yes, please, but just a spoonful. I really wouldn't manage more.

Да, пожалуйста, но только одну ложечку. Мне правда больше не съесть.



Refusing something

Как отказать от какого-то блюда

Help yourself to the vegetables, please.

Попробуйте овощи, пожалуйста.

No, thank you. I'm fine (I'm OK).

Спасибо, нет. Мне достаточно.

How about another helping of the apple pie?

Не хотите ли еще яблочного пирога?

No, thank you. I'd love to have some more, but I'm full.

Нет, спасибо. Я бы рад съесть еще, но уже больше не могу.

Would you like some more chocolate pudding?

Не хотите ли еще шоколадного торта?

No, thank you. I'm afraid chocolate doesn't agree with me.

Спасибо, нет. Боюсь, шоколад не моя еда.



If you've accidentally taken too much food and cannot possibly eat it all

Если вы случайно взяли больше еды, чем вы можете съесть

I'm sorry, but it seems that my eyes are bigger than my stomach.

Простите, но, кажется, глаза у меня больше, чем желудок.



Attention!

1. Try not to say directly to your host (ess)
'I don't like it'. The main thing is not to offend your host (ess). In England you обижать
are expected to clear your plate: food
shouldn't be left uneaten.
2. Don't expect the English host (ess) to offer you the same thing
several times. Say 'Yes' if you really want something, or you might
not be offered it another time. Accordingly, if you are treating
your English guest to something and receive a 'No' answer, don't
offer the same thing again — the English mean what they say.
3. To eat pudding (dessert), break it with the spoon, one bite at a
time. Push the food with the fork (optional) into the spoon. Eat
from the spoon. (Fork in left hand, spoon in right.)
4. Napkins should be placed across the lap — салфетки
tucking them into your clothing may be con- на коленях
sidered 'common'. Children are often remind- заправляя
ed not to use a napkin to blow their noses on.
5. When clearing the table, some people ac-
cept their guests' help, but others would
rather manage on their own. If your
host (ess) has rejected your offer of help, отклонил(а)
don't insist on it.



What to say leaving the table

Что сказать, выходя из-за стола

— Thank you. That was lovely.	— Спасибо. Это было прекрасно.
— Everything was delicious.	— Все было очень вкусно.
— I really enjoyed the meal.	— Я действительно насладился едой.
— The pudding was very tasty.	— Сладкое блюдо было очень вкусным.
— Could I ask you for the recipe?	— Могла бы я попросить у вас рецепт?



Now the time has come to speak of how to behave and what to say when you are leaving your friends' house.

Your visit is coming to an end. You feel like going home. But don't hurry to stand up and say goodbye. In English culture, it isn't considered polite to just stand up and say you are leaving at the end of your visit. If you behave like that, your English hosts will think that there is something wrong. You should say at least twice that you are going to leave before you actually stand up and say goodbye.



What to say when you are leaving

Что говорить, когда вы уходите

Your first remark could be:

Сначала можно сказать:

Oh, Gosh! It's already 10 o'clock.

О боже! Уже 10 часов!

I'm afraid I must be going soon.

Боюсь, мне скоро нужно будет уходить.

Ten or more minutes later:

Через десять минут или позднее:

I really must go now.

Я действительно должен идти сейчас.



Thanking for the lovely evening

Как поблагодарить за прекрасный вечер

Thank you for having us. It's been a lovely evening. We enjoyed every minute of it.

Спасибо, что пригласили нас. Это был чудесный вечер. Мы получили огромное удовольствие.

Thank you for coming. Hope to see you soon. Come again.
Спасибо, что пришли. Надеемся на скорую встречу.
Приходите еще.

Hope to see you, too. Perhaps, at our place next time.
Goodbye and thank you again.

Мы тоже надеемся скоро увидеться. Возможно,
в следующий раз у нас. До свидания, и еще раз спасибо.

A 'thank you' message on the phone

Как выразить благодарность по телефону

I'm calling to say 'thank you'
for the lovely evening.

That was a very nice meal
yesterday.

We had a wonderful time.

Thank you so much.

Я звоню сказать «спасибо»
за замечательный вечер.

Еда вчера была прекрасная.

Мы замечательно провели
время.

Огромное спасибо.



Most English hostesses expect a short letter of thanks for the evening (lunch, party). Now most people certainly send emails. Elderly people, who are greater lovers of traditions, probably, still expect and write a letter or a picture postcard with the same thank-you note on the back.

Be it an up-to-date email or a traditional letter, it should follow a standard formula.

I would advise to write about:

— *the food (how good it was), it's polite to mention at least some dishes which you liked most;*

— *the people at the party (how interesting it was to communicate with them);*

— your hope to meet again soon.

Here is a letter of thanks my student Kattie sent me after a Saturday lunch at my place. Have a look at it. It might serve as a sample of a thank-you letter when you need to write one.

A THANK-YOU LETTER

Письмо благодарности

Dear Mr Politeness,

Thank you for the lovely afternoon. I enjoyed it so much.

The food was absolutely delicious. I especially liked the Yorkshire pudding and I still remember the wonderful taste of the cheese cake you treated us to. Could I ask your wife to share the recipe with me?

I really didn't notice how the time passed. Talking to you and your guests is always such a pleasure. Your travelling stories and photos impressed me greatly. Thank you so much. I hope to see you soon and learn more about your impressions of new journeys.

Best wishes.

Yours, Kattie.





I hope Kattie really liked the dishes I treated her to, though the English people are often criticized for the food they eat. But the English table manners enjoy the best of reputations in the world. If you want to know more about English table manners, I would recommend you to read an extract from 'Customs and etiquette in England' by Peter Hobday.

Read the extract and decide:

— *which of the titles given below the author chose for it;*
— *which title out of those you find the most suitable for the story.*

1. When you are invited
2. There are manners and manners
3. Knife and fork
4. When in England, eat as the English eat
5. Table manners

The Key on p. 318 will tell you if you've guessed the right title.

??? ○○○○○

There is a French saying which could be translated as: 'while the English have good table manners, the French know how to eat'. And it is true that while the English diner attempts to push peas onto the fork, the French diner will turn the fork upwards and use it more as a spoon, thus enjoying the food while not bothering too much with the etiquette involved.

горюх

не беспокоясь

Too many English people, for comfort, still try to eat everything with a knife and

fork (the fork held with the prongs facing down in their left hand, and the knife in the right) and dislike the American and Continental habit of first cutting food held in place with a fork in the left hand while the knife in the right hand does the business. Then the knife is put down, and the fork moves to the right hand to carry the food from the plate to the mouth. More and more young English people, however, have adopted this sensible habit, but in some of the more conservative corners of England such habits are considered common or foreign, or both.

зубцы вилки

разумный

(зд.) простоватый

But if you lunch or dine in some of the London Clubs (still mostly a male preserve, although some have moved into the present time and admit women, the Reform is but one example of this new trend) you tend to see members eating in the time-honoured fashion. And eating the traditional dishes of meat and two vegetables.

(зд.) разрешают
войтипридерживаясь
старинных
правил

The younger generation are much more relaxed and no longer dress for dinner. But again, in some parts of England a dinner jacket is essential and you should check the dress code before you go. Usually, when an invitation is printed, they will tell you; and a printed invitation usually means a formal evening. 'Black tie' is the phrase. Do not expect to eat well. The food tends to be monotonous and in tiny portions.

обязательный

маленький

The English never cease to wonder at the amounts of food served in America; equally, American visitors are amazed by small amounts of food served in England. In England there is an unwritten rule that you clear your plate, and that it is wasteful in the extreme to leave anything uneaten. So a small portion works to your advantage if you have a small appetite. расточительно

Have you chosen the title for the article you've just read? You are welcome to suggest your own title if you've got a smart idea for it.

POLITENESS CHECKLIST

Тест на вежливость

Here is one more politeness checklist. Tick (✓) 'do' if the behaviour is appropriate in England, tick 'don't' if the described action is inappropriate in England. You can check your answers in the Key on page 318.

DOs and DON'Ts

		Do	Don't
1.	When you are invited, arrive some minutes earlier than the stated time.		
2.	Present 25 flowers to your English girlfriend on her 25th birthday.		
3.	Say 'thank you' when leaving the table for the meal you had.		
4.	When you are going to leave your English hosts, say good-bye and go away immediately.		

5.	When you are going to leave your English hosts and don't want to interrupt the conversation, go away without saying goodbye and thanking your hosts.		
6.	Call your hosts or send a thank-you note for the lovely time you had.		
7.	In your thank-you letter, compliment the hosts on the food you had.		



Now you know the basic table manners traditions. Time certainly brings a lot of change, and you can often see the English, especially the young people, breaking all the rules. Much also depends on the class people belong to, the place where you eat and the situation. That's what visitors to England should always keep in mind.

But do you know what people eat in England today? There is a lot a change in the menu too. The Health Education Authority asked a number of people what sort of meals and snacks they eat regularly. Here are the most common replies to the survey.

Read about the results of the survey and make a mark if you come across anything which destroys the stereotype of English meals you had before.

ENGLISH MEALS ◎◎◎

Английская еда

Breakfast

The most popular choices are:

- a bowl of cornflakes and a cup of tea; (зд.) тарелка
- a bowl of muesli and orange juice;
- a piece of toast with marmalade;
- a yoghurt and fresh fruit with black coffee or tea.

The traditional British breakfast used to be a cooked meal of bacon, eggs and sausages, preceded by cereal or fruit followed by toast. Nowadays, when in the morning people have to hurry to their work and before that have to take their kids to school, cooked breakfast has become the privilege of the retired people. The large cooked breakfast is served mainly in hotels and is very popular with both foreign visitors and the Britons. At weekends when people get up later there appeared a new meal and a new word for it 'brunch' (breakfast+lunch) which could be heavier and slower than the everyday morning meal.

чему
предшествует

пенсионеры

Snacks and Lunches

Lunch is a light afternoon meal and is eaten at school or work. Lunch takes 30–40 minutes. In most offices there are microwave ovens for employees to use. Some people prefer a quick lunch in a café. Popular lunches are: a salad or a sandwich, a baked potato, beans on toast.

Afternoon tea

The famous '5 o'clock tea' with sandwiches, jam, biscuits or cake is another stereotype which makes the English smile when they hear tourists mention it. More often than not such meal is found in teashops and hotels than in private homes. You can buy special guidebooks to tell you where the best afternoon teas are served. While retired people can afford to follow the tradition of having the afternoon tea (usually between 4 and

5 o'clock, not necessarily at exactly 5 o'clock), most working people do not have tea as an afternoon meal. But they do have a short break in the middle of the afternoon for a cup of tea or coffee, and although tea is still prepared in a special way (strong and with milk), coffee is frequently preferred.

Dinner

Dinner is an evening meal taken between 6–8 p. m. It usually consists of two courses — meat or fish and vegetables followed by a dessert or pudding. Pre-packed or pre-cooked convenience foods are especially popular. On average, more than 3,000 million of frozen foods are sold in a year. The majority of English homes use a microwave oven for cooking. In recent years, foreign foods have become a regular part of the English diet. Indian, Italian and Chinese dishes are particularly popular for evening meals. Most supermarkets sell a wide range of meals to be heated in the microwave.

замороженный

Dinner is a get-together event in most families. It is time to exchange news and to enjoy not only the food but also a family talk. If you are staying with a host family and have breakfast and dinner with them, it's important to keep the mealtimes.

If you are going to skip your meal or be late for it, you should tell your hostess about it beforehand. English hostesses usually cook as many portions of food as required and have the food heated at the mealtime.

пропустить

заранее

Take-aways

Take-aways became extremely popular in the 1980s. The traditional British take-away is fish and chips eaten with salt and vinegar and often served in an old newspaper. Most towns and cities now offer a wide range of take-away meals, from American style hamburgers to Turkish kebabs.



Don't you think that food and eating habits are becoming more and more international?

To my mind it's good and bad at the same time. Good — because when travelling you can find the food you are accustomed to. On the other hand, it kills the pleasure of discovering unfamiliar cuisines. Besides, I'm sure that the Russian national dishes in a London restaurant can never be as good as in Moscow. And vice versa, I'm sure that our Christmas pudding should be tasted in England.

Which reminds me... Speaking about English customs and traditions, I simply must tell you about our public holidays and how we keep them.

Shall we start with Christmas? But before telling you about this wonderful festival let me offer a little quiz about public holidays. I'm sure you know the answers to most of the questions. If not, you can find them in the stories that follow the questions. But first do the quiz, please.

Holidays quiz

Праздничная викторина

1. What is the origin of the word 'holiday'?
2. What does the name 'Bank Holiday' mean?

3. How many public holidays are there in Great Britain?
4. Whose gift is the highest Christmas tree in London?
5. What's the traditional English food at Christmas?
6. Where is Santa Claus believed to live?
7. What's the origin of the name 'Boxing Day'?

Read the stories that follow to check if you have done the quiz right.

PUBLIC HOLIDAYS ☉☉

Государственные праздники

The word holiday literally means 'holy day'. буквально
святой день
Many British holidays have religious origins but in fact are not religious anymore. These are days when people do not work, they relax and have fun.

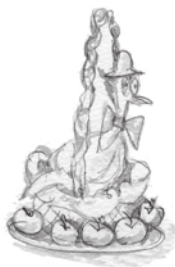
Public holidays in Britain are also called 'Bank Holidays' because, according to the Bank Holidays Act of 1871, banks are closed on these days. Summer Bank Holiday (the last Monday in August) is probably the most popular bank holiday of the year, partly because it comes at a time when children are not at school. Very many people try to make this a long weekend, and go away to the seaside or to the country. Although this is an enjoyable feast, there's nothing special about it.

In Great Britain, there are not so many public holidays as in other European countries or, say, in the USA. The British public holidays are New Year's Day, Good Friday, Easter Monday, May Day, the Spring Bank Holiday, the Summer Bank Holiday, Christmas Day and Boxing Day. Страстная пятница
Пасха

Apart from public holidays, the English have some other popular festivals and celebrations. We'll speak about them a little later. But first of all let me tell you about the holiday, which for a great many English people is the most favourite — this is, certainly, Christmas.

MERRY CHRISTMAS!

Счастливого Рождества!



You can hear this greeting in many parts of the world at the end of December. In England it makes us think of fireworks, decorations in shops and houses; traditional turkey, mince pies and Christmas pudding, Christmas trees and presents on Christmas

фейерверк

индейка

сладкие пироги

Day — December 25th.

The word 'Christmas' comes from the words 'Christ's Mass' — the celebration of the birth of Jesus Christ.

On Christmas Eve, everything is rush and panic, offices and public buildings close early and everybody does the last minute shopping.

в канун
Рождества

Streets, buses, trains are overcrowded with people hurrying home to be in time for Christmas. Most big cities, especially London, are decorated with coloured lights and Christmas trees.

In Trafalgar Square in London, there stands an enormous Christmas tree. It is a gift from the people of Oslo. Oslo has sent

a tree to London every year since 1947 as a token of gratitude, celebration and commemoration of Britain's support during the war, when the Norwegian government and royal family lived in exile in London from 1940 to 1945 during Norway's occupation. The annual gift of a Christmas tree has come to symbolize the deep and long-lasting friendship between Norway and the United Kingdom. Every winter, one of the highest and most beautiful trees is cut down, then horses pull it through the snowy forest to the docks. When the tree arrives in Britain, the police escort it to Trafalgar Square. The brightly decorated tree looks magnificent.

СИМВОЛ
благодарности

в изгнании

It is a traditional custom in England for children to put stockings at the foot of their beds at Christmas for Santa Claus to fill them with presents. Every year, almost a quarter of a million children post letters addressed to Santa Claus, telling him what presents they would like to get! The Post Office delivers the letters to a special office in Scotland and children get a reply on a card postmarked Reindeerland. Of course, not only children send Christmas cards. The number of Christmas greetings sent by grown-ups is sometimes incredible. Now Christmas is overcommercialized. Christmas cards, gifts and decorations mean big money for the shops and big problems for the customers. But also great fun for both.

BOXING DAY День подарков

In spite of its name, this holiday has nothing to do with the sport of 'boxing'. Boxing Day takes its name from the old custom of giving presents or 'Christmas boxes' on this day. In the



Middle Ages priests opened boxes with gifts to give to the poor. Later it became a tradition to exchange gifts with friends. священники

HAPPY NEW YEAR!

С НОВЫМ ГОДОМ!

New Year became a public holiday only when the UK joined the EEC (European Economic Community). But it has always been a great holiday in Scotland where it has a special name – ‘Hogmanay’. It is not clear where the word comes from, but it is associated with giving food and drinks to all visitors to your home at New Year.

According to Scottish beliefs, the first person who visits your home on New Year’s Day can bring good or bad luck. If the first visitor is a dark-haired man and he has a little gift for you, the coming year will be lucky and happy for you and your family.

The first visitors who are called ‘First Footers’ go from house to house after midnight bringing a piece of coal to wish warmth, a piece of bread to wish food and a silver coin to wish wealth. The First Footers expect a glass of whisky in every house they visit. уголь серебряная монета

In London, Scottish people gather on the steps of St. Paul’s Cathedral and at midnight sing ‘Auld Lang Syne’, a famous song the words of which were written by Robert Burns.

‘For Auld Lang Syne’ means in Scottish ‘in memory of past times’. It was translated into Russian by a famous Russian poet Samuil Marshak, and his is a wonderful literary translation. Will you try and make your own translation closer to the original? Here are the three first stanzas of the poem:

AULD LANG SYNE

*Should auld acquaintance be forgot,
and never brought to mind?*

*Should auld acquaintance be forgot,
and auld lang syne?*

*Забывать ли старую любовь
И не грустить о ней?*

*Забывать ли старую любовь
И дружбу прежних дней?*

CHORUS:

Хор:

*For auld lang syne, my jo,
for auld lang syne,
we'll tak' a cup o' kindness yet,
for auld lang syne.*

*За дружбу старую — до дна!
За счастье прежних дней!
С тобой мы выпьем, старина,
За счастье прежних дней!*

*And surely ye'll be your pint-stoup!
and surely I'll be mine!*

*And we'll tak' a cup o' kindness yet,
for auld lang syne.*

*Побольше кружки пригото́вь
И доверху налей.*

*Мы пьем за старую любовь,
За дружбу прежних дней.*



The fifth meeting

Пятая встреча



EAT AT PLEASURE, DRINK WITH MEASURE

Ешь вволю, пей в меру

Today our talk is going to be especially pleasant. We'll be speaking about celebrations and congratulations.



CONGRATULATIONS ON SPECIAL OCCASIONS

Поздравления по особым поводам

We say 'Congratulations' when:

— someone has got помолвлен engaged;

— someone has got married;

— someone has had a baby (we say it to the father and/or the mother);

— someone has got a promotion;

повышение

— someone has passed an examination;

в должности

— married couples celebrate special wedding anniversaries, such as 25th (Silver) and 50th (Golden);

юбилей

— someone has a special birthday. The most important birthdays for English people are 18, 21, 70, 80.

A hundredth birthday is the most special. Everyone who reaches the age of 100 receives a telegram with birthday greetings from the Queen.

On other birthdays we usually say:

Happy birthday!
Many happy returns!

At Christmas and on New Year's Day we say:

Merry Christmas!
Happy New Year!

Thank you.
The same to you.



A lot of English people celebrate special occasions at home inviting their friends and relations. Christmas is traditionally kept at home when all the family members get together. Other special occasions are often celebrated outside home — in a restaurant, in a club (if you are the club-member) or in a pub. In case you eat out, you'll need to know how to order your meal, how to pay the bill and what to say. Here are some recommendations.



WHAT TO SAY

AND HOW TO BEHAVE IN A RESTAURANT

Что говорить и как себя вести в ресторане

Entering the restaurant

Когда вы входите в ресторан

When you come to a restaurant, cafe or pub, don't look for a table yourself. Wait to be seated. The head-waiter or a waiter will necessarily come up to you, offer you a table and show you to your seat.

Waiter (W.): Good evening! Welcome to our restaurant.
How many are you?

Официант (О.): Добрый вечер!

Добро пожаловать в наш ресторан. Сколько вас?

Customer (C.): We are five.

Посетитель (П.): Нас пятеро.

W.: Would you like a table by the window?

О.: Вы хотели бы столик у окна?

C.: Yes, please, but not too close to the entrance.

П.: Да, пожалуйста, но только не слишком близко ко входу.

W.: This way, please. Here're the menus.

О.: Сюда, пожалуйста. Вот меню.

The waiter hands a wine list to each customer. In first-class restaurants, they have separate menus for wine and food.



Ordering drinks

Заказ напитков

Waiter (W.): Excuse me, are you ready to order your drinks?

Customer (C.): I think so. A bottle of red wine for our ladies, please.

W.: Which wine would you like to order?

C.: The French wine. Which could you recommend?

W.: We have Chablis 1994.

C.: Perfect. We all want to taste it.

W.: Anything else, sir?

C.: Gin and tonic for me, please.

Официант (О.): Простите, вы готовы заказать напитки?

Посетитель (П.): Думаю, да. Бутылку красного вина для наших дам, пожалуйста.

О.: Какое вино вы хотели бы заказать?

П.: Французское. Что вы могли бы порекомендовать?

О.: У нас есть Шабли 1994 года.

П.: Прекрасно. Мы все хотим его попробовать.

О.: Что-нибудь еще, сэр?

П.: Да, джин с тоником для меня.

W.: (addressing another customer) And what would you like to drink, sir?
C.: Scotch on the rocks, please.

О.: (обращаясь к другому посетителю) А что вы хотели бы выпить, сэр?
П.: Виски со льдом, пожалуйста.

If you have ordered a bottle of wine, the waiter will bring one and first pour a little bit of wine into your glass. You should taste it, and if you find the wine good (which is most often the case), you should say 'Yes' or just nod approvingly. Only then will the waiter fill up your glass.



Ordering starters Заказ закусок

Waiter (W.): Excuse me, have you chosen your starters?

Официант (О.): Извините, вы уже выбрали закуски?

Customer (C.): Seems like we have. I'd like to have green salad, please.

Посетитель (П.): Кажется, да. Я бы хотел зеленый салат.

C.: The same for me.

П.: Мне то же самое.

W.: What would you like to start with, madam?

О.: С чего вы бы хотели начать, мадам?

C.: I'll take melon for the starter.

П.: Я возьму дыню на закуску.

W.: How about you, sir?

О.: А вы, сэр?

C.: I'll start with vegetable soup.

П.: Я начну с овощного супа.



Ordering the main course Заказ основного блюда

Waiter (W.): What would you like to have for the main course?

Официант (О.): Что бы вы хотели заказать как основное блюдо?

Customer (C.): I'll have lamb chops and new potatoes.

C.: I'd prefer some fish dish. Is there anything special?

W.: I'd recommend fresh native oysters served with tartare sauce.

It's really delicious.

C.: I'll take your word for it and order this dish.

Посетитель (П.): Я хочу отбивные из барашка с молодым картофелем.

П.: Я предпочитаю какое-нибудь рыбное блюдо. У вас есть что-нибудь особенное?

О.: Я бы порекомендовал свежие местные устрицы с соусом тартар. Это действительно очень вкусно.

П.: Поверю вам на слово и закажу это блюдо.



When you don't know what to order

Когда вы не знаете, что заказать

Customer (C.):

I'm at a loss.

I don't know what to order.

Could you recommend something to me?

Waiter (W.): Yes, certainly, sir.

Do you like seafood?

C.: Not really.

And what's 'the soup of the day'?

W.: Oxtail soup.

It's our chef's best soup.

C.: I've never tasted it.

What is it like?

What are the ingredients?

Посетитель (П.):

Я в растерянности.

Я не знаю, что заказать.

Вы могли бы мне что-то порекомендовать?

Официант (О.): Да, конечно, сэр. Вы любите морепродукты?

П.: На самом деле нет.

А какой сегодня «суп дня»?

О.: Суп из бычьих хвостов.

Это лучший суп нашего шеф-повара.

П.: Я его никогда не пробовал.

Каков он?

Какие ингредиенты (в него входят)?

W.: It is made with beef or oxtails, some tomato paste, carrots, celery, onions, parsley, flour and some spices. There's nothing like this old English soup on a cold day like today.

C.: OK, you have persuaded me. I'll try it.

О.: Его готовят из говяжьих или бычьих хвостов, томатной пасты, моркови, сельдерея, лука, петрушки, муки и специй. Нет ничего лучше этого старинного английского супа в такой холодный день, как сегодня.

П.: Хорошо, вы меня уговорили. Я его попробую.



Ordering the pudding

Заказ десерта

Waiter (W.): Would you like to have some pudding, madam?

Официант (О.): Вы хотели бы заказать что-то на десерт, мадам?

Customer (C.): Yes, chocolate pudding for me, please.

Посетитель (П.): Да, мне, пожалуйста, шоколадный торт.

W.: Could I offer something for you, sir?

О.: Я мог бы вам что-то предложить, сэр?

O.: A cup of coffee and cheese to finish with, please.

П.: Чашечку кофе и сыр на десерт, пожалуйста.

THE SWEET COURSE ○○○○

Десерт

The sweet course in different menus can be called in a different way – ‘pudding’, ‘dessert’, ‘sweet’. Kate Fox in her much quoted here book ‘Watching the English’ explains that the choice of one of these words indicates the class of the speaker. She writes

that upper-middle and upper classes insist on the word ‘pudding’, ‘The course at the end of the meal is always ‘pudding’, whatever it consists of: a slice of cake is ‘pudding’, so is a lemon sorbet. Asking: ‘Does anyone want a sweet?’ at the end of the meal will get you immediately classified as middle-middle or below. Some American-influenced young upper-middles are starting to say ‘dessert’, and this is therefore the least offensive of the three — and the least reliable as a class indicator. It can also cause confusion as, to the upper classes, ‘dessert’ traditionally means a selection of fresh fruit, served right at the end of a dinner, after pudding, and eaten with a knife and fork’.

You can certainly use any word you like, the main thing for foreigners is usually to be understood, but the above comment might help you understand the English and learn more about them.

One more thing is worth mentioning in connection with the last meal. The English usually don’t have tea or coffee with their pudding, so if you are having dinner at your friends’, don’t expect them to serve these drinks at the end of a big meal. You can certainly order tea or coffee at the restaurant, but I don’t recommend you to do it when you order the starters and the main course. If you do that, the waiter will bring your tea or coffee at the beginning of the meal. That’s why if you want to finish your meal with tea, order it later.



Paying the bill

Оплата счета

Could I pay now, please?
Могу я сейчас заплатить?

Here’s your bill, sir.
Вот ваш счет, сэр.

Could I have the bill, please?

Будьте добры, счет.

Here you are, madam.

Вот, пожалуйста, мадам.

The bill, please.

Счет, пожалуйста.

Here you are, sir.

Вот возьмите, сэр.



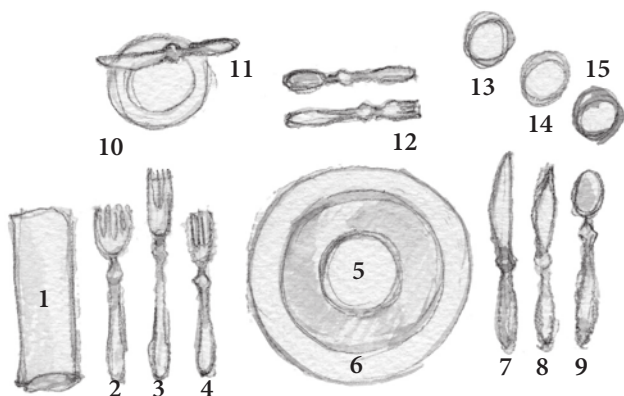
When something goes wrong

Когда вы чем-то недовольны

— I'm sorry, but we've been waiting for half an hour.	— Простите, но мы уже полчаса ждем.
— Sorry, but we made our order 20 minutes ago.	— Извините, но мы сделали заказ 20 минут назад.
— Well, sorry, but I asked for strawberry ice cream, not vanilla.	— Простите, но я просила клубничное мороженое, а не ванильное.



I'm sure nothing will go wrong when you are at a restaurant and you'll have no reason to complain. You might be surprised if there is no cloakroom in the restaurant. Most restaurants, and, of course, cafes and pubs don't have any. Customers usually put their coats on the back of their chairs or elsewhere. There will certainly be a cloakroom in a posh restaurant, which is an advantage, but there you might have some other problems, for instance, with cutlery (столовые приборы) and other dinner sets. Don't feel frustrated if you are not sure how to use them and when. I'm here to help you. The rules are universal and could be useful in any country you visit. Have a look:



- | | |
|-------------------------------|--|
| 1. Napkin | 9. Soup spoon |
| 2. Fish fork | 10. Bread and butter plate |
| 3. Dinner or main course fork | 11. Butter knife |
| 4. Salad fork | 12. Dessert spoon and cake fork |
| 5. Soup bowl and plate | 13. Water drink from the right |
| 6. Dinner plate | 14. Strong drinks drink from the right |
| 7. Dinner knife | |
| 8. Fish knife | |



Do you feel more confident in table manners now? If you still would prefer to visit a more democratic place, there is nothing like a pub. Pubs are a part of the English culture, and that's what makes them unique. I believe visiting a pub is a must when you are in England. But before dropping in a pub, read about the pub history and some pub rules.

Read a short story about the pub and its traditions and highlight the information which is new to you, please.

WELCOME TO THE PUB ☉☉☉

Добро пожаловать в паб!

The word 'pub' itself is an abbreviation of 'a public house' which sounds dull and unemotional.

I don't think you will get a better idea of what a pub really is if I say that this is a place where people drink beer. Pubs are very dear to the British people, being a peculiarly English institution. The oldest pub in England is considered to be 'The Trip to Jerusalem'. They say it was built in the 12th century.

Pubs are famous for their friendly and snug atmosphere. For many English people the pub is still the centre of their social life.

People come to pubs to meet their friends, talk sports, play darts, watch television or just relax and enjoy themselves. They try 'to make the evening of it', they come to have a good time.

On the other hand, many business people go to a pub for a quick drink after work and 'talk shop' before going home.

There are pubs everywhere in England: a small town of, say, 50,000 inhabitants will have between 50 and 100 pubs, each with its own character. Even a small village usually has its pub.

The country pub is the heart of village life. Some of them have been there for hundreds of years. There is a fireplace in winter, and you can sit out in the garden in summer.



специфический

уютный

говорят на профессиональные темы
жители

They are welcoming places, with their regular customers (usually called 'regulars') who are, as a rule, happy to talk to the visitor. For most people, this is what the pub should always be like.

Most pubs open at 11 a. m. and close at 11 p. m., except on Sundays when they open an hour later and close half an hour earlier than usual.

Women did not go into pubs at the beginning of the 20th century, because it was not considered a respectable behaviour for a woman. Now women drink freely in pubs and are fully integrated into public.

Young children cannot go into a pub until they are 14, but even at this age they should be accompanied by an adult. The minimum age for drinking alcohol is 18.

Family chain pubs, which served food in the evenings, gained popularity in the 1970s. Some pubs offer hot and cold snacks free to customers on Sunday lunchtimes to prevent them from getting hungry and leaving for their lunch at home.

завоевали
популярность

Some pubs have a long tradition of serving food, dating back to their historic usage as inns and hotels where travellers would stay. There is now a huge range of bar snacks and lunches — usually fried fish, or sausage and chips, or steak, or the so-called 'Ploughman's lunch' which is a large piece of cheese, some bread, some pickles and an onion.

ассортимент
завтрак пахаря
соленья

When you order food, you are expected to have at least one drink (each customer) as well.

Traditional games played in pubs range from the well-known darts, dominoes, cards and bar billiards to more modern games

such as video games and slot machines. Pubs hold special events, from tournaments соревнования of the popular games to karaoke nights and pub quizzes. Some play pop music and hip-hop (dance bar), or show football and rugby on big screen televisions.

Now when you know something about the pub history and its atmosphere, it's time to tell you how to behave and what to say in the pub.

At the bar counter

In most English pubs, there is no waiter service. You should come up to the bar counter стойка бара to buy drinks. As Kate Fox writes, '... the bar counter is the only place in England in which anything is sold without the formation of a queue.'

The bar counter is the place where another English sociability rule can be broken — it is possible to start a conversation with a complete stranger.

Ordering drinks

There are three main kinds of beer: lager (a light coloured beer), bitter (ordinary English beer, which is darker and heavier than lager) and mild (darker and sweeter).

Different pubs sell different makes of each kind. Their brand names usually sound attractive and extravagant, often making foreigners puzzle over their meaning. марки

In case you don't know the names of the beer in a particular pub, you can say:

A pint of bitter, please.
Half a lager, please.
Another bitter, please.

'Pleases' and 'Thank yous' are as important in pubs as anywhere else in England. If it's too noisy in the pub and your 'thank you' can't be heard, you should say it non-verbally — with your eyes or a smile. Otherwise the bar staff might be offended.

When you come to the pub not alone

When you are not alone in the pub, but with your friends or your family, it's better for one person or at the most two to come to the bar counter to order drinks and pay.

If someone buys you a drink, he will usually expect you to offer later to buy one for him (even if you are not having another drink yourself).

Round-buying

In a group of two or more people, one person should buy 'a round' of drinks for the whole group. Then other members of the group in turn will do the same. 'Buying a round' means not only paying for the drinks but also going to the counter, ordering and bringing drinks. You should say:

Now, it's my round.
What are you having?

The correct time to say that is when your friends' glasses are three quarters empty. Even if you are drinking less than others, you are expected to buy your round.



Even tipping rules in the pub differ a lot from the usual ones. Let me offer you an abridged extract called 'And one for yourself?' rule and the principles of polite egalitarianism' by Kate Fox from her book 'Watching the English'. This is what she writes about tipping in the pub.

TIPS OR NO TIPS IN THE PUB? ○○○○○

Давать или не давать на чай в пабе?

It is not customary in English pubs to tip the publican or bar staff who serve you. The usual practice is, instead, to buy them a drink. To give bar staff a tip would be an impolite reminder of the 'service' role, whereas to offer a drink is to treat them as equals.

The prescribed etiquette for offering a drink to a publican or the bar staff is to say, хозяин паба
'And one for yourself?' or 'And will you have one yourself?' at the end of your order. The offer must be clearly phrased as a question, not an instruction, and should be made discreetly. тактично

If one is not ordering drinks, it is still acceptable to ask the bartender or publican 'Will you have a drink' but the 'And one for yourself?' approach is much preferred, as it implies that the customer and the bartender are having a drink together, that bartender is being included in the 'round'. бармен
подразумевает

I observed that the English also tend to avoid using the word 'buy'. To ask 'Can I buy you a drink?' would in theory be acceptable, but in practice is rarely heard, as it carries the suggestion that money is involved. The English are perfectly well aware that money is involved, but prefer not to call attention склонны
избегать

to the fact. The understanding that this is not a tip but an invitation to join the customer in a drink is also reinforced by the behaviour of the bar staff when consuming the drink. They will always raise their glass in the customer's direction and say 'Cheers' or 'Thanks', which is normal practice between friends on receiving drinks as part of a 'round'. When the bar is particularly busy, the staff may not have time to pour or consume the drink immediately. It is quite acceptable in these circumstances for them to add the price of their drink to the customer's order saying 'That'll be five pounds twenty, then, please', and enjoy the drink later, when the bar is less crowded.

усилено
при поглощении



I hope you enjoyed reading Kate Fox's passage. I, for one, find her observations and descriptions extremely valuable. I'd like to draw your attention to her recommendation to phrase the offer 'as a question, not an instruction'. It's very important to follow this recommendation not only communicating in the pub but everywhere with everybody. And here the role of the intonation can't be overestimated.

One and the same phrase can sound polite or aggressive depending on the intonation. Your smile, eye-contact and other non-verbal means of communication are, certainly, also essential.

I hope it would be useful for you to know that today most pubs serve lunches and dinners at the table in addition to (or instead of) snacks taken at the bar. They may have a separate dining room. Some pubs serve meals at a higher standard, to match good restaurant requirements. These are sometimes called gastropubs. To get an idea of what you can eat in some pubs today, study the menu below and say if there is anything you'd like to try if you happen to visit this pub.

PUB MENU

Fine food — served all day

We serve a selection of freshly prepared food ranging from hearty pub fare to more exotic dishes and tasty vegetarian specialities — all day and seven days a week. In addition to the extensive set menu, we are pleased to offer appetising daily specials.

Light meals

SOUP OF THE DAY	£2.70
SOUP AND A SANDWICH	£2.95
OVEN BAKED JACKET POTATOES	
served with a choice of fillings	from £2.95
PLOUGHMAN'S LUNCH	£3.50

Delicious baguettes

COLD BAGUETTES	from £2.55
HOT BAGUETTES	from £2.95
both served with a choice of fillings	

Vegetarian selection

RATATOUILLE PASTA BAKE (V, new)	£4.45
SPICY BEAN CASSEROLE (V, new)	£4.45
HOUSE SALAD	£3.25

House specialities

STEAK AND DIRECTOR'S PIE (new)	£6.95
BURGUNDY LAMB PIE (new)	£6.95
ROAST CHICKEN (new)	£6.95
VEAL ESCALOPE	£6.95
MIXED GRILL	£8.95
CHICKEN PASTA "ALFREDO" (new)	£5.65
PORK CUTLET IN HONEY MUSTARD SAUCE (new)	£9.95

Fisherman's main courses

MARINER'S PIE (new)	£6.95
SALMON FILLET (new)	£6.95
HOT & SPICY SHRIMP	£8.95

Side orders

HOT GARLIC BREAD (V) 3 slices	£1.55
SLICES WITH CHEESE	£1.75
SIDE SALAD (V)	£1.95
SAUCES (V, new)	£0.80

Desserts

OUTRAGEOUS CHOCOLATE CAKE (new)	£2.95
CHERRY PIE AND CUSTARD (new)	£2.95
TOFFEE CRUNCH PIE (N)	£2.95
VANILLA,	STRAWBERRY,
CHOCOLATE ICE CREAM	£2.95

Beverages

TEA	£0.95
FILTER COFFEE	£1.05
DECAFFEINATED COFFEE	£1.05

(V) suitable for vegetarians

(N) contains nuts



Have you studied the menu? Does anything seem attractive? If not, we can go to another pub, there are lots of them everywhere. If you happen to visit several pubs in different parts of England, you'll be impressed by the variety of food, drinks and styles. In a village pub you can enjoy simple food and relaxing atmosphere,

while in some old pubs of York you might feel as if you were taking part in one of Shakespeare's plays. On a Sunday afternoon, some London pubs look like a family café. But there are days when most pubs look and sound alike. If you see a lot of overexcited, wild and sometimes vulgar men who are crying, screaming, yelling and behaving in an absolutely non-English way, you should immediately understand that a football match is on.

If you want to know more about the behaviour of the English during a football match, read a humorous story by Lucy Robinson, an English novelist, blogger and a brave adventurer. She presents her article as a guide for any non-English people who are in England at the time of a championship. In the story you'll come across the phrase 'it's caaamin 'ome' which means 'football is coming home!' and is a line from the English football anthem 'Three Lions'.

TEN THINGS THAT THE ENGLISH PEOPLE DO DURING A FOOTBALL CHAMPIONSHIP ○○○○○○

Десять занятий англичан во время футбольного матча

(abridged and adapted)

1. During an international football championship, English people (regardless of their place of birth) speak in a Thames estuary accent. They use this accent to sing songs, abuse the referee and make noises that have only a slight relationship with words. If you witness an aristocrat from Dorset screaming 'it's caaamin 'ome' you can be certain that there is a football championship in progress. Don't worry. He will come back to his normal accent once the match is over, as if nothing has happened.

устье
оскорблять

2. English people — in spite of years of irrefutable evidence to the contrary — believe

неопровержимые
доказательства

that England is capable of winning football championships. (I am as puzzled by this as you, foreigners.)

3. Be warned that English people, who normally find it weird and embarrassing to touch each other, will hurl their entire body at you if England score a goal. The embrace will be intense and it will go on for a long time, often accompanied by wild jumping and painful slaps. Please note that this uncharacteristic physical contact is not limited to hugs.

странный
всем телом
навалиться

болезненное
похлопывание

4. On a similar note, the English, known for their extreme reluctance to betray their feelings, are dangerously volatile during a football championship and require a lot of emotional support. Take a look at the average Englishman's wedding photo. He looks reasonably jolly and — because it is a special occasion — he has done something he wouldn't normally do which is to look at his wife in a way that suggests he has minor feelings of regard toward her. Look, now, at a picture of the same man taken a few seconds after England has scored a goal. Tears of great joy pour down his cheeks; his mouth is open as wide as it can be in an expression of pure ecstasy and his eyes say: I have never been, nor will ever be, this happy in my whole life.

нежелание
демонстрировать
свои чувства

5. English people, especially men, have a very unfortunate habit of removing their tops during football championships. As you have probably noticed, this is a shame.

внимание

снимать майку

6. Referring back to characteristic No.1, the English only know one song during a football championship. If we are to be pedantic, we would say that the English know only one line of one song during a football championship. Were you to suggest a rousing chorus of 'Land of Hope and Glory' during a match, the English person would stare at you uncertainly and then, after a confused pause, start singing 'it's caamin 'ome, it's caamin 'ome, it's caamin...'

7. During a football championship the English don't go to work very often.

8. The English cultivate a mood of outraged victimhood during a football championship. They are very fond of declaring the referee to be a ... (when he points out that English players have fouled. They also make known that every member of the opposing team is a ..., and all of their supporters too. It's definitely their fault. And the morning after another inevitable defeat, angry headlines will declare that the England coach is a c..t. The hand of God goal will be cited. The English are very clear that it is NOT THEIR FAULT.

жертвы обмана

нарушили
правила

вина
неминуемое
поражение

9. The English like to defend their unlimited insanity during a championship by saying that football is very important and it's basically all about international relations and foreign policy, yeah? When pushed to clarify exactly what football means for international relations — say between Israel and Palestine — they are less clear. Should you push them further on this point you will probably be met with a mutinous glare and a loud chorus of 'it's caamin 'ome, it's caamin 'ome'.

безумие

свиристый
взгляд

10. The English are — to a man — completely unable to deal with penalty shoot-outs. If you walk into an English pub and you find grown men pacing up and down, clutching their heads, crying, it is likely that a penalty shoot out is taking place. The unfortunate fact of the matter is that England cannot win a penalty shoot out and, while most England fans have convinced themselves that England is capable of winning a championship (see point 2), not even the most die-hard among them can extend this lunacy to penalties. They know they're going down. 'I cannot explain to you the depths of the horror and the awfulness we experience during penalties,' an Englishman said to me today. 'It is worse than death.'

(зд.) разгром

убедили

безумие



Here are the lyrics of the official anthem of the England football team quoted by Lucy Robinson. 'Three Lions' was released in 1996, the year when European Championship was held in England. The title comes from the emblem of the England football team. Some names mentioned in the song belong to famous footballers:

Jules Rimet (1873–1956) was the 3rd and the longest serving President of FIFA. The Jules Rimet trophy was named after him. Gazza (Paul Gascoigne) and Sheara (Alan Sheara) are world famous former England football players.

Enjoy the lyrics and, if you wish, you can find the song on YouTube and join in singing.

FOOTBALL'S COMING HOME

Футбол возвращается домой

We still believe, we still believe

It's coming home,

It's coming home, it's coming

Football's coming home

It's coming home,

It's coming home, it's coming

Football's coming home

Tears for heroes dressed in grey

No plans for final day

Stay in bed, drift away

It could have been all

Songs in the street

It was nearly complete

It was nearly so sweet

And now I'm singing

three lions on a shirt

Jules Rimet still gleaming

No more years of hurt

No more need for dreaming

Talk about football coming home

and then one night in Rome

We were strong, we had grown

And now I see us ready for war

Gazza good as before

Sheara certain to score

and I come screaming

Three lions on a shirt

Jules Rimet still gleaming

30 years of hurt

Never stopped me dreaming

I know that was then

But it could happen again

It's coming home,

It's coming home, it's coming

Football's coming home.

ENGLAND! (clapping)

ENGLAND! (clapping)

ENGLAND! (clapping)



The sixth meeting Шестая встреча

WHEN IN ROME, DO AS THE ROMANS DO

В чужой монастырь
со своим уставом не ходят



The English are known as great home lovers, and they do their best to make their houses attractive and comfortable. If you want to get inside the host culture during your visit to England, the best way to do it is to stay with an English family. Hotels may be quieter and more comfortable, but they shield (ограждают) visitors from the realities of life. It's only by plunging into the hurly burly (только погружаясь в суету) of family life that the visitor gets to know the people and the country.

Visitors are expected to respect the host's house rules. I'll tell you about some basic things one should know when staying with an English family. I hope this information can help the people, who are going to rent a room or an apartment, and some rules might be useful if you are staying with your English friends.

Why don't we start from the very beginning — a visitor's arrival at the host's house?



STAYING WITH A HOST FAMILY IN ENGLAND

Проживание в семье в Англии

*Arriving**Прибытие*

— Hello, you must be a student from Russia. I'm your hostess, June Forsyte.

— Здравствуйте, вы, должно быть, студентка из России. Я ваша хозяйка, Джун Форсайт.

— How do you do, Ms Forsyte. Nice to meet you. My name is Kate.

— Здравствуйте, г-жа Форсайт. Рада познакомиться. Меня зовут Кейт.

— Nice to meet you too, Kate. Come in, please.

— И я рада познакомиться с вами, Кейт. Пожалуйста, проходите в дом.

— Thank you, Ms Forsyte.

— Спасибо, г-жа Форсайт.

— You can call me by my first name — June. Did you have a good journey?

— Вы можете называть меня по имени — Джун. Вы хорошо доехали?

— Thank you, June. It was fine.

— Спасибо, Джун. Все было хорошо.

— Would you like to see your room, Kate? This way, please.

— Вы хотели бы увидеть вашу комнату, Кейт? Проходите сюда, пожалуйста.

**Attention!**

1. Use your host family's first names only if they encourage you to.
2. It isn't necessary to arrive with a gift if you rent a room and pay for your stay. On the other hand, a nice souvenir will impress your host family. But it should be something insignificant, just a little token.



In the room

В комнате

— Here's your room.	— Вот ваша комната.
— Here's your bed.	— Вот ваша кровать.
— You can use this wardrobe.	— Вы можете пользоваться этим гардеробом.
— You might need these bookshelves.	— Вам могут понадобиться эти книжные полки.
— Tell me if you need something extra.	— Скажите мне, если вам потребуется еще что-то дополнительно.
— Tell me if you need an extra blanket or pillow.	— Скажите мне, нужно ли вам еще одно одеяло или подушка.



Attention!

You shouldn't hesitate to ask your hosts any questions concerning your stay. The sooner you do it, the better oriented you are. If you haven't yet personally discussed the rent with your host and just learnt it from your tourist agent, clarify the question right at the beginning of your stay to avoid any misunderstanding in the future. The same concerns some particular house rules which your hosts might expect you to keep.



Speaking about rent and house rules

Говорим об аренде и о правилах (поведения) в доме

— Could I ask you about the rent?	— Могла бы я спросить вас об аренде?
— What's the rent, please?	— Какова арендная плата?
— What does the rent include?	— Что включает арендная плата?

<p>— Does the rent include meals?</p> <p>— When do you want me to pay the rent?</p> <p>— Are there any particular house rules you'd like me to know?</p> <p>— Are there any particular house rules you expect me to keep to?</p>	<p>— Арендная плата включает еду?</p> <p>— Когда вы хотите, чтобы я оплатила аренду?</p> <p>— Есть ли в вашем доме какие-то специальные правила, которые вы бы хотели, чтобы я знала?</p> <p>— Есть ли в вашем доме какие-то специальные правила, соблюдения которых вы от меня ждете?</p>
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Asking about using the bathroom and toilet

Вопросы о пользовании ванной и туалетом

<p>— Where's the bathroom, please?</p> <p>— Which bathroom can I use?</p> <p>— Where's the loo (=toilet), please?</p> <p>— Which loo (=toilet) can I use?</p> <p>— When is the best time for me to have a bath?</p> <p>— When is the best time for me to have a shower?</p> <p>— Could I have a shower now?</p> <p>— Would it be all right if I had a hot bath now?</p>	<p>— Где ванная комната?</p> <p>— Какой ванной я могу пользоваться?</p> <p>— Где туалет?</p> <p>— Каким туалетом я могу пользоваться?</p> <p>— В какое время мне лучше всего принимать ванну?</p> <p>— В какое время мне лучше всего принимать душ?</p> <p>— Я могла бы принять душ сейчас?</p> <p>— Я могла бы принять горячую ванну сейчас?</p>
---	---



Attention!

1. 'Toilet' is one of the words that indicate what class the person who uses the word belongs to. According to Kate Fox, the correct upper-middle/upper term is 'loo' or 'lavatory'. The working classes usually say 'toilet', and so do most lower-middles and middle-middles. You can also hear some people using the words 'gents', 'ladies', 'facilities' and 'convenience'. People who speak American English call a toilet 'restroom' or 'bathroom'. I would recommend you to use the word 'toilet' in public places, and to call a toilet 'loo' when you are staying with an English family. As usual, listen carefully to what your English hosts call the place and say the same.
2. English people are particular about water saving. They usually don't have a mixer tap, just two separate taps for cold and hot water, and use plugs in their washbasins for mixing water. It creates certain inconvenience for foreign visitors who are accustomed to using running water. Anyway, I would recommend you to ask:

смеситель

затычки

привыкли

Shall I necessarily use the plug,
or could I use running water?

If the hosts insist on your using the plug to save water, you can offer to pay extra money for using running water.



Asking about the mealtimes
Вопросы о времени приема пищи

— When do you have breakfast?	— Когда вы завтракаете?
— What time is dinner?	— В котором часу ужин?
— When is breakfast on Sunday?	— Когда вы завтракаете в воскресенье?
— Would it be all right if I had breakfast earlier on Saturday?	— Вам было бы удобно, если бы я завтракала пораньше в субботу?



Attention!

As a rule, rent includes breakfast and dinner on weekdays, and breakfast on Saturday and Sunday. Some host families might also provide lunch at the weekend, but that's quite a rare case which is usually specified.



Asking about the time to come home

Как спросить, в какое время можно возвращаться домой

— What time do you expect me to come home?	— В котором часу вы ожидаете моего возвращения домой?
— Is the front door locked at night?	— Входная дверь закрывается на ключ ночью?
— Will I have my own key to the front door, please?	— У меня будет свой ключ от входной двери?
— Sorry, could you show me how to lock and unlock the door, please?	— Простите, вы могли бы мне показать, как закрывать на ключ и отпирать дверь?
— I may be a bit late this evening; I'm going to the theatre.	— Я могу задержаться сегодня вечером; я иду в театр.

— I'm afraid I won't be in until Sunday evening. I'm going on a two-day tour.

— Боюсь, я возвращусь не раньше, чем в воскресенье вечером. Я еду в двухдневную поездку.



How to use the phone

Как пользоваться телефоном

— May I use the phone, please?

— May I use the phone for a local call, please?

— Shall I pay for my local calls, or does the rent include them?

— Can my friends call me here?

— Вы позволите использовать ваш телефон?

— Могу ли я воспользоваться вашим телефоном для местного звонка?

— Должна ли я платить за местные звонки или арендная плата включает их?

— Могут ли мои друзья звонить мне сюда?



Attention!

Telephoning is expensive in England. Local calls cost a lot, too. That's why you should ask for permission to make even local calls and offer to pay for them.



What to say when you need something

Что сказать, когда вам что-то нужно

— Could I have another blanket?

— Could I have another pillow, please?

— Могла бы я попросить еще одно одеяло?

— Могла бы я попросить еще одну подушку?

<p>— I feel cold. Could I have some extra heating in my room?</p> <p>— Could I have some more coat hangers?</p> <p>— Do you think I could use your iron?</p> <p>— Do you think I could use your hair dryer?</p> <p>— I wonder if I could borrow a pair of scissors (a needle, white thread, etc.).</p> <p>— Could you show how to turn on/off your electric stove (microwave, kettle, coffee machine)?</p> <p>— Sorry, but could you show me where I can do the washing?</p> <p>— Where can I dry my clothes, please?</p>	<p>— Мне холодно. Можно было бы включить дополнительное отопление в моей комнате?</p> <p>— Могла бы взять еще несколько вешалок?</p> <p>— Могла бы я использовать ваш утюг?</p> <p>— Могла бы я воспользоваться вашим феном?</p> <p>— Я хотела узнать, можно ли взять (взаймы) ножницы (иголку, белые нитки и т. д.)?</p> <p>— Вы могли бы мне показать, как включить/выключить электропечку (микроволновую печь, чайник, кофеварку)?</p> <p>— Простите, вы могли бы мне показать, где я могу постирать?</p> <p>— Где я могу просушить свою одежду?</p>
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When something goes wrong

Когда что-то случилось

<p>— I'm afraid I've lost my key.</p> <p>— Oh, sorry, I've spilt my coffee on the table cloth.</p> <p>— I'm very sorry, but I've broken the vase in my room. I'd like to pay for it or to buy a new vase.</p>	<p>— Боюсь, я потеряла свой ключ.</p> <p>— О, простите, я пролила кофе на скатерть.</p> <p>— Мне очень жаль, но я разбила вазу в моей комнате. Я бы хотела заплатить за нее или купить новую вазу.</p>
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Asking about transport
Как спросить о транспорте

— Excuse me, how do I get to the centre from here?	— Простите, как отсюда доехать до центра?
— Where is the nearest underground station here?	— Где здесь ближайшая станция метро?
— Where is the nearest bus stop here?	— Где ближайшая остановка автобуса?
— Can I walk to the nearest tube station, or do I need to take a bus?	— Могу ли я дойти пешком до ближайшей станции метро или я должен сесть в автобус?
— What bus do I take to get to the railway station?	— Каким автобусом я могу доехать до вокзала?
— How often do the buses run at night?	— Как часто автобусы ходят ночью?
— What's the fare by bus from here to Trafalgar Square?	— Сколько стоит проезд в автобусе отсюда до Трафальгарской площади?
— How long will it take me to get there?	— Сколько времени потребуется, чтобы доехать туда?



When you'd like to offer help
Когда вы хотите предложить помощь

— Can I do anything to help you?	— Могу я что-то сделать, чтобы вам помочь?
— Can I give you a hand with cleaning?	— Я могу помочь вам с уборкой?
— Let me help you, please.	— Пожалуйста, позвольте вам помочь.
— Let me help you to lay the table, please.	— Позвольте помочь вам накрыть на стол.

— Would you like me to wash up?	— Вы хотите, чтобы я вымыла посуду?
— Can I use the dishwasher?	— Я могу воспользоваться посудомоечной машиной?
How do I switch it on?	Как ее включить?



Attention!

Your offer to help about the house will be appreciated by your hosts. But if they say 'no' to your offer, you shouldn't insist. Normally, when the English say 'no', they mean it.



When you are leaving the room *Когда вы выходите из комнаты*

— Could you excuse me, I think I'd better go to bed earlier today. I have to get up early tomorrow.	— Вы не возражаете, если я вас покину? Думаю, мне сегодня лучше пораньше лечь спать. Завтра я должна рано встать.
— Will you excuse me? I'd like to check my mail.	— Простите, я вынужден вас покинуть. Я бы хотел проверить свою почту.



Attention!

If you are sitting in a sitting room or kitchen with your English hosts and you want to leave the room for any reason, you are expected to say where you are going. If you don't say it, people might think you are upset for some reason, or there's something wrong.



What to say when you are going to a bathroom or toilet

*Что сказать, когда вы идёте в ванную
или туалетную комнату*

— Excuse me for a moment.	— Извините, я покину вас на минутку.
— Excuse me, I'm just going upstairs.	— Простите, я пойду наверх.
— Excuse me, I'll be back in a moment.	— Извините, я возвращусь очень быстро.

POLITENESS CHECKLIST

Тест на вежливость

It's time to test how well you remember the recommendations about staying with an English family. Decide what you should do or say in each of the following situations and then compare your answers with the Key on page 318.

1. Your host Mr John Smith meets you at the airport.

What do you say when you first meet him?

- A. Hi! Nice to see you. ☐
- B. Hello! Nice to meet you. ☐
- C. How do you do, John. Nice to meet you. ☐
- D. How do you do, Mr Smith. Nice to meet you. ☐

2. At the end of your first day in England your hostess says, 'Shall I make a cooked breakfast for you?'

What's your answer?

- A. Yes, please. ☐
- B. No, you needn't. ☐
- C. Yes, thank you. But I can easily do without it.
I can have whatever you have. ☐
- D. That's what I usually have at home. ☐

3. In the morning your hostess Mrs June Lewis says,
'Good morning. Did you sleep well?'

What do you say?

- A. Morning, Mrs Lewis. ☐
B. Yes, thank you. And what about you? ☐
C. No, it was a terrible night. ☐
D. Hello, June, I saw such a wonderful dream.
Let me tell you about it. ☐

4. You would like to know if you can take
a shower every morning.

What would you say?

- A. Can I take a shower at 8 o'clock? ☐
B. I have to leave for the language course at 8:30 a. m.
Would it be alright if I had a shower at 8 a. m.? ☐
C. I must take a shower no later than at 8:30. ☐
D. When do you take a shower in the morning? ☐

5. Your hostess is cleaning the flat.

You offer to help her, but she says: 'Thank you,
I think I'll manage.'

What would you do?

- A. Repeat your offer to help. ☐
B. Say: 'I'm sorry.' ☐
C. Go and clean your room. ☐
D. Say: 'OK. Tell me if you think
I can do something.' ☐

6. You'd like to wash your clothes.

What would you do?

- A. Tell your hostess that you'd like to do your laundry. ☐
B. Tell your hostess that you'd like to have your
laundry done. ☐
C. Ask your hostess to wash your clothes. ☐
D. Ask your hostess if you could do your laundry. ☐



There are quite a lot of things to learn, aren't there? But you shouldn't worry if you can't remember all of them. Let me remind you of the universal rule: watch your hosts and follow the pattern. Your host family is a valuable source of information about England. You can learn a lot from them.

I'm often asked what to speak about with the hosts to establish good relations with them. I don't think there's a lot of difference between the English and other nations in this respect. Anyway, here are some tips. Decide for yourself if there is much or little difference in conversation preferences between your country people and the English.

WHAT TO SPEAK ABOUT TO PLEASE YOUR HOST FAMILY ☺☺☺

О чем говорить, чтобы угодить принимающей вас семье



The English people like speaking about their home, children, family, pets, hobbies, leisure time, holidays, sports, the English language and the differences in accents between different parts of the country. Your hosts might care for gardening, DIY (Do-It-Yourself), cricket, mountaineering, walking, cycling, computer games, fitness, crossword puzzles, and they will be glad to chat with you about their favourite pastime activities. Your host can tell you about his local pub, and there is a chance of being invited to join him one day.

Of course, there are people and people, and each person has his/her likes and dislikes or preferences in conversation, but the topics I mentioned could please most English people. Most hosts would certainly be interested in asking you about the

purpose of your visit to England, your family, work, lifestyle, your country, customs, traditions and so on.

Some hosts might turn out to be not very talkative, don't impose yourself on them. But next time, when you decide to stay with a host family for the sake of the language practice, ask your agent to select the hosts who are ready to socialize more with their tenants.

There are some topics that should be avoided. As I have already told you during our first meeting, it is not considered good manners to talk about money, except to complain about the lack of it. People never tell anyone how much they earn or will earn. In fact, it is good manners in England to explain how much you have saved buying the marvellous wine you are drinking. If this is very different from your country's cultural tradition, try to understand. The more understanding you are, the more you will enjoy your stay.

их нехватка
сколько они
зарабатывают

In terms of etiquette, always try to praise your host's pet, if there is any. Even if the pet jumps on your lap and tries to lick you.

лизать

For some English people, animals seem to be more important than human beings. There are many stories of cats and dogs being left large sums of money when their owners die. There are cemeteries for household pets, and the sale of pet food is enormous. With so much care given to animals, be sure to pay compliments to your host's pets — there's hardly anything to please them more.

(зд.) люди

кладбища

This is what my neighbour, who is a young man of 27, told me about his attitude to pets, ‘When I come home after a long day in the office tired and exhausted, no person, no medicine can help me better than my pets. I’ve got a dog and a cat. Amazingly, they are great friends. I adore them. There’s something about their character that attracts me. They are always loving, faithful and wonderful company. They are not dishonest or two-faced. Although I’ve never been a member of any animal protection society I think I can call myself an animal lover. I’m certainly against any animal abuse.

изнуренный

верные

плохое

In England the phrase ‘It’s a dog’s life’ is an expression of envy. Go into any English supermarket and look at the huge selection of mouth-watering foods available for pets, not to mention the doggy chocs, cat treats, wool-len coats, jewel-encrusted collars and all the medicines and toiletries with which to care for your dog, cat, hamster, or even your goldfish.

обращение

зависть

хомяк

The unusually privileged position of animals in the English household is exemplified by the following story:

иллюстрируется

An English woman is describing her family to a foreign visitor. ‘There’s me. And my husband. And our two cats.’

‘No children?’ asks the stranger.

‘We did have’, comes the reply, ‘but we had to get rid of our children, because the cats were allergic to them.’

избавиться

If you burst into laughing, when your hosts tell you this funny story — your sense of humour will be appreciated.



As I have already said, one of the most enjoyable topics you can suggest is the people's leisure time. I'm sure people in any country like speaking about that. The latest research shows that people who enjoy hobbies live longer, have stronger marriages and adjust to their new lifestyles better. So which are the hobbies playing a vital role in the mental wellbeing (благополучие) in the UK today? The information below has been provided by the UK National Health Service.

Read about the nation's favourites and compare them with the most popular hobbies in your country.

THE MOST POPULAR HOBBIES ◎◎◎◎

Самые популярные увлечения

Knitting

Knitting is booming in Britain, with вязание craft retailer Hobby Craft reporting particularly strong take-up amongst women aged between 20 and 35. The UK Hand Knitting Association estimates that around 7 million women in the UK have an interest in knitting or sewing. шитье

Deco mache

This modern take on the old art of decoupage involves decorating objects with paper — and is a growing trend with women keen to give household objects like tables and chairs a new lease of life. It's popular with kids too, as a great activity that they can do with mum or dad.

Matchstick model kits

The traditional model-making company Hobby's reports strong growth in sales of these matchstick kits, which go down well with men on the verge of retirement who are seeking a long-term project.

наборы
деревянной
части спичек

Dancing

Especially popular amongst the young, dance has been taken up by 19 % of us at some point in our lives according to research from price comparison website Pricerunner.

Collecting

An old favourite: around a third of us have been collectors at one point or another, and 13 % of the UK is still building up collections today, according to Pricerunner's survey.

Rambling

Few pastimes can beat a 'walk in the countryside' or, as the English call it, rambling, which topped a poll of Britain's best-loved pastimes.

Gardening

Britain remains a nation of avid gardeners, a hobby that ticks lots of physical and mental health boxes. According to research from Age UK, more than a third (38 %) of pensioners say that gardening is the hobby that gives them the most pleasure in life.

Birdwatching

The British Trust for Ornithology (BTO) reports that it has more volunteer birdwatchers than ever. It says that more than 40,000 contributed to its 'Bird Atlas' project counting British birds. Social media is fuelling the hobby further, especially among

young enthusiasts, with the BTO boasting over 18,000 Twitter followers and just about 10,000 Facebook fans.



Dear friends! So far we've been considering some etiquette rules and communication problems, you might face, when staying with the host family or with your English friends.

We haven't yet spoken about staying at the hotel and the expressions one might need to deal with the staff there. I know you've booked your rooms online, and you were lucky not to have any problems when you arrived at the hotel. Anyway, let's have a look at some typical situations to be able to cope with them if necessary.



IF YOU ARE STAYING AT THE HOTEL

Если вы остановились в гостинице

At the hotel reception

У стойки администратора гостиницы

Receptionist (R.):

Good morning, madam.

How can I help you?

Customer (C.): Good

morning. I've got a reservation for a single room in your hotel.

R.: Yes, madam. What's your name, please?

C.: Love, Marion Love.

I made a reservation two weeks ago.

Администратор (A.):

Доброе утро, мадам.

Чем могу быть полезен?

Клиент (К.): Доброе утро.

У меня забронирован од-
номестный номер в вашей
гостинице.

A.: Да, мадам. Ваше имя,
пожалуйста.

К.: Лав, Марион Лав.

Я бронировала номер две
недели назад.

R.: Right, Ms. Love.

A single for three nights.

Could I have your
passport, please?

C.: Here you are.

Is there Wi-Fi in the room?

R.: I'm sorry, madam, but we
only have Wi-Fi here in the
hall and in the conference
room on the tenth floor.

C.: Good. What time is
breakfast, please?

R.: You can have breakfast
from 7:30 to 10.30 on
weekdays and from 8:00 to
11:00 at weekends. The
restaurant is on the ground
floor. Here is your passport
and the key to your room.
It's room 505 on the fifth floor.

The lift is in the left-hand
corner of the lounge. Shall I
call a porter for you, madam?

C.: No, thank you.

I'll manage.

R.: Don't hesitate to ask me
for help if you have some
problems.

Have a nice stay in our hotel!

R.: Thank you.

A.: Верно, г-жа Лав. Од-
номестный номер на трое
суток. Будьте добры ваш
паспорт.

K.: Вот, возьмите.

В номере есть Wi-Fi?

A.: Простите, мадам,
но у нас Wi-Fi есть только
здесь, в холле, и в конфе-
ренц-зале на десятом этаже.

K.: Хорошо. В котором часу
завтрак?

A.: Вы можете завтракать
с 7.30 до 10.30 в будние дни
и с 8.00 до 11.00 в выходные
дни. Ресторан на первом
этаже.

Вот ваш паспорт и ключ
от вашего номера. Комната
505 на пятом этаже.

Лифт в левом углу холла.
Вызвать для вас портье,
мадам?

K.: Нет, спасибо.

Я справлюсь.

A.: Если у вас возникнут
проблемы, не колеблясь,
обращайтесь ко мне за по-
мощью.

Желаю вам приятного пре-
бывания в нашей гостинице!

K.: Спасибо.

**Attention!**

If you booked your hotel online, it's recommended to have a copy of your reservation, just in case.

***Problems, problems, problems...***

Проблемы, проблемы, проблемы...

Receptionist (R.): Good evening, madam.

Can I help you?

Customer (C.): Good evening. My name is Christina Berentz. I've made an online reservation for a room in your hotel.

R.: Just a moment, madam.

Right, a double, facing our beautiful park.

C.: Great! There are two beds in the room, aren't there?

R.: Oh, no, madam. There's only one bed in the room, but the bed is double.

It's big enough for two people. The room with two beds is called twin-bedded!

C.: That's what I need! I'm here with my little grandson. I wrote about it in the special requirements box when booking the room.

And the hotel confirmed my reservation.

Администратор (А.): Добрый вечер, мадам. Могу я ли я вам чем-нибудь помочь?

Клиент (К.): Добрый вечер. Меня зовут Кристина Беренц. Я бронировала номер в вашей гостинице онлайн.

А.: Минутку, мадам. Да, двухместный номер с видом на наш красивый парк.

К.: Прекрасно! В номере две кровати, не так ли?

А.: О нет, мадам. В номере только одна кровать, но двухспальная. Она достаточно большая для двоих.

Номер с двумя кроватями называется «twin-bedded»!

К.: Именно это мне и нужно! Я здесь со своим маленьким внуком. Я писала об этом в рубрике специальных требований, когда бронировала номер. И гостиница подтвердила мое бронирование.

R.: There must be some misunderstanding, madam. We don't have twin-bedded rooms at our hotel.

C.: What shall I do?

R.: I can offer you a two-room suite, you'll be quite comfortable there.

C.: Thank you, but how much is the suite?

R.: It's 180 pounds a night, madam.

Breakfast is included.

C.: I'm afraid it's too much. But something should be done to help me out.

Could I speak to the top manager?

R.: Certainly, Ms Berentz. I'll invite him right now.

Would you like to sit down?

Could I offer you a cup of tea? ...

A.: Должно быть, произошло недоразумение, мадам. У нас в гостинице нет номеров с двумя кроватями.

K.: Что же мне делать?

A.: Я могу предложить вам двухкомнатный номер-люкс. Вам там будет удобно.

K.: Спасибо, а сколько стоит этот номер-люкс?

A.: 180 фунтов в сутки, мадам.

Завтрак включен.

K.: Боюсь, это слишком дорого. Но что-то нужно сделать, чтобы помочь мне.

Могла бы я поговорить с главным администратором?

A.: Конечно, г-жа Берентц.

Я его сейчас же приглашу.

Не хотите ли присесть?

Могу я предложить вам чашечку чая? ...



Attention!

Hopefully the hotel manager will find the way out of this embarrassing situation. I guess when making a reservation, Ms Berentz didn't realize the difference between a double room and a twin-bedded one. Do you know the difference? Be careful, sometimes a linguistic mistake can spoil our holiday.



When the reservation hasn't been made in advance

Когда номер не был заказан заранее

Receptionist (R.): Good afternoon, sir. How can I help you?

Администратор (А.):

Добрый день, сэр.

Чем могу быть полезен?

Customer (C.): Hello!

I wonder if you have a single room available.

Клиент (К.): Здравствуй-те. Я хотел бы знать, есть ли у вас свободные одноместные номера.

R.: Unfortunately, we haven't.

We're fully booked at the moment.

А.: К сожалению, нет. Гостиница сейчас полностью заполнена.

C.: What a shame!

Could you recommend any 4-star hotel not far from here?

К.: Как жаль! Могли бы вы порекомендовать какую-нибудь 4-звездочную гостиницу неподалеку?

R.: Try the Green Hotel. It's just round the corner. Hopefully they'll have some accommodation to offer.

А.: Попробуйте гостиницу «Грин». Она здесь за углом. Надеюсь, вам что-нибудь предложат.

C.: Thanks a lot. It's a good idea.

К.: Большое спасибо. Это хорошая идея.

R.: Good luck, sir. Have a nice day.

А.: Удачи, сэр. Хорошего дня.

C.: You too. Bye!

К.: И вам хорошего дня! До свидания!



Attention!

If something goes wrong in your hotel room or you have some other problems or questions, don't hesitate to call the room service or the reception. As a rule, the staff are ready to help you.



What to say when something doesn't work in your hotel room

Что сказать, когда что-то в вашем номере не работает

— It's too hot in my room.

I think there's something wrong with the air conditioner.

— It's too cold in my room.

I believe there's something wrong with the heating.

— The fridge (the hair dryer) doesn't work. Could someone come up and fix it?

— The window wouldn't open. Will you, please, do something about it?

— I can't open (lock) the safe. Could somebody help me out?

— The hot water tap is leaking.

— The shower is dripping.

Is it possible to do something about it?

— Sorry, I don't know how to switch on (off) the TV-set. Will you help me, please?

— Sorry, I don't know how to use the coffee-machine in my room. Could you show me how to do it?

— В моем номере слишком жарко. Я думаю, что-то случилось с кондиционером.

— В моем номере слишком холодно. Я думаю, что-то не так с отоплением.

— Холодильник (фен) не работает. Мог бы кто-нибудь прийти и отремонтировать его?

— Окно не открывается. Пожалуйста, сделайте что-нибудь с этим.

— Я не могу открыть (отпереть) сейф. Мог бы кто-нибудь мне помочь?

— Течет кран горячей воды.

— Капает вода из душа.

Можно что-то с этим сделать?

— Простите, я не знаю, как включить (выключить) телевизор. Помогите мне, пожалуйста.

— Извините, я не знаю, как пользоваться кофеваркой в моем номере. Вы могли бы мне показать, как это делать?



How to ask about hotel facilities *Как спросить о службах гостиницы*

— Excuse me, is there a hairdresser's at the hotel?	— Простите, в гостинице есть парикмахерская?
— How many swimming pools are there in the hotel?	— Сколько бассейнов в этой гостинице?
— What floor is the dry cleaner's?	— На каком этаже находится химчистка?
— Where is the beauty salon?	— Где находится салон красоты?
— When does the florist close?	— Когда закрывается магазин цветов?
— Excuse me, till what time is the bar open?	— Простите, до которого часа открыт бар?



Checking out, paying bills *Отъезд из гостиницы, оплата счетов*

Customer (C.): Hello! Could you help me, please?

Receptionist (R.):

Certainly, sir.

C.: I'm leaving tomorrow.

What is the check out hour?

R.: It's noon, sir.

C.: Can I leave my luggage at the hotel?

R.: No problem, sir. We've got a left-luggage room here, on the ground floor.

Клиент (К.): Здравствуйте.

Могли бы вы мне помочь?

Администратор (А.):

Конечно, сэр.

К.: Я завтра уезжаю.

Какой расчетный час?

А.: 12 часов дня (полдень), сэр.

К.: Могу ли я оставить свой багаж в гостинице?

А.: Никаких проблем, сэр.

У нас есть камера хранения здесь, на первом этаже.

C.: Good. Shall I make payment for the room today or tomorrow?

R.: If it's convenient for you, tomorrow would be better.

C.: OK. Give me a wake-up call tomorrow at 7 a. m., please. And will you book a taxi for 8 a. m. to take me to Heathrow airport, please?

R.: I'll do that. Anything else, sir?

C.: That seems to be about all. Thank you.

R.: Thank you, sir. Have a nice evening.

К.: Хорошо. Я должен оплатить свой номер сегодня или завтра?

А.: Если вам удобно, было бы лучше сделать это завтра.

К.: Хорошо. Разбудите меня завтра в 7 часов утра, пожалуйста. И будьте добры, закажите такси на 8 часов утра, чтобы отвезти меня в аэропорт Хитроу.

А.: Я сделаю это. Что-нибудь еще, сэр?

К.: Кажется, это все. Спасибо.

А.: Спасибо, сэр. Хорошего вечера.



So much for the hotel-talk, let's change the subject and think of the people, who would like to buy a house in England. There are lots of offers, there is a variety of different types of houses to suit any taste. But do you know what each name of the house type means in English? I'd like to offer you 'The house quiz'. If you do it right, you'll get a special reference letter of our Club which you can produce at any real estate company when buying a house in England.

Do the quiz below matching the type of the house with its description, please. Mind, there is one extra description. Check your answers on page 318.

The house quiz
Викторина о домах

1. a detached house
 2. a semi-detached house
 3. a terraced house
 4. a tower block or a block-of-flats
 5. a country cottage
 6. a bungalow
 7. a bedsit
 8. a floating home/house
-
- A. a continued row of identical houses sharing side walls
 - B. a small house with one floor
 - C. a small house in the country
 - D. a house standing by itself owned by one family
 - E. a boat-house where the foundations can float
 - F. a part of a pair of houses built side by side sharing a party wall
 - G. a tall 5–20 storied building or structure used as a residential and/or office building
 - H. a two-room apartment in a large building, which is owned by the people who live there
 - I. an apartment with one main room and no separate bedroom



You've done it, haven't you? Congratulations! Now let's change the subject and speak about a joyful holiday which is widely celebrated in England. I mean St. Valentine's Day. But before you read about the holiday, let's see how much you already know about it. There is another quiz below which will help you check your knowledge.

Holiday

Праздничная викторина

1. What legends are behind St.Valentine's Day?
2. What's a valentine?
3. Why was February 14 associated with birds?
4. Is it a public holiday in the UK?
5. Is St.Valentine's Day celebrated only in England?

Read the story about St.Valentine's Day to check if you did the quiz right.

ST. VALENTINE'S DAY ○○○○

День Святого Валентина

February 14, is not a public holiday in the UK, but this festival of love and fun is celebrated by a lot of people. It's the day when boys and girls, sweethearts and lovers, husbands and wives, возлюбленные friends and neighbours and even the office staff exchange greetings of love and romance.

I'll be your sweetheart if you will be mine,
All my life I'll be your Valentine.

St.Valentine's Day has roots in several different legends. One of the earliest popular symbols of the day is Cupid, the Roman god of love.

Купидон

Three hundred years after the death of Jesus Christ, the Roman emperors still wanted everyone to believe in the Roman gods. Valentine, a Christian priest, was sent to prison for his teachings. Before Valentine was

священник

executed on February 14, he had cured the jailer's daughter of her blindness.

излечил дочь
тюремщика
от слепоты

The night before the execution he wrote the jailer's daughter a letter and signed it, 'From Your Valentine'.

Another legend tells that the same Valentine wrote notes from prison to children and friends who missed him and signed them 'Valentine'.

Another Valentine is believed to have been an Italian bishop who lived at about the same time. He was imprisoned, because he secretly married couples, contrary to the laws of the Roman emperor. February 14, was also a Roman holiday, celebrated in honour of Juno, the Goddess of Women and Marriage. Young men chose at random the name of a young girl to escort to the festivities. The custom of choosing a sweetheart on this date was popular in Europe in the Middle Ages, and then in the early American Colonies.

епископ

Юнона
наугад

For ages, people also believed that birds chose up their mates on February 14!

спаривались

Whatever the mixture of origins, St.Valentine's Day is now a day for sweethearts, when people send each other 'valentines', greeting cards named after the notes which St.Valentine wrote from prison. People of all ages love to send and receive valentines. There are all kinds of valentines in shops to suit all tastes. You can also make a valentine yourself by cutting a heart out of co-

loured paper, decorating it in your own way thus making it more personal. Don't forget to write a sweet message. If you are shy, your valentine can be anonymous, or you can sign it 'Your Secret Admirer'.

робкий

ваш тайный
поклонник

No matter whether hand-made or ready-made, valentines are always romantic, sentimental and funny. They make people smile and feel happy.

*Roses are red,
Violets are blue,
Sugar is sweet
And so are you!*

Now, dear friends, it's your turn to create your own valentine!



The seventh meeting

Седьмая встреча



WHEN A MAN IS TIRED OF LONDON, HE IS TIRED OF LIFE

Когда человек устал от Лондона, он устал от жизни



The words which I have chosen for the title of our today's meeting belong to Dr. Samuel Johnson, an English poet, essayist, moralist, literary critic, biographer, editor who lived and worked in the 18th century. He became famous for his Dictionary of the English Language which was published in 1755, and is a wonderful source of English even today. Dr. Johnson admired London, that's why I decided to start our talk about the UK capital quoting the great scholar.

I hope you are enjoying your stay in London. However, I do realize that getting around any big city can be a nuisance. That's why I've picked up some phrases which might prove to be useful when you need to find your way, to travel by tube or by bus.



HOW TO ASK THE WAY

Как спросить дорогу

— Excuse me, is there a bank near here?
— Excuse me, is there a cash machine (=an ATM — automated teller machine) near here?

— Извините, здесь поблизости есть банк?
— Простите, есть ли здесь поблизости банкомат?

<p>— Excuse me, where is the entrance to the British Museum?</p> <p>— Excuse me, can you tell me the way to Victoria Station?</p> <p>— Excuse me, can you tell me if there's an underground station near here?</p> <p>— Excuse me, how do I get to the Houses of Parliament?</p> <p>How long will it take me to get there?</p> <p>— Excuse me, do you know if there's a pub near here?</p> <p>— Excuse me, do you happen to know where the nearest chemist's is?</p>	<p>— Простите, где находится вход в Британский музей?</p> <p>— Извините, как пройти к вокзалу Виктория?</p> <p>— Извините, вы могли бы сказать, есть ли здесь поблизости станция метро?</p> <p>— Простите, как мне доехать до здания Парламента? Сколько времени у меня уйдет, чтобы туда добраться?</p> <p>— Извините, вы не знаете, есть ли здесь поблизости какой-нибудь паб?</p> <p>— Простите, вы случайно не знаете, где находится ближайшая аптека?</p>
--	--



In the street
На улице

Excuse me, can you tell me the way to the British Museum?
Простите, вы могли бы сказать, как пройти в Британский музей?

Yes, sure. Go straight, then turn left and walk two blocks. The museum is right there, you can't miss it.

Да, конечно. Идите прямо, затем поверните налево и пройдите два квартала. Музей именно там, вы не можете его не заметить.

Thank you.
Спасибо.

Welcome.
Пожалуйста.

Excuse me, is there an underground station near here?

Извините, здесь есть поблизости какая-нибудь станция метро?

Oh, yes, Elephant and Castle is not far from here.

It's a 3-minute walk from here.

О, да, «Элефант и Кастл» (Слон и замок) недалеко отсюда. Это в трех минутах ходьбы.

How do I get there, please?

Как туда пройти?

You should cross the street at the traffic lights, go down the street as far as the bank, you'll see the tube entrance just in front of it.

Перейдите улицу на светофоре, идите вниз (по нумерации домов) до банка, и вы увидите перед ним вход в метро.

Many thanks.

Большое спасибо.

No problem, have a nice day.

Не за что, желаю вам хорошего дня.



Walking around a new place is perhaps the best way to see it, but you won't do without different means of transport in a big city like London. That's why I believe I've got to give you an idea of how to better travel around London.

TRAVELLING BY UNDERGROUND ○○○○

Поездки в метро

The Underground is the quickest and easiest way of getting around the whole of London. Londoners call the underground the Tube and use it very extensively. Greater London is served by 12 Tube lines, along with the Docklands Light Railway (DLR) and an interconnected local train network. Trains and platforms are named Eastbound, Westbound, Northbound and Southbound depending on the direction of the line and the station.

Underground trains generally run between 5 a. m. and midnight, Monday to Saturday, with reduced operating hours on Sunday. From 12 September, 2015, there is a 24-hour Tube service on Friday and Saturday nights on the Jubilee, Victoria and most of the Piccadilly, Central and Northern Tube lines. Exact details depend on the station and the line, so it's worth checking the 'Transport for London' website.

Each line has a name but you'll probably find the colours easier to remember. Destinations направления are shown on the front of the trains and on platform indicators. Electronic signs on the platform tell you the final stop and route of the next train. There are also platform signs which indicate how many minutes you'll have to wait for the train to arrive.

London Transport ticketing system is based on zones. The network is divided into nine travel zones. Zone 1 is in Central London and zones 6 to 9 are on the outskirts окраины of the city. The fares плата за проезд depend on the distance: the further you go, the higher the fare.

The most convenient and the least expensive way to travel around London is to buy a Visitor Oyster card, Oyster card, a Travelcard or use a contactless payment card. Oyster cards today seem to be the most convenient as they are reusable, you can store pay as you go credit and up to three seasons on the same card. They allow you travel on bus, Tube, tram, DLR (Docklands Light Railway), London Overground and most National Rail services in London. There are various discounts available for children, students and elderly travellers who are usually called 'senior citizens' in England. For more details about Tube fares, see the 'Transport for London' website.

A pocket map of the tube network is available for free from each underground ticket counter, at all Heathrow Airport terminals, major stations in London and at Tourist Information Centres. Once you've got the underground system right you'll find it very easy to use. If you have some problems, don't hesitate to ask the underground clerks or the passengers to give you directions — they are usually eager to help.



After having given you some information about London Tube, I'd like to recommend you what to say when travelling by underground.



WHAT TO SAY WHEN BUYING A TICKET IN THE UNDERGROUND

Что сказать при покупке билета в метро

— A single to Oxford Circus, please.

— Two returns to Leicester Square, please.

— Excuse me, how much is a single to Euston?

— Excuse me, how much is a return to Victoria?

— Could I have a map, please?

— Билет в одну сторону до (станции) Оксфорд-сиркус, пожалуйста.

— Два билета туда и обратно до (станции) Площадь Лестер, пожалуйста.

— Простите, сколько стоит билет в одну сторону до (станции) Йюстон?

— Извините, сколько стоит билет туда и обратно до (станции) Виктория?

— Будьте добры, дайте мне карту.



Buying a Travelcard or an Oyster card

Приобретаем проездные билеты

— Excuse me, how much is an Oyster card?

— Excuse me, where can I buy an Oyster card in Heathrow airport?

— Excuse me, how much is a One-Day (Seven Day) Travelcard?

— Excuse me, do you have special child rates for Travelcards?

— Excuse me, will my Travelcard be valid tomorrow morning?

— Простите, сколько стоит проездной билет «Ойстер»?

— Извините, где я могу купить проездной билет «Ойстер» в аэропорту Хитроу?

— Извините, сколько стоит проездной на один день (на семь дней)?

— Простите, у вас есть специальные тарифы на проездные билеты для детей?

— Извините, мой проездной билет будет действителен завтра утром?



Looking for the right direction

В поисках правильного направления

— Excuse me, am I right for the blue line?

— Excuse me, which line do I take to get to Hyde Park, please?

— Excuse me, do I have to change to get to King's Cross?

— Извините, я правильно иду по направлению к синей линии (метро)?

— Простите, по какой линии я должен ехать, чтобы попасть на (станцию) Гайд-парк?

— Извините, мне нужно делать пересадку, чтобы попасть на (станцию) Кингс-Кросс?

— Could you tell me where to change to get to Baker Street?

— Вы могли бы мне сказать, где нужно сделать пересадку, чтобы доехать до (станции) Бейкер-стрит?

TIPS FOR TUBE TRAVELLERS ☉☉☉

Советы тем, кто пользуется лондонским метро

Here are some useful tips that will make your journey safer and more enjoyable:

- Avoid travelling during rush hours (weekdays, 7–9 a. m. and 5:30–7 p. m.) if possible.
- Check the electronic front of the train and electronic signs on the platform for the correct destination. In London trains running in different directions arrive at the same platform.
- Stand behind the yellow line while waiting for the train on the platform.
- Mind the gap between the platform and the carriage!
- Take a bottle of water with you on hot days as Underground trains are not air conditioned. During hot spells of weather water is sometimes handed out on the Underground.
- Mind that access to most Tube stations is via numerous steps. The London underground system can become very crowded at peak times and, therefore, difficult for those with mobility problems. The Tube map indicates which Tube stations are step-free.
- If you are planning to travel to the centre of London from Heathrow airport by Tube, try to buy an Oyster card at the airport, straight after arrival, it will save you money.
- If your Oyster card has been lost or stolen, go online at tfl.gov.uk/oyster or call the 24 hour Travel Information line on 0843 222 1234. Your credit and/or season ticket is safe only if you have registered it.

DID YOU KNOW...? ○○○○

Знаете ли вы...?

— Early public transport in London began with horse-drawn omnibus services in 1829, which were gradually replaced by the first motor omnibuses in 1902.

— The London Underground was the first speedy transport system in the world, it began operations in 1863.

— London Underground has been known as the Tube since 1890 due to the shape of its tunnels.

— The Tube's logo is known as 'the roundel' (a red circle crossed by a horizontal blue bar).

— Journeys made by public transport systems account for 25 % of London's journeys while private services account for approximately 41 % of journeys.

— The station with the most escalators is Waterloo with 23 escalators.

— Carrying nearly 50 % of London's commuters, the Tube is the most heavily used mode of public transport in the area.

BUS TRAVEL ○○○○

Автобусные поездки



The London bus network has seen many improvements in recent years with new buses, more frequent services and improved accessibility. A new bus was specifically designed and produced for London, in the tradition of the world-famous red double-decker 'Routemaster'. Now you can also see double-deckers and single-deckers of other colours belonging to different companies.

You cannot pay your London bus fare with cash. A single bus fare costs £1.50. You can pay this fare by using a Visitor Oyster card, an Oyster card, a Travelcard or with a contactless payment card. For contactless payment cards issued outside the UK, please, check with your card issuer if transaction fees or bank charges may apply.

Buses stop only at clearly indicated stops. As you know it's one of the British customs to queue in a straight line if you are waiting for a bus.

There are also Request Stops with red signs, a white symbol and the word 'Request' added. At these stops you must hail a bus by raising your hand. Both types of stops have route diagrams and timetables. Although travelling by bus is a good way to see sights, I wouldn't recommend you to take the bus if you are in a hurry as there are a lot of traffic jams. But if you have plenty of time, you will definitely enjoy travelling by a double-decker if you take a front seat on the second deck and watch London and Londoners from above.

остановки
по требованию
остановить

на втором этаже



What to say getting a bus

Что говорить, когда вы ищете автобус

— Excuse me, is there
a bus stop near here?

— Excuse me, does the
11 stop here, please?

— Простите, здесь
поблизости есть автобусная
остановка?

— Простите, здесь
останавливается автобус
№ 11?

<p>— Excuse me, does the 15 stop at St. Paul's?</p> <p>— Excuse me, which buses go to Piccadilly?</p> <p>— Excuse me, how often does the B2 run at night?</p> <p>— Excuse me, do you know if the 13A runs on Sunday?</p> <p>— Excuse me, do you know if the 54 has gone?</p> <p>— Excuse me, do you know when the next bus is due?</p>	<p>— Извините, автобус № 15 останавливается у Собора Святого Павла?</p> <p>— Извините, какие автобусы идут до Пикадилли?</p> <p>— Простите, как часто автобус B2 ходит ночью?</p> <p>— Извините, вы не знаете, автобус 13A ходит по воскресеньям?</p> <p>— Простите, вы не знаете, автобус 54 уже ушел?</p> <p>— Извините, вы не знаете, когда должен прийти следующий автобус?</p>
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At the bus stop

На автобусной остановке

Excuse me, does the 77 go to the British Museum?
Простите, автобус 77 идет в Британский музей?

I don't think so. You'd better take the 14. It will take you right there.
Думаю, нет. Вам лучше поехать на 14-м автобусе. Он довезет вас прямо туда.

Does the 14 stop here?
А 14-й автобус здесь останавливается?

No, it doesn't. You should turn round the corner, and you'll see the bus stop sign.
Нет. Вам нужно повернуть за угол, и вы увидите знак автобусной остановки.

Thank you so much.
Большое спасибо.

My pleasure.
Пожалуйста.



What to say when getting off the bus
Что говорить при выходе из автобуса

— Excuse me, are you getting off at the next stop?

— Excuse me, where do I get off for the Tate Gallery?

— Excuse me, do you know if the bus stops near Madame Tussaud's Museum?

— Excuse me, do I have to change to get to Covent Garden Theatre?

— Excuse me, do you know where to get off to change to number 21?

— Could you let me know where to get off for Trafalgar Square?

— Простите, вы выходите на следующей остановке?

— Извините, где мне сойти, чтобы попасть в галерею Тейт?

— Простите, вы не знаете, этот автобус останавливается у музея Мадам Тюссо?

— Извините, я должен делать пересадку, чтобы попасть в театр Ковент-Гарден?

— Простите, вы не знаете, где нужно делать пересадку на автобус № 21?

— Вы могли бы мне сказать, где выходить, чтобы попасть на Трафальгарскую площадь?

LOST-AND-FOUND ○○○○

Бюро находок



There is a special lost-and-found service in London. Transport for London (TfL) finds over 220,000 pieces of lost property each year on buses, Tube, taxis, trains, trams and stations. If you've lost something, how can you try to claim it back?

What to do if you lose something

If you have lost your property within the past two days, you may telephone or visit the relevant bus station or garage, or specific Tube station where you lost your property. Property found in

public transport may be held locally for a few days before it is sent on to TfL's Lost Property Office. Property usually arrives between two and seven days after it was lost.

For any items sent to TfL's Lost Property Office you can use the TfL lost property form online at tfl.gov.uk/lpo to find out if your property has been found. You can also visit the TfL office: TfL Lost Property Office, 200 Baker Street, London, NW1 5RZ. Telephone: 0343 222 1234 (8:30 a. m. – 4 p. m.), Monday–Friday, except bank holidays.

When reporting lost property, you'll be asked to fill in the Lost Property Form providing a detailed description of the lost item.

According to the Lost Property site, mobile phones and umbrellas are common lost items, and false teeth are also many. The most common items are books, bags and items of clothing. Human skulls, breast implants and a lawnmower are just some of the unusual items the Lost Property Office has received over the years. But the most unusual item to arrive at the TfL Lost Property Office has to be a coffin. 'Now, how did they lose that?' asks the site and we can't but join their puzzlement.

вставная

челюсть

череп

газонокосилка

гроб



What to say if you lost something on public transport

*Что сказать, если вы что-то потеряли
в общественном транспорте*

— I've lost my wallet!

— I left my camera on the
41 an hour ago.

— I remember the time and
the place.

— Я потерял кошелек!

— Я забыл фотоаппарат
в 41-м автобусе час назад.

— Я помню время и место.

— I'm not quite sure about the time.
 — I don't remember how it happened.
 — I have no idea of the place.
 — I know exactly that it happened here.
 — I am absolutely confident about it.

— Я не вполне уверен во времени.
 — Я не помню, как это случилось.
 — Понятия не имею, где это было.
 — Я точно знаю, что это случилось здесь.
 — Я в этом абсолютно уверен.

LONDON TOURS

Экскурсии по Лондону



I am absolutely confident that you are not going to lose anything in London and will enjoy every minute of your stay in this fabulous city.

There's so much to be seen in London! Tourist companies offer such a variety of tours that sometimes it's very difficult to make the right choice. It seems to be a good idea to study the programme first and then book the excursion you like best.

***Study three half-day tours and make your choice.
 Which tour would you choose? Why do you prefer it?***

TOUR 1

Duration: *Half Day*

Morning tours: *Tues, Thurs & Saturday.*

Finishes: *at 2 p. m.*

Afternoon tours: *Wed, Fri & Sunday.*

Finishes: *at 6 p. m.*



SIGHTS AND SOUNDS OF LONDON ☉☉☉

This best selling tour of London begins with a unique look at the **Royal Albert Hall**. As you are in the centre of London, you see the busy streets and many buildings of different styles and ages. Everywhere, there are bright red buses and black taxis, busy restaurants and, in contrast, quiet open spaces and parks.

Soon you arrive at the very centre to see the best known sights: Piccadilly Circus and Trafalgar Square. **Piccadilly Circus** is the heart of London's entertainment world. Within a few hundred yards of it we find most of London's best-known theatres and cinemas, the most famous restaurants and the most luxurious nightclubs. In the middle of Piccadilly Circus there is a statue said to be of Eros, the god of love. Few people know that it really represents the Angel of Christian Charity.

роскошный

(зд.) милосердие

The buildings around the Circus are large and quite imposing. Many of them are decorated with bright neon signs advertising goods and entertainments: Piccadilly Circus at night is a colourful sight.

внушительный

The atmosphere of Piccadilly is very cosmopolitan. You can hear a great variety of languages. They say if you listen carefully, you may even hear English.

Trafalgar Square was built early in the last century to commemorate the Battle of Trafalgar. Admiral Lord Nelson's statue stands on top of a column in the middle of Trafalgar Square. The square makes a good

ознаменовывать

place for people to meet — coaches pick up parties of visitors, marchers unite for protest meetings, and at Christmas time there is a Christmas tree. Behind Nelson's Column is the National Gallery, an art gallery in which you can find many old masters.

туристические
автобусы

We continue our way and stop at **the Houses of Parliament**. Close by **Westminster Abbey** on the riverside stands the magnificent Palace of Westminster, generally known as the Houses of Parliament. Although these buildings are in gothic style, they are not truly historic as they were built in 1840 on the site of the old Palace which was destroyed by fire in 1834.

аббатство

The flag on the building shows the House is sitting. On such days both the House of Commons and the House of Lords are open to visitors. You are invited to see the unique interior of the palace, watch members of Parliament make speeches, argue and sometimes even fight.

(зд.) заседает

спорят

Covent Garden. For centuries, this has been the centre of entertainment. Today little has changed: street musicians, noisy pubs and great restaurants help us remember the past. This is also the heart of the theatre district. You will see **The Royal Opera House** and the **Church of My Fair Lady**. Naturally, there will be time to buy souvenirs.

WEST END — WESTMINSTER ABBEY — CHANGING OF THE GUARD ○○○○

TOUR 2

Half Day
Daily
Morning Tour
Finishes: *at about 12:15 p. m.*



An unforgettable tour that includes the best of London.

West End. Today you can see some of our major shopping and entertainment centres, along with some of our famous Royal Parks. In elegant Mayfair and then Kensington, we will see the world famous department store 'Harrods' and some of our remarkable museums, also St. James's Palace and the Royal Albert Hall.

Westminster Abbey — a chance to walk through England's history. As a Royal Church, it has been the scene of coronations and funerals of England's kings, queens, famous leaders, poets and heroes. You will see the Coronation chair, the Royal Tombs and Poets' Corner, where the greatest poets and writers of England are buried.

похороны

королевские
гробницы

похоронены
смена караула

Changing of the Guard — at **Buckingham Palace**. We leave the bus at the Mall and walk to the Queen's residence. The Queen is in if the flag is flying. We will watch the magic of the famous Changing of the Guard and have time for photographs. When the Guard change does not operate at Buckingham Palace, we will visit **Horseguards Parade**.

парад конной
гвардии

SEE ST. PAUL'S CATHEDRAL, VISIT THE TOWER OF LONDON AND THE CROWN JEWELS ○○○○

TOUR 3

Half Day

Daily

Afternoon Tour

Finishes: *at 6 p. m.*



This afternoon our drive takes us along Fleet Street past the Inns court and the Royal Courts of Justice to visit the City of London.

Ancient City and St. Paul's Cathedral. This is the oldest part of London, and it houses most of our financial and legal institutions. You will see buildings like **Stock Exchange and the Bank of England**, to name but a few, before we arrive at St. Paul's Cathedral. It was designed by Sir Christopher Wren between 1675 and 1710 and is not only the final resting place of famous soldiers, statesmen, painters and poets, but also the scene of many famous weddings — the most remarkable that of Prince Charles and Lady Diana.

Tower of London — has guarded London from the Thames for over 900 years and has served as a fortress, a royal palace, a prison, a museum and a place of execution. The atmosphere in this incredible, historic monument is filled with tragic memories of the past. During our visit, you will be impressed by the unique Crown Jewels, and also see Yeomen Warders who are the best possible guides. They are often called Beefeaters, because (according to the legend) they had the right to eat as much beef as they wanted from the King's table.

крепость

место казни

стража Тауэра

Have you studied the tours carefully? If you are ready to make your choice, we can go to the Tourist Office and book any tour. But before that have a look at some questions which you might need to clarify some details.



AT THE TOURIST OFFICE

В турагентстве

— How long does the tour last?

— How much is the tour?

— Is it a guided tour?

— Does the guide speak Russian well?

— Where and when does the excursion start?

— Can the coach pick us up at the hotel?

— Will the coach take us back to the hotel?

— Is the coach air-conditioned?

— Сколько длится эта поездка?

— Сколько стоит этот тур?

— Это тур с гидом?

— Гид хорошо говорит по-русски?

— Где и когда начинается экскурсия?

— Может ли автобус заехать за нами в гостиницу?

— Автобус отвезет нас обратно в гостиницу?

— В автобусе есть кондиционер?



What to ask the guide about

О чем спросить гида

— Excuse me, when was the cathedral built?

— Sorry, I didn't catch the name of the architect. Could you say it again, please?

— Извините, когда был построен этот собор?

— Простите, я не расслышал имя архитектора. Вы могли бы назвать его еще раз?

<p>— The palace has been restored, hasn't it?</p> <p>— Can we take pictures inside the cathedral?</p> <p>— What did you say the square is famous for?</p> <p>— Excuse me, is there a gift shop in the museum?</p> <p>— What else would you recommend us to see here?</p> <p>— Could you tell us a little more about the history of the church?</p>	<p>— Дворец был восстановлен, не так ли?</p> <p>— Можно фотографировать внутри собора?</p> <p>— Чем, вы сказали, знаменита эта площадь?</p> <p>— Простите, в музее есть магазин подарков?</p> <p>— Что еще вы бы порекомендовали нам здесь посмотреть?</p> <p>— Вы могли бы еще немного рассказать нам об истории этой церкви?</p>
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A talk with the guide

Беседа с гидом

Tourist (T.): Excuse me, is the London Eye included into this tour?

Guide (G.): Unfortunately, not. You can combine the London Eye flight with a 40-minute sightseeing cruise down the Thames.

It's a popular tour.

T.: How high is the wheel?

G.: It's 135 meters high.

It's the tallest observation wheel in the world.

Турист (Т.): Простите, лондонское колесо обозрения («Лондонский глаз») включено в экскурсию?

Г.: К сожалению, нет. Вы можете соединить полет на лондонском колесе обозрения с 40-минутным круизом по Темзе. Это популярная экскурсия.

Т.: Какова высота колеса?

Г.: 135 метров. Это самое высокое колесо обозрения в мире.

T.: Oh, my! It's scary!

G.: Don't be afraid.

The view is amazing!

Just breathtaking! You'll see
London from the sky!

T.: That's what I'm afraid of.

G.: You won't feel the height,
I assure you.

Besides, you can order a glass
of champagne, it will take the
fright away.

T.: I really don't know what
to do. I'll have to think a
little. Thank you, anyway.

You've been very informative
and encouraging.

G.: It's my pleasure.

T.: О, боже! Страшно!

G.: Не бойтесь.

Вид потрясающий!

Дух захватывает! Вы увидите
Лондон с неба!

T.: Именно этого я и боюсь.

G.: Вы не почувствуете высо-
ту, уверяю вас.

Кроме того, вы можете зака-
зать бокал шампанского, это
избавит вас от страха.

T.: Я, правда, не знаю, что
делать. Мне нужно немного
подумать. В любом случае
спасибо. Вы так много рас-
сказали и воодушевили меня.

G.: Пожалуйста.



For those of you who like walking, there is another way to see London — walking tours. The thing that makes these walks unique is the expertise of their superb guides. They are people of different professions who can tell you about London in such a way that you are able to feel the history, visualize the events and fall in love with the city forever. Besides, it's a wonderful opportunity to improve your English and combine your tour with a kind of a street theatre, because the guides' artistic skills are beyond any expectations.

To give you an idea of the tours offered by 'London Walks', here are the examples of a few walks described in London Walks leaflets which are usually available in most hotels and travel agencies.

Which of them would you choose if you decided to take only one walking tour?

Why do you prefer this walk to the other ones?

LONDON WALKS ○○○○○

Прогулки по Лондону

The old Soho pub walk

Thursday 7 p. m. Embankment Underground (*Circle, District, Northern and Bakerloo*)

Colourful and cosmopolitan Soho is the free port that every city must have. It's London's hottest-and coolest social melting pot. It's a place of striking contrasts. Homely village and red-lights district; workplace and playground; Chinatown and Theatreland; a paradise for gourmands and the haunt of artists, con-artists and artisans. Today it's a by-word for style; in the 60s it was the cradle of British pop music; a century ago it was the worst slum in town; earlier, the hub of aristocratic life. There's no place like it. (*Food is available*)

Shakespeare and Dickens' London (The Old City)

Sunday 2 p. m. St. Paul's Underground (*Central Line*)

London was to Shakespeare and Dickens what Paris was to Balzac. It was both their canvas and their inspiration, their workshop and their raw material. They in turn made the city their own, imaginatively colonizing it. Today, despite the ravages of time, bombing and especially fire, traces of their London still exist in the City. You will see everything from superb Elizabethan dwellings to the magnificent early 16th -century gatehouse where Shakespeare went with his plays to Elizabethan offices.

Jack the Ripper haunts

Monday 7:30 p. m. Tower Hill Underground

‘He came silently out of the midnight shadows of August 31, 1888’. Donald Rumbelow, who guides the walk, is the author of ‘The complete Jack the Ripper’. The former Curator of the City of London Police Crime Museum, Donald is Britain’s most distinguished crime historian, internationally recognized as the leading authority on Jack the Ripper.

Diana, Princess of Wales

Friday 2:15 p. m. Green Park Underground

You’ll go to the places where the Princess was on the royal stage, but also to the private places, the hideaways that aren’t in the guidebooks. The movie star’s apartment, where she poured her heart out, Dodi Fayed’s penthouse flat, a certain club... this is the London of the People’s Princess.



Here are the impressions of some lovers of walking tours who were asked what attracts them in this kind of excursion. I believe their opinions can be of interest to you.

WHAT ATTRACTS YOU IN WALKING TOURS? ☉☉☉

Что вас привлекает в прогулках по Лондону?

Michael (aged 42, a businessman)

What attracts me in London Walks most of all? I suppose, their format. It’s very convenient.

Especially for people who came to London on business. You don’t have to book your tours in advance. If you happen to have a couple of hours and feel like doing sights, here you are...

You can just turn up outside the indicated underground station at the stated time and you are in for a most enjoyable evening.

I prefer what they call “Secret London” and I’ve been to all the pub walks. These tours give you everything at a time: history, fun and wonderful beer.

Blanche (aged 27, a teacher)

I discovered London Walks four years ago, and since then I’ve taken up a tour or two each time I am in London with my students.

I think there’s nothing more instructive and exciting than London Walks both for adults and children. History stops being a long and boring combination of unknown names and dates, but becomes a thrilling drama acted out by perfect artists. There’s no better way to absorb history.

Besides, the tours give my students a very good chance to brush up their English, at least their listening skills have considerably improved.

Jeffrey (aged 19, a student)

I don’t very much care for sights, guides and all that stuff, you know. ‘Look left, look right, this is the most fascinating sight’... Well, that’s not for me. But London Walks are quite different.

Well, you see... I’m a Beatles’ fan and I thought I knew everything about them. But even for me there was a lot to learn during ‘The Beatles in My Life’ tour. It was super!

Julia (aged 37, a housewife)

I’m sure these are the best tours in London. The variety of routes is stunning, but it’s the guides who make these walks unique. Each is a personality. Just imagine! You can have a walk

guided by a distinguished BBC broadcaster, or by a famous writer, or by a leading London archeologist. There are quite a few actors and actresses among the guides but, I must say, not only professional theatre people, but all the guides are very artistic. For me London Walks are not excursions but wonderful theatre performances where London itself serves as the scenery and history creates the plot. It's amazing!

Jenny (aged 69, a pensioner)

I was born in London and I've lived here all my life. I suppose I admire London rather than like it. I'm grateful to London Walks for the opportunity they give me to learn more about my favourite city.

What is especially important for me is the price. I find it very competitive. Especially for senior citizens. I can afford it. By the way, children under 15 go free.

DID YOU KNOW...? ○○○○○

Знаете ли вы...?

— It is believed that London grew from a wooden bridge built over the Thames in the year AD 43. The Romans founded there a military camp and called London 'Londinium'. The origins of the name Londinium are lost in time. But it was probably a corruption (зд.) искажение of an existing Celtic personal name and means 'place belonging to a man named Londinios'.

— The Tower of London is the oldest fortified castle in Europe which was built by William the Conqueror in 1078. One of завоеватель the most famous attractions of the Tower is

the Ravens. Legend has it that Charles II was told that if the Ravens left the Tower, the fortress and the monarchy would fall. So he ensured that several Ravens would be permanently kept in the Tower. The tradition has been preserved up to now.

вóроны

обеспечил

— St. Paul's Cathedral is famous not only as a masterpiece of architecture but also as a unique engineering construction thanks to its whispering gallery. It is most simply constructed in the form of a circular wall, and allows whispered communication from any part of the internal side of the circumference to any other part. The sound is carried by waves, known as whispering-gallery waves that travel around the circumference clinging to the walls. This effect was first discovered in the whispering gallery of St. Paul's Cathedral in London. The extent to which the sound travels at St. Paul's can also be judged by clapping in the gallery, which produces four echoes.

галерея шепота

окружность

примыкая



Dear friends, it's been a long day, hasn't it? You've seen a lot, learnt a lot and, perhaps, got a bit tired. Why don't we drop in at the nearest cafe, have a snack and rest a little?

While waiting for our order I suggest we read two more stories by George Mikes to enjoy his humorous look at England and at the English.

Read the extracts from two of the writer's famous stories and then do the test to check if you got them right.

HOW NOT TO BE CLEVER ☉☉☉

Как не быть умником

(*abridged*)

‘You foreigners are so clever,’ said a lady to me some years ago. First, thinking of the great number of foreign idiots I had had the honour of meeting, I considered this remark exaggerated but complimentary.

Since then I have learnt that it was far from it. These few words expressed the lady’s contempt and slight disgust for foreigners.

презрение
отвращение

In England it is bad manners to be clever, to say something confidently. It may be your own personal view that two and two make four, but you must not state it in a self-assured way, because this is a democratic country and others may be of a different opinion.

самоуверенно

A continental gentleman seeing a nice panorama may remark:

‘This view rather reminds me of Utrecht, where the peace treaty was signed on the 11th April, 1713. The river there, however, recalls the Guadalquivir, which, rises in the Sierra de Cazorla and flows south-west to the Atlantic Ocean and is 650 kilometres long. Oh, rivers... What did Pascal say about them? ‘Les rivieres sont les chemins qui marchent...’

мирный
договор

This pompous way of speaking is not permissible in England. The Englishman is modest and simple. He uses but few words and expresses so much — but so much — with them. An Englishman looking at the same view

недопустимый

would remain silent for two or three hours and think about how to put his feeling into words. Then he would remark:

‘It’s pretty, isn’t it?’

An English professor of mathematics would say to his maid checking up the shopping list:

‘I’m no good at arithmetic, I’m afraid. Please correct me, Jane, if I am wrong, but I believe that the square root of 97344 is 312’.

And about knowledge. An English girl, of course, would be able to learn just a little more about, let us say, geography. But it is not ‘chic’ to know whether Budapest is the capital of Roumania, Hungary or Bulgaria. And if she happens to know that Budapest is the capital of Roumania, she would at least be perplexed if Buharest is mentioned suddenly.

HOW TO BE RUDE ○○○○

Как быть грубым

It is easy to be rude on the Continent. You just shout and call people names of a zoological character.

On a slightly higher level you may invent a few stories against your opponents. In Budapest, for instance, when a rather unpleasant-looking actress joined a nudist club, her younger and prettier colleagues spread the story that she had been accepted only under the condition that she should wear a fig-leaf on her face. Or in the same city there was a painter of limited abilities who was a most successful card-player. A colleague of his remarked once: ‘What a spend-thrift!’ All the money he usual-

распространили

фиговый листок

какой
транжира!

ly makes on gambling at night, he spends on his painting during the day.' азартные игры

In England rudeness has quite a different technique. If somebody tells you an obviously untrue story, on the Continent you would remark 'You are a liar, Sir, and a rather dirty one at that'. In England you just say 'Oh, is that so?'. Or 'That's rather an unusual story, isn't it?'. лжец

When some years ago, knowing ten words of English and using them all wrong, I applied for a translator's job, my would-be employer (or would-be-not-employer) softly remarked: 'I'm afraid your English is somewhat unorthodox'. This translated into any continental language would mean: employer (to the porter): 'Jean, kick this gentleman down the steps!'. In the last century, when somebody annoyed the Sultan of Turkey or the Tsar of Russia, he had his head cut off without much ceremony; but when the same happened in England, the monarch declared: 'We are not amused', and the whole British nation even now, a century later, is very proud of how rude their Queen was. вышвырни раздражал нам не смешно

Terribly rude expressions (if pronounced grimly) are: 'I am afraid that...', 'unless...', 'nevertheless...' and 'I am sorry, but...'

It is true that quite often you can hear remarks like: 'You'd better see that you get out of here!'

Or 'Shut your big mouth!'. Or 'Dirty pig!', etc. These remarks are very un-English and are the results of foreign influence. (Dating back, however, to the era of the Danish invasion.)



Have you enjoyed the stories? I hope they made you smile. Now it seems like a good idea to check if you got everything right. Will you, please, do the test below.

Look at the following statements and tick (✓) whether they are true 'T' or false 'F'.

To check your answers see the Key on p. 319.

How not to be clever

		T	F
1.	The lady who said, 'You foreigners are so clever', meant it as a compliment.		
2.	In England it is bad manners to say something confidently.		
3.	The English prefer a modest way of expressing their ideas and feelings.		
4.	Seeing a nice panorama an Englishman would make a long emotional speech.		

How to be rude

		T	F
1.	In England rudeness is the same thing as in Europe.		
2.	In England if somebody tells you a lie, you should say that he/she is a liar.		
3.	When the author applied for a translator's job, he didn't know English well.		
4.	You can never hear rude remarks in England.		



Now, when you are in a joking mood, I suggest we continue speaking about English holidays. This time we'll speak about spring feasts which are usually associated with joy and smiles. First comes April Fools' Day. I hope you don't mind celebrating this funny day and enjoying its jokes. But what do you know about its origin?

Before reading about the holiday, do a quiz, please.



Holiday quiz

Праздничная викторина

1. When did people start celebrating April Fools' Day?
2. Where did the holiday originate?
3. When was the Gregorian calendar adopted?
4. What people were called 'April fools'?
5. What is 'a practical joke'?

Read the story about April Fools' Day to check if you did the quiz right. What additional information about the holiday does the story contain?

APRIL FOOLS' DAY ○○○○

Праздник апрельских дураков

(Первое апреля)

Many people think April Fools' Day is the funniest day of the year. Its origins are uncertain. Some see it as a celebration related to the turn of the seasons, while others believe it originates from the adoption of a new calendar.

Ancient cultures, including those of the Romans and Hindus, celebrated New Year's Day on or around April 1. In 1582, Pope

Gregory XIII ordered a new calendar (the Gregorian Calendar) to replace the old Julian Calendar. The new calendar called for New Year's Day to be celebrated on January 1.

The April Fools' Day is believed to originate in France. When the French first adopted the Gregorian calendar in 1582, some people continued to use the old calendar and celebrated the New Year's Day on April 1. These people were called April fools. The custom of playing tricks on this day became popular in France and then spread to many other countries. Whatever the trick, if you fall for the joke the prankster cries, 'April Fool'!

шутник

Some historians find several weak points in this explanation of the holiday origin but on the other hand, other explanations are also doubtful. Perhaps there's something about the time of year, with its turn from winter to spring that leads to light-hearted celebrations.

Most April Fools' jokes are in good humour, and are not meant to offend anyone. Here are some typical pranks:

обижать
проделки

— Calling the zoo and asking to speak to Mr Lion.

— Putting salt in the sugar bowl.

сахарница

— Setting the clocks back an hour.

— Saying to a friend, 'Oh my! You have four big holes in your coat... Buttonholes'.

дырки
петлицы

— Fixing a string to a wallet and leaving a wallet in the middle of the street. When someone tries to pick it up, the prankster pulls it out of the reach.

веревка
бумажник

Some people though prefer more cruel jokes, which are called 'practical jokes'. April Fools' jokes as any other jokes are as humorous or cruel as the people who perform them.

On this day of national good humour, television, newspapers, websites join the fun. British television once told the story of a building that had been built upside down by mistake. They showed an example of modern architecture which actually looked better when it was turned the other way. Many people must have been fooled, and, perhaps, the architect himself was puzzled.

In one famous prank from 1957, the BBC broadcast a film in their 'Panorama' current affairs which showed Swiss farmers picking freshly-grown spaghetti, in what they called the Swiss Spaghetti Harvest. The BBC were later flooded with requests to purchase a spaghetti plant, forcing them to declare the film a trick on the news the next day.

With the advent of the Internet and readily available global news services, April Fools' pranks can catch and embarrass a wider audience than ever before.

In all countries, in all times the best joke has always been the one which makes everyone laugh, especially the person on whom the joke is played.

The famous American writer Mark Twain said, 'The first of April is the day when we remember what we are the other 364 days of the year'.



Is April Fools' Day kept in your country? What are the most typical jokes in your country?

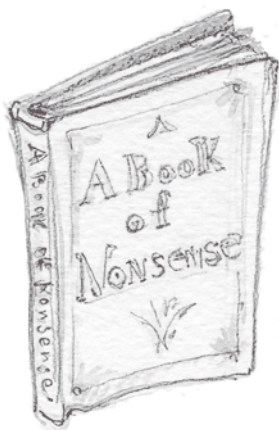
If you like April Fools' Day, tell your friends about one of your favourite April Fools' jokes. If you don't quite like the holiday, explain why you feel this way and tell your friends about the holiday you like most of all. Perhaps, a couple of new limericks will put you in a good mood.

LIMERICKS

Лимерики

*There was an Old Man with a nose,
Who said, 'If you choose to suppose,
That my nose is too long,
You are certainly wrong!'
That remarkable Man with a nose.*

*There was a Young Lady whose eyes
Were unique as to colour and size;
When she opened them wide,
People all turned aside,
And started away in surprise.*



The eighth meeting Восьмая встреча



THERE IS NO PLACE LIKE LONDON

Нет ничего лучше Лондона



I hope the eighth meeting in our 'Good Manners Club' will give you an opportunity to get to know London better, and there will be time and place for different activities.

Last time we spoke about London public transport, and it would be a shame not to tell you about iconic London black cabs. Besides, some of you have complained of too much walking about this huge city. So why don't we start our day with booking a taxi?

LONDON TAXI

Лондонское такси

The big black taxicabs are as much a part of London as the red double-decker buses, yet many have been replaced by new models. London's official taxis, black cabs, can be hailed in the street or at designated ranks situated in prominent places, including many mainline rail, Tube and bus stations. They can also be booked by telephone.

остановлены
специальные
стоянки

You can also hail a taxi from the roadside. If the yellow 'TAXI' sign on the top is lit, then the taxi is free to pick up passengers.



Many taxi drivers often drive at night with their 'FOR HIRE' signs unlit; this gives them a possibility to choose their passengers and avoid those they think might cause trouble. If you see an unlit cab with no passengers, hail it: you might be lucky.

(зд.) свободен
погашенные

останавливать

London taxi fares and tips

The fare is recorded on the meter, and today the minimum charge is £2.40. Additional charges apply when you take a black cab from Heathrow, book by telephone and on Christmas Day and New Year's Eve. Many black cabs accept payment by credit or debit cards but you'd better check it with the driver before the trip starts. Card payments attract additional charges. You can tip taxi drivers as much as you like, but most people round up to the nearest pound. Here are some phrases you might need.

счетчик

округляют



What to say when booking a taxi by phone
Что говорить при заказе такси по телефону

Good evening! Speedy Taxi Company. Can I help you?
Добрый вечер! Компания «Спиди Тэкси» (Быстрое такси).
Чем я могу вам помочь?

Hello! I'd like to book a taxi for 6 a. m. tomorrow.
Здравствуйте! Я бы хотел заказать такси на завтра
на 6 часов утра.

Very good. Where are you going, sir?
Очень хорошо. Куда вы едете, сэр?

To Gatwick airport. I'm supposed to be there at 7 a. m. Do you think we'll be able to make it?
В аэропорт Гатвик. Я должен там быть
в 7 часов утра. Думаете, мы успеем?

No doubt, sir. There are no traffic jams at this early hour. Could I have your name, address and telephone number, please?
Безусловно, сэр. В такое раннее время пробок нет. Будьте добры, назовите свое имя, адрес и номер телефона.

I'm staying at the Blandford Hotel, 80, Chiltern Street. My name is...
Я остановился в гостинице Блэндфорд, улица Чилтен, 80. Меня зовут...



What to say if you need a taxi right away
Что сказать, если такси нужно вам немедленно

— **Hello! Could I have a taxi right now?**

— **Where are you going, madam? And what's your address, please?**

— **Здравствуйте! Вы могли бы прислать такси прямо сейчас?**

— **Куда вы едете, мадам? И ваш адрес, пожалуйста?**

— Green Street, 10. I'm going to Covent Garden Theatre. And I need to be there at 19:50.

— I'm afraid I can't help you, madam. The cab can be at your place in half an hour at the earliest. You'll hardly be able to make it in time. It's the rush hour.

— Oh, what shall I do? Can you send a taxi earlier at other rates?

— I'm sorry, madam, we don't provide such service. Try Speedy Taxi Company. Their telephone is...

— Грин-стрит, 10. Я еду в театр Ковент-Гарден. Мне нужно там быть в 19:50.

— Боюсь, я не могу вам помочь, мадам.

Такси может быть у вас самое раннее через полчаса. Вы вряд ли успеете. Сейчас час пик.

— И что же мне делать? Вы можете прислать такси раньше по другому тарифу?

— Мне жаль, мадам, но у нас нет такой услуги. Попробуйте компанию «Спиди такси». Их телефон...

RENTING A CAR

Аренда машины



I know some of you are planning to rent a car for travelling outside London. You'll find car rental stations at Heathrow Airport, Gatwick Airport and London City Airport, as well as at London's major train stations and many other convenient locations in and around the capital. As a rule, most outlets offer flexible pick up and drop off options, new car models of high quality. Although booking online is quick and easy, when contacting the car rental company, you might need some simple phrases.



What to say when renting a car
Что говорить при аренде машины

— I'd like to rent a car for two days, please.

— Could I rent a car for a week?

— What makes (models) can you offer?

— I would like to have a car with the automatic gears.

Is it available?

— What are the rates?

— What are your hourly (daily) rates?

— Have you got weekly rates?

— What about the insurance? What does it cover?

— I've got an international driver's permit.

It's issued in Russia.

— Do you need any other documents?

— Where did you say I can drop off my car?

— Could I have a list of all the stations where I can drop my car?

— Я бы хотел взять машину в аренду на два дня.

— Я могу арендовать машину на неделю?

— Какие модели вы предлагаете?

— Я бы хотел взять машину с автоматическим управлением. У вас они есть?

— Какие у вас тарифы?

— Какова стоимость за час (за день)?

— У вас есть тарифы за недельную аренду?

— А как насчет страховки? Что она включает?

— У меня международные права.

Они выданы в России.

— Вам нужны еще какие-нибудь документы?

— Где вы сказали, я могу оставить машину?

— Вы могли бы дать мне список всех станций, где я могу оставить машину?



Now that we've solved some transportation problems, I suggest we change the subject and speak about London's best museums and art galleries. I've selected some information about the most famous of them and tried to give brief characteristics of the museums. I'd like to draw your attention to the fact that although the admission to most British national museums and art galleries is free, some of them do charge admission fee.

Read the descriptions of the museums and art galleries and then match each of them with the corresponding brief characteristic. To check your answers see the Key on p. 319.

Brief characteristics of London museums:

1. Britain's most famous art collection.
2. Here you can get acquainted with modern art.
3. The gift of a sugar merchant.
4. Here you can meet the most famous people of the world.
5. First an exhibition, then a museum.
6. British history looks at you from the walls of the museum.
7. This is the most famous address in London.

THE BEST LONDON MUSEUMS ☉☉☉

Лучшие музеи Лондона

A. Victoria and Albert Museum

It's an outstanding museum, displaying applied arts of all disciplines, all periods, all nationalities and all tastes. This is always referred to as V&A (Victoria and Albert). Prince Albert, was responsible for the foundation of this permanent version of the 1851 Great Exhibition. See it and you will never forget it.

прикладное
искусство

Cromwell Rd. Tube: South Kensington.

B. The Tate Gallery

It was given to the nation by a rich sugar merchant, Sir Henry Tate, who had a taste for the fine arts. It overlooks the Thames, not far from the Houses of Parliament. English artists are naturally well represented here, and the gallery also has a lot of modern works, including some sculptures by foreign artists.

изобразительное
искусство

Millbank. Tube: Pimlico. Free.

C. The National Gallery

It is situated on the north side of Trafalgar Square and contains Britain's best-known collection of 2,200 pictures. The collection was begun in 1824, with the purchase of thirty eight pictures. The gallery is rich in paintings by Italian masters; it contains pictures representative of all European schools of art, and, of course, of the best English tradition, including Turner, Hogarth, Gainsborough, Stubbs and Constable.

Trafalgar Sq. Tube: Charing Cross. Free.

D. The British Museum

This is a world famous museum. Allow plenty of time here. There are 4 kilometres of space inside, split into nearly 100 galleries of treasures from everywhere in the world, some

as old as humankind itself. This unique collection represents the progress of civilisation. You'll find here such rarities as the Rosetta Stone carved in BC 196; the Mausoleum of Halicarnassus, one of the Seven Wonders of the Ancient World; the famous Magna Carta, the Egyptian Mummies and a lot more unique exhibits.

Great Russell St. Tube: Tottenham Court Road,
Holborn, Russell Square. Free.

E. The National Portrait Gallery

The collection which is arranged chronologically begins on the top floor (Level 5) with the Tudors. Each room has been given a particular historical theme. The gallery was founded in 1856 to collect the portraits of famous British men and women. The visitor can see portraits of British monarchs since the reign of Richard II (1377–1399) and of historical celebrities who created (and are still creating) the history and the culture of the nation.

St. Martin's Pl. Tube: Charing Cross. Free.

F. Madam Tussaud's Museum

This is one of London's busiest sights. Numerous visitors to the museum can see life-size wax figures of famous people: politicians, actors, athletes and Royalty. They can also see criminals and murderers in the Chamber of Horrors. The admission fee to this museum is the highest in London.

Marylebone Rd. Tube: Baker Street.

G. Sherlock Holmes Museum

Step back in time, and when you visit London, remember to visit the official home of Sherlock Holmes! According to the stories written by Sir Arthur Conan Doyle, Sherlock Holmes and Doctor John H. Watson lived at 221b Baker Street between 1881–1904. The house is protected by the government due to its ‘special architectural and historical interest,’ while the 1st floor study overlooking Baker Street is still faithfully maintained as it was kept in Victorian Times.

221b Baker Street. Tube: Baker Street

H. Tate Modern

Tate Modern is Britain’s new national museum of modern art. It displays the Tate collection of international modern art from 1900 to the present day, including major works by Dali, Picasso, Matisse as well as contemporary works by the best modern современные artists. Tate Modern stands at the heart of London, opposite St. Paul’s Cathedral.

Summer Street, Bankside. Tube: London Bridge.



Now, after you’ve read about the museums, I’m sure you are eager to visit at least some of them. But what about London theatres? Are you planning to visit any of them? Don’t miss your chance! To help you make your choice, I’ve brought the latest issue of the ‘London Theatre Guide’. I hope it will help you get a better idea of London theatrical life and choose something for yourself.

LONDON THEATRE GUIDE ◎◎◎

Путеводитель по лондонским театрам



London is famous for its rich theatrical life. Of the 100 or so theatres in the capital, about 50 are situated in the West End — more than enough to suit every kind of taste, whether serious or frivolous. Most of older London West End theatres are concentrated in a very small area called the Theatreland near Piccadilly Circus and Leicester Square Tube stations.

If you care for opera or ballet, you can visit the Royal Opera House, which is situated in Covent Garden and houses both the Royal Opera and the Royal Ballet. You can also listen to the best operas in English and watch classical and modern ballets at the Coliseum which now houses the English National Opera and the English National Ballet companies.

Lovers of classical music could visit the Barbican Centre or the Royal Albert Hall, where the best symphony and chamber music orchestras give concerts almost every night of the year.

камерная

Those who prefer drama have such a diversity of choice that it's quite difficult to make up one's mind where to go. Some theatres like the Royal Shakespeare Company concentrate on the classics and serious drama, some others prefer light comedy and whodunnits (*who+done+it*), detective stories such as Agatha Christie's 'The Mousetrap', which has been running nonstop since 1951.

разнообразие

мышеловка

There is a wide range of fabulous musicals at London West End theatres. The favourites continue to include triumphant 'The Phantom of the Opera', 'Cats', 'The Lion King' and other classics.

Not so long ago there appeared in London another theatre which is 'a must' for theatregoers. Today, after almost 400 years, the Globe Theatre, which William Shakespeare founded in 1599 and where he staged almost all his plays, is open to public again. After Shakespeare's death in 1616, the original building was closed by the Puritans in 1642 and two years later it was pulled down. It is believed that their new building is as close to the original as it is possible to be.

The architects and the builders did their best to make the building an exact replica of the old Globe. Even the construction materials were specially produced to imitate the old ones. The International Shakespeare Globe Centre was opened by Her Majesty the Queen on June 12, 1997. Shows at the new Globe are staged in much the same manner as they were in Shakespeare's time: no scenery, no spotlights or microphones. The main idea is to involve the audience in the show.

копия

декорации
прожекторы

Do you feel like booking a ticket to the Globe or any other theatre? If you do, study 'Tips for theatregoers' first, and then decide where to go and what tickets to buy.

TIPS FOR THEATREGOERS ☉☉☉

Советы театрам

Prices vary from £8 for a seat in the upper balcony to £45–50 for a good one in the stalls in a drama or musical theatre.

партер

The range of the ticket prices in the Royal Opera House is wider: from £2 for a restricted view seat to £600 for a seat in

место
с ограниченной
видимостью

the boxes. The prices here depend on the performance you are going to see. (зд.) логи

The ticket prices to classical music concerts are much lower. If you can't book in advance, then arrive at the hall an hour before the performance for a chance at returns.

возврат билетов

Half-price tickets might be available for some performances at Leicester Square Box Office on the day of the performance you are going to see. It's open Monday-Saturday 1-6:30 p. m. and from noon on Sundays and matinee days. As a rule, theatre programmes are free.

дни утренних спектаклей

Warning! Beware of unscrupulous ticket agents, who sell tickets at four or five times their price from the ticket box offices and cheat people selling tickets outside theatres.

остерегаться недобросовестных продавцов билетов

обманывают

Most theatres are closed on Sundays. The few exceptions are the Barbican Hall, the Royal Opera House (on special occasions) and a couple of other concert halls.

Parking might be difficult at the Theatreland from 7:15 to 8 p. m., when there is a kind of a rush hour, as normally the performances begin either at 7:30 or 8 in the evening. There is another minor rush hour when the performances are over.

'What to wear?' is another question bothering theatregoers, especially women. At present very few people 'dress up' for the theatre (that is, wear a formal evening dress) except for a first night, an important 'gala' performance, or a classical music concert. What to wear also

премьера

depends on who you go with and, perhaps, how much you paid for your tickets. At the Royal Opera House in Covent Garden, for example, spectators in the stalls, the circle and the boxes are usually dressed formally, while those sitting in the amphitheatre may well be in jeans. Mind that most of old London theatres do not have cloakrooms. Visitors can enter a theatre hall with their coats on. If you like, you can put your coat on the back of your chair or elsewhere.

зрители
(зд.) ярус

гардероб

Arriving. Plan to arrive in good time, especially if meeting people. When you take your seat in the auditorium, you should thank those who have to move or stand to let you pass. If someone needs to squeeze past you to get to his or her seat, stand out of the narrow gangway.

протиснуться

проход

If someone else appears to be in your seat, ask politely if you can see his or her ticket. If the other person refuses to move or if you need any further help, refer the problem to an usher or usherette.

билетер или
билетерша

Dining on the day of the performance will not cause you any trouble if you choose to have an early dinner before the performance at one of many restaurants in the Theatreland. The service is quick and the food is delicious. In case you prefer late supper after the performance, the Theatreland restaurants are at your service, too.

Which of the above recommendations do you find the most useful? What makes them more useful than the others?

Would you like to check if you got the information about London theatres right? Tick (✓) 'T', if the statement is true to the story, and 'F', if it is false. Check your answers with the Key on p. 319.

		T	F
1.	In London you can listen to opera not only at the Royal Opera House.		
2.	There is an area in the West End that can be called the 'Theatreland'.		
3.	It's quite difficult to park a car in Piccadilly at about 8 p. m.		
4.	There's no problem in getting tickets for any performance in London.		
5.	People never 'dress up' for a theatre performance now.		
6.	The shows are over so late that you can't find a place to eat at this time.		



Well done! Here is another test for you — a fragment of this week's 'Theatre Guide'. Study it carefully and then do the Theatre quiz to see if you got the notice right. Check your answers with the Key on p. 319.

HER MAJESTY'S

Best Musical

Laurence Olivier Awards 1986

THE PHANTOM OF THE OPERA

Music by ANDREW LLOYD WEBBER

Directed by HAROLD PRINCE

Now booking to Dec

Apply to box office daily for returns

Mon-Sat at 7:45 p. m., Mats Wed and Sat at 3 p. m.

Prices: £10.00-45.50

Performance length: 2h 30

The theatre quiz

Театральная викторина

1. What's on at 'Her Majesty's Theatre'? что идет
2. Who's the composer of the famous musical?
3. Who's the director? режиссер
4. How long does the performance last?
5. Are there any daytime performances? If so, when are they shown?
6. Is it possible to make a booking for a November Sunday performance?
7. Is there any hope to buy a ticket at the theatre box office if now all the tickets are already sold out?



I hope you have chosen something to your liking from the 'Theatre Guide' and will enjoy the performance.

You can book tickets by phone and then come and collect them at the theatre box office an hour before the performance begins. You can also buy tickets from numerous theatre agents whose box offices you can see all around London Theatreland.



Let me give you another piece of advice. If you happen to be in Leicester Square (which is pronounced [lestə]), make sure to visit its landmark. I mean 'The Half-Price Ticket Booth' which sells tickets for many of that evening's performances at half-price.



AT THE THEATRE BOX OFFICE

В театральной кассе

— Hello! Have you got any tickets for tonight?

— Здравствуйте! У вас есть билеты на сегодняшний вечер?

— Yes, we've got some.
What do you prefer: opera,
ballet, drama, musicals or
concerts?

— How about Shakespeare's
Globe?

— Sorry, not for tonight.
But I can offer you tickets
for Shakespeare's 'Twelfth
Night' at the Barbican
Centre.

— Is it worth seeing?
I mean this particular
stage version...

— No doubt, sir! It's
directed by Mike Alfreeds.
It's the hit of the season.

— Well, sounds good.
Have you got tickets in the
stalls?

— Let me see.
No, sorry, none.
But I can offer you very
good seats in the first row of
a box.

— How much are they?
— 25 pounds each. It's half-
price, sir.

— OK. I'll take two tickets.
Do you accept MasterCard?

— Certainly, sir.

— Да, кое-что есть. Что
вы предпочитаете: оперу,
балет, драму, мюзиклы или
концерты?

— А как насчет шекспиров-
ского театра «Глобус»?

— Извините, сегодня нет.
Но я могу предложить вам
билеты на пьесу Шекспира
«Двенадцатая ночь» в Цен-
тре Барбикан.

— А это стоит посмотреть?
Я имею в виду
именно эту сценическую
версию...

— Вне всяких сомнений,
сэр! Ее поставил Майк Ал-
фредс. Это гвоздь сезона.

— Ну что же, здорово!
У вас есть билеты в партере?

— Дайте посмотреть. Нет,
к сожалению, ни одного.

Но я могу предложить вам
очень хорошие билеты
в первом ряду ложи.

— Сколько они стоят?

— 25 фунтов каждый. Это
вдвое меньшая цена, сэр.

— Хорошо. Я возьму два
билета. Вы принимаете кар-
ту MasterCard?

— Конечно, сэр.

DID YOU KNOW...? ○○○○○

Знаете ли вы...?

Proms, what does it mean? ‘Prom’ is short for a ‘promenade concert’, a term which originally referred to outdoor concerts in London’s pleasure gardens, where the audience was free to walk around while the orchestra was playing. Today the Proms are more formally known as ‘The BBC Proms’, or ‘The Henry Wood Promenade Concerts presented by the BBC’.

Founded in 1895, each season currently consists of more than 70 concerts in **the Royal Albert Hall** and is known as the world’s largest and most democratic musical festival. The festival deserves its ‘democratic’ reputation as the arena and the gallery are freed from chairs and become standing areas, accommodating many more people than usual. The audience are allowed to walk during the concert, to sit or even to lie on the arena, but few people do that being indulged in the music.

The ticket prices for the standing area are much lower than for the reserved seating, starting with 5 pounds. Standing Promming tickets for either the Arena or Gallery can be bought only on the day of the concert, which can give rise to long queues for well-known artists or works. Proms concertgoers, particularly those who stand, are sometimes described as ‘Promenaders’, but are most commonly referred to as ‘Prommers’. If you don’t feel like standing during the three-hour concert but still want to listen to the best orchestras and watch the unusual audience, you can buy ‘sitting’ tickets which are a little more expensive.

Many people’s perception of the Proms is taken from **the Last Night**, although this concert is very different from the others. It usually takes place on the second Saturday in September, and is broadcast on BBC Radio 3, on BBC2 (first half) and BBC1 (second half). The concert is traditionally lighter, with popular

classics being followed by a series of British patriotic pieces in the second half of the concert. Flags, balloons and party poppers хлопушки are all welcomed. Another tradition of the Last Night is that near the end of the concert the conductor makes a speech thanking the musicians and the audience. There is also a tradition of singing 'Auld Lang Syne' after the end of the concert, but it is not included in the programme. дирижер

If you happen to be in London in July–September and if you are interested in music and English national traditions, don't miss the Proms.



So much for music, dear friends, I guess I should be more 'practical-minded' now and give you some advice on shopping as this is an essential part of any travelling programme.

Do you know what to say when doing the shopping?



WHAT TO SAY WHEN SHOPPING

Что говорить, когда мы делаем покупки

Looking for a shop or a shop department.

В поисках магазина или отдела магазина

— Excuse me, is there a food store near here?

— Excuse me, I'm looking for Selfridges, please.

— Простите, здесь поблизости есть продуктовый магазин?

— Извините, я ищу (универсам) «Селфриджиз».

— Could you tell me if there's a supermarket somewhere here?	— Вы не скажете, есть ли здесь где-нибудь супермаркет?
— Could you tell me where the shoe department is?	— Вы могли бы сказать, где находится обувной отдел?
— Excuse me, can you tell me if there's a haberdashery here?	— Простите, вы не скажете, есть ли здесь галантерея?
— Excuse me, which floor is the lady's underwear?	— Извините, на каком этаже (отдел) женского белья?
— Excuse me, where's the lift to the upper floor?	— Простите, где лифт на верхний этаж?



Asking for something in the shop
Как попросить что-то в магазине

— Excuse me, can you help me, please?	— Извините, вы можете мне помочь?
— Excuse me, have you got suits for everyday wear?	— Простите, у вас есть костюмы на каждый день?
— I'd like to see shoes for autumn wear, please.	— Я бы хотела посмотреть осенние туфли.
— Could I have a look at this sweater, please?	— Я могла бы взглянуть на этот свитер?
— Will you show me the black bag over there, please?	— Покажите мне, пожалуйста, вон ту черную сумку.



Buying shoes *Покупаем туфли*

<p>— Can I try on these sandals, please?</p> <p>— Have you got them in white?</p> <p>— These boots are too tight. Have you got a size larger?</p> <p>— The high boots are a little too large. Have you got something smaller?</p> <p>— The heel is too high.</p> <p>— These trainers feel comfortable.</p>	<p>— Могу я примерить эти босоножки?</p> <p>— У вас есть такие же белые?</p> <p>— Эти ботинки мне тесны. У вас (они) есть на размер больше?</p> <p>— Эти сапоги чуть великоваты. У вас есть что-то поменьше?</p> <p>— Каблук слишком высокий.</p> <p>— Эти кроссовки удобные.</p>
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What to say when making payment *Что говорить при оплате*

<p>— How much is this dress, please?</p> <p>— How much are the shoes, please?</p> <p>— Excuse me, where do I pay for the raincoat?</p> <p>— Excuse me, where's the cashier?</p> <p>— Do you accept Visa Cards?</p> <p>— Can I pay cash?</p>	<p>— Сколько стоит это платье?</p> <p>— Сколько стоят эти туфли?</p> <p>— Извините, где я должна заплатить за плащ?</p> <p>— Извините, где касса?</p> <p>— Вы принимаете карты Visa?</p> <p>— Я могу заплатить наличными?</p>
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In Ladies' Wear

В отделе женской одежды

Shop Assistant (Sh. A.): Good morning, madam! How can I help you?

Customer (C.): Morning! I'd like to have a look first.

Sh. A.: You are welcome, madam. Let me know if you need my help.

(some minutes later)

C.: Excuse me, how much is this woollen dress?

Sh. A.: It's 80 pounds, madam. It's a very good quality for this price.

C.: Do you have it in beige?

Sh. A.: Let me see. Yes, we have this model in beige, blue and light green.

What size do you wear, madam?

C.: I'm not sure about my English size...

I believe, size 12 must be OK. I'd like to try on dresses of all the colours.

Where is the fitting room, please?

Продавец (П.): Доброе утро, мадам! Как я могу вам помочь?

Клиент (К.): Я бы хотела сначала осмотреться.

П.: Пожалуйста, мадам. Дайте мне знать, если вам понадобится моя помощь.

(через несколько минут)

К.: Простите, сколько стоит это шерстяное платье?

П.: 80 фунтов, мадам.

Очень хорошее качество за эту цену.

К.: А у вас нет такого же платья бежевого цвета?

П.: Позвольте, я посмотрю.

Да, у нас есть эта модель в бежевом, синем и светло-зеленом. Какой у вас размер, мадам?

К.: Я точно не знаю, какой у меня английский размер... Думаю, 12-й размер подойдет. Я бы хотела примерить платья всех цветов. Скажите, пожалуйста, где примерочная?

Sh. A.: It's over there, in the right-hand corner. Let me show you the way.
(some minutes later the customer comes out of the fitting room)

C.: I'm afraid it's not my size. It's too loose.
Will you give me a smaller size in beige, please?

Sh. A.: Here you are, madam. I hope it will fit you well.
Can I offer you this lovely scarf, madam?

It will go well with the dress, I think.

Sh. A.: Good. I'll take both, the dress and the scarf.
The scarf is really a perfect match.

Sh. A.: Anything else, madam?

C.: Will you also show me that dark brown hand-bag?
Is it genuine leather? And what about that little one?...

П.: Вон там, в правом углу. Позвольте я вас провожу.
(через несколько минут покупательница выходит из примерочной)

К.: Боюсь, это не мой размер. Это слишком свободное. Пожалуйста, дайте мне бежевое платье на размер меньше.

П.: Вот, возьмите, мадам. Надеюсь, это подойдет вам. Могу я предложить вам этот милый шарф, мадам? Я думаю, он подойдет к этому платью.

К.: Хорошо, я возьму и то, и другое: платье и шарф. Шарф действительно прекрасно подходит.

П.: Что-нибудь еще, мадам?

К.: Покажите мне, пожалуйста, вон ту темно-коричневую сумочку. Это настоящая кожа? А вон та маленькая?...



The lady you've just read about seems to be an experienced shopper, doesn't she? She could give you a lot of useful advice on where and when to do shops in London. I should confess I'm not that good at shopping but I have selected for you some advertisements from

different guidebooks about London shops. Hopefully, they will help find the places where you can buy everything you need and get an idea of legendary London shops.

Look through the ads and decide which shop you will visit if you want to buy:

- *a fashionable collection of evening dresses;*
- *not very expensive jeans and a T-shirt;*
- *good quality shoes for everyday wear*
(mind that you are busy in the afternoon and
can only go shopping in the evening);
- *knitwear at reasonable prices;* трикотажные,
вязанные
- *a gift for your wife and a theatre ticket*
for yourself (you are short of time, you'd like
to do both things at the same place); изделия
- *not very expensive crafts for your friends.* предметы
народного
промысла

THE MOST FAMOUS LONDON SHOPS ◎◎◎◎

Наиболее известные магазины Лондона

Most of London's big department stores are in Oxford Street and in Regent Street. They are vast buildings, in which you can buy almost anything you want, from a map of London to a suite of furniture.

Most stores are very modern and are equipped with speedy lifts, escalators, computers, etc.

You can spend hours wandering around each of these stores. They are always crowded, but at sale times, in January and July, there are so many people that it is difficult to move.

These days, it is often hard to distinguish the goods in one large store from those in another. And yet there are some stores which cannot be mistaken.

Selfridges is probably the most famous. This giant store was started at the beginning of the 20th century but it always stays up to date. There are so many departments in Selfridges that you can easily lose your way, in spite of the notices pointing the way.

But don't fail to visit two departments which symbolize Selfridges' glory. They are its Food Hall and cosmetics department which seems to perfume the air the whole length of Oxford Street.

If you have been in the store for so long that you get hungry, you don't have to leave the building, for there are lots of restaurants, cafes and snack-bars in Selfridges. You may call at the theatre box office to book a seat for an evening show; or you may drop into the travel agency.

Harrods hardly needs an introduction. It is the only department store which is on every visitor's list along with the best museums and art galleries. It is worth visiting Harrods even if you can't afford its prices. Its unique interior, special chic atmosphere, well-trained staff make it 'a must' for any inquisitive tourist. The store bases its business on three principles: perfect value, perfect quality and perfect service.

There are more than 230 departments in it, including a legendary food hall, a pet shop and a toy department which should rather be called 'a kingdom'. You can forgive Harrods its immodest motto 'Omnia, omnibus, ubique' (everything, for everyone, everywhere), because the store lives up to it.

Marks & Spencer (or M&S) is England's favourite store. It attracts a great variety of customers, from housewives to millionaires.

The store started over a hundred years ago, when a young Polish immigrant, Michael Marks, had a stall in Leeds Market. He didn't have many things to sell: some cotton, a little wool, lots of buttons, etc. Above his stall he put the now famous notice: *Don't ask how much — it's a penny.*

Ten years after, he met Tom Spencer and together they started Penny Stalls in many towns in the north of England.

Today there are about 600 branches of M&S all over the world. The range of products is very wide: from food to furniture. But their best-sellers are underwear and knitwear. M&S have become part of the English way of life — practical clothes and good materials available at reasonable prices.

Asprey has been described as the 'classiest and most luxurious shop in the world'. It offers a wide range of exquisite jewellery and gifts, both antique and modern. If you are looking for a six-carat diamond brooch, an elegant silver set, or an emerald ring, you won't be disappointed.

брошь
кольцо
с изумрудом

The new Foyles bookshop at 107 Charing Cross Road houses a range of over 200,000 different titles on four miles (6.5 km) of shelves — the equivalent of lining one bank of the Thames with books from Battersea Power Station to the Tower of London. Foyles, which was founded in 1903, was later declared to be 'the world's first purpose-built book shop'. Today it is the largest bookshop to have opened in the UK so far this century. Alongside books, the shop offers a wide range of gifts and stationery, magazines, printed music, classical music CDs and Classic and World DVDs as well as Ray's Jazz, Grant & Cutler Foreign Languages, a Cafe and an Auditorium.

облицовка

канцелярские
товары

If the old Foyles was a bookish uncle in a soup-stained cardigan, the new Foyles is a hip teenage cousin. Foyles has always

жакет в пятнах
от супа

been one of those shops which trade partly on sentiment, with its labyrinthine layout, oddball-friendly café and loyal staff: Giles, its longest serving, has clocked up an impressive half-century on the payroll. News that Foyles was moving, and its much-loved café closing, was greeted with understandable dismay by Time Out readers. But standing in the vast new premises (just a couple of doors down, in the former Central Saint Martins HQ) it's easy to understand the decision.

преданный

тревога

Foyles CEO Sam Husain describes the new store as 'a bookshop for the twenty-first century', with 37,000 square feet of floorspace laid out artistically by architects Lifschutz Davidson Sandilands around an impressive central atrium, and eight levels (four actual floors) packed with more than 200,000 books. Wherever you stand, you can see every part of the building, and the place is bathed in a gentle, contemplation-inducing glow. It's light years away from the dusty nooks of the old building, and a bold visual statement of Foyles's ambition and new image.

In the age of the e-reader and Amazon, punters need a good reason to visit a bookshop, and the new story has plenty. Books aside, the focus is on the social aspect of reading. A whole floor is dedicated to events, from readings by Michael Palin and Jarvis Cocker, to themed reading groups or literary tours. The new café is run by Leafi, the people behind the Whitechapel Gallery's smart bistro, so expect something pop rather than homely.

Covent Garden should be visited if you are looking for something 'different' (but cannot afford the prices of Bond Street). In the 19th century, this used to be England's biggest fruit and vegetable market, but then the market was moved to a new site on the other side of the River Thames. The old market, now

called 'New Covent Garden', was restored and converted into a shopping centre. There are now more than forty shops of many different kinds selling high-class clothes, good-quality shoes, craft stalls and design shops. Covent Garden offers amazing gifts of every type — bikes, kites, tea, herbs, hats and many others. There are also a lot of places to eat and drink. The opening hours are different from most other shops: they open at 10 a. m. and close at 8 p. m.; whereas most small shops are open from 9 a. m. to 5:30 p. m. As well as shopping, there is entertainment with lunchtime theatre groups and classical, jazz, folk and pop music.

Camden Lock Market is worth visiting. It's one of the most popular street markets offering a variety of clothes, antiques and junk, jewellery and scarves, ceramics, toys... The market is a special attraction for young people looking for boots and T-shirts, jeans, cheap leather jackets and ethnic crafts.

There are lots of shops and cafes and many more markets all around. At weekends it's difficult to make your way through the crowds of people and long lines of stalls. Things are quieter mid-week.



I hope my 'shopping instructions' helped you to buy everything you needed. By the way, has any of you been to an antique shop? No? I'm asking, because I'd like to introduce to you my old friend, Mrs Newrich. She is a frequent visitor of antique shops and markets and has a rich collection of rare things. If you like, we can drop at her place for a cup of tea together with a famous English-born Canadian writer Stephen Leacock who was so impressed by Mrs Newrich love for rarities that he described it in his story.

Would you like to read this story? I hope it will make you smile and will be a good change from the shopping rush.

MRS NEWRICH BUYS ANTIQUES ○○○○○

Миссис Ньюрич покупает антиквариат

(abridged)

Oh, my dear, I'm so delighted to see you! It's so charming of you to come — Jane, take Mrs Overworld's coat, please — do come on in — Jane, take Mrs Overworld's gloves. It's just delightful to see you. Ever since we came back from Europe, Charles and I have been just dying to have you see our things — (*raising her voice*): Charles! Mrs Overworld's come over to see our new antiques. Isn't it sweet of her?... He's in his study but I don't know whether he hears. He just gets buried in reading. Charles, you know, has always been so scholarly and so every time he gets a new price list he just gets absorbed in it...

But there's such a lot I want to show you that I can't even wait till you've had a cup of tea... This clock in the hall? An antique? Oh, yes, indeed! Isn't it just marvellous! It's a Salvolatile! Does it keep good time? Gracious! What an idea! Of course not! It doesn't keep time at all. It doesn't go, I understand it never did go. That's why there's such a demand for the Salvolatile clocks. You see he was one of the really great clock makers. None of his clocks ever went.

Charles, did any of the Salvolatile clocks ever go? What? Only the imitation ones. Thank you... You see, that's one way you can tell a Salvolatile clock. If it is genuine, it won't go. You say, it hasn't got any hands left. My dear! Why, of course, it never had any — not supposed to. We picked it up in a queer little shop in Amalfi and the man assured us that it never had had any hands. He guaranteed it. That's one of the things,

стрелки часов

странный

you know, that you can tell by. Charles and I were terribly keen about clocks at that time and really studied them, and the books all agreed that no genuine Salvolatile has any hands. See what it says on the little label — it was gummed on it when we got it — so we был приклеен
left it still there — (*reading*):

No. 5661. X Salvolatile Wall clock, no hands, never had, won't go, *never would*, no pendulum (*breaking off her reading with ani-* маятник
mation) — of course, I'd forgotten that — no pendulum — that makes it more valuable still...

That break in the side? Ah, my dear, I saw трещина
you looking at that — but I won't try to lie about it... the broken side isn't genuine — we had it broken by an expert in New York after we got back. Isn't it exquisitely done? You see, he has made the break to look exactly as if some one had rolled the clock over and stamped on it. Every genuine Salvolatile is топнул (ногой)
said to have been stamped upon like that.

Of course, our break is only imitation, but it's extremely well done, isn't it? We go to Ferrugi's, that little place on Fourth Avenue, you know, for everything that we want broken. They have a splendid man there. He can break anything...

Yes, and the day when we wanted the clock done, Charles and I went down to see him do it. It was really quite wonderful, wasn't it, Charles? (*raising her voice*). You remember the man in Ferrugi's who broke the clock for us! I'm afraid he doesn't hear. But the man really was a wonderful expert. He just laid the

clock on the floor, and turned it on its side на бок
 and then stood looking at it intently, and
 walking round and round it and murmu-
 ring in Italian as if he were swearing at it. как если бы он
 Then he jumped in the air and came down ругался
 on it with both feet ... with such wonderful
 accuracy.

Our friend Mr Appin-Hyphen-Smith — the great expert, you know — was looking at our clock last week and he said it was marvellous, hardly to be distinguished from a genuine fractura... But he did say, I remember, that the better way is to throw a clock out of a fourth-storey window. You see, that was the height of the Italian houses in the thirteenth century — is it the thirteenth century I mean, Charles? Charles! Do I mean the thirteenth century? I mean the proper time for throwing an Italian clock out of the window — the fourteenth? Oh, thank you, darling! — I'm always so silly about remembering the centuries of the Italian things...

But I'm forgetting your tea — do pardon me — you know I get so absorbed in my antiques that I forget everything. Do come into the drawing room and have tea — but, oh, just a minute before you sit down, do let me show this tea-pot — oh, no, I don't mean that one, that's the one that the tea has been made in — but it's nothing. We got that here in New York at Hoffany's — to make tea in. It is made of solid silver, of course, and all that, but even Hoffany's admitted that it was made in America and was probably not more than a year or so old and had never been used by anybody else. In fact, they couldn't guarantee it in any way.

But let me pour you out tea from it and then do look at the perfectly darling tea-pot on the shelf beside you. Oh, don't touch it, please, it won't stand up... No...



And so on, and so forth... Mrs Newrich can speak about her antiques for hours on end. If you want to learn more about her collection, you should buy Stephen Leacock's books, or search the Internet for his stories. I bet it'll be a very enjoyable reading!

Now, dear friends, our eighth meeting is coming to an end. I suggest we keep the 'Good Manners Club' tradition and finish the day with a story about one of the English holidays. This time it is Easter (Пасха), one of the most wonderful religious holy days. There is a lot of history and tradition behind it. If you do the quiz below, you'll find out how much you know about Easter Sunday.

Holiday quiz

Праздничная викторина

1. The English associate two holidays with Easter.
What are they?
2. Are the above two festivals public holidays?
3. What's the origin of the word 'Easter'?
4. What did the ancient people celebrate on these days?
5. What does the Easter egg symbolize now?
6. What did it symbolize in ancient times?
7. The symbol of what is the Easter Bunny (кролик)?
8. How do the English celebrate Easter?

Read the story about Easter to see if you did the quiz right. If you find in the story something which you didn't know before, mark it in the text, please.

EASTER ○○○○

Пасха

Today Easter is one of the most beautiful religious holidays. People celebrate it according to their beliefs and their religious denominations. Christians commemorate Good Friday as the day when Jesus Christ died and Easter Sunday as the day of Jesus Christ Resurrection.

вероисповедания

воскресение

The celebration takes its name and many of its customs and symbols from a pagan festival called Eostre. Eostre was the Anglo-Saxon goddess of spring who got her name from the word 'east', where the sun rises. Every spring northern European people celebrated the festival of Eostre to greet the coming of new life in nature. Later Christians related the rising of the sun to the resurrection of Jesus and their own spiritual rebirth.

языческий

It might surprise you to learn how many modern Easter symbols come from pagan times. The egg, for example, was a fertility symbol long before the Christian era. The ancient Persians, Greeks and Chinese exchanged eggs at their spring festivals. In Christian times the egg took on a new meaning, symbolizing the tomb from which Christ rose. Why the ancient people decorated eggs is not quite clear. But this custom is still very popular at Easter time.

плодовитость

могила

The Easter bunny is also a pre-Christian fertility symbol. The rabbit was the most fertile animal our ancestors knew, so they selected it as a symbol of new life. Today on Easter Sunday, children wake up to find that the Easter Bunny has left them baskets of sweets. He has also hidden the eggs that they decorated earlier that week. Children look for the eggs all around the house. Family and friends give each other chocolate Easter eggs realizing that it's not a time for trying to lose weight. предки

In many towns there are funfairs and other amusements. The fair on Hampstead Heath, in the north of London, is particularly famous. Earlier Easter Monday was the day on which the ladies used to parade in the parks, wearing new dresses and hats. Although this custom is dying out, the tradition still gives the ladies a pretext for buying new spring clothes. Good Friday and Easter Monday are public holidays in the UK and everybody enjoys them a lot. ярмарки
предлог

A lot of people, children and adults, send each other Easter cards and write Easter poems. Here is one of lovely Easter nursery rhymes:

FIVE LITTLE EASTER EGGS

Пять маленьких пасхальных яиц

*Five little Easter eggs love colours were,
Mommy ate the blue one, then there were four.*

*Four little Easter eggs, two and two you see.
Daddy ate the green one, then there were three.
My sister ate the yellow one, then there were two.*

*Two little Easter eggs, oh, what fun!
My brother ate the purple one, then there was one.*

*One little Easter egg, see me run!
I ate the last one, and then there were none.*



The ninth meeting Девятая встреча



BUSINESS BEFORE PLEASURE

Делу время, потехе час

Mr Politeness

Good evening, dear friends! As far as I know, many of you are businesspeople who often come to England on business. If so, you are certainly interested in knowing more about business etiquette and the language of meetings and discussions. This is what we are going to speak about today.



THE LANGUAGE OF MEETINGS AND DISCUSSIONS

Язык совещаний и дискуссий

The art of business talks is based on several language skills, namely, making suggestions, giving opinions, expressing agreement, disagreement, doubt, enthusiasm. How to do it best in English? What to say?



Suggestions

Предложения

More formal ways of making suggestions

Как формулировать предложения более официально

— I suggest we discuss it now.

— I would suggest we consider the problem of...

— I'd like to suggest (propose)...

— Я предлагаю обсудить это сейчас.

— Я бы предложил рассмотреть проблему...

— Я бы хотел предложить...

<p>— If I could just propose (suggest)...</p> <p>— Could I make a suggestion?</p> <p>— Could I make a point here?</p> <p>— I wonder if I might suggest (propose)...</p>	<p>— Мог бы я предложить...?</p> <p>— Мог бы я внести предложение?</p> <p>— Мог бы я обратить особое внимание на этот вопрос?</p> <p>— Я хотел бы знать, могу ли я предложить...</p>
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Less formal ways of making suggestions
 Как формулировать предложения
 менее официально



<p>— Wouldn't it be a good idea to...?</p> <p>— Don't you think it might be a good idea to...?</p> <p>— I suppose we might (could)...</p> <p>— It seems to me that we could...</p> <p>— Why don't we...?</p> <p>— How about...?</p>	<p>— Как вам идея...?</p> <p>— Вам не кажется, что это неплохая идея...?</p> <p>— Думаю, мы могли бы...</p> <p>— Мне кажется, что мы могли бы...</p> <p>— Почему бы нам не...?</p> <p>— Как насчет...?</p>
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Asking for opinions
 Как спросить о чьем-то мнении

<p>— What's your opinion, Mr Morgan?</p> <p>— Mr Trade, what do you think about it?</p>	<p>— Какого вы мнения, г-н Морган?</p> <p>— Г-н Трейд, что вы думаете об этом?</p>
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— Do you agree, Hilary?	— Вы согласны, Хилари?
— What are your views on this?	— Каковы ваши взгляды по этому вопросу?
— Don't you agree, Paul?	— Разве вы не согласны, Пол?
— Don't you think so, Ms Smith?	— Вы так не думаете, г-жа Смит?
— Does anyone object?	— Кто-нибудь возражает?



How to express agreement *Как выразить согласие*



— I agree with you (=I'm of the same opinion).	— Я согласен с вами (= я придерживаюсь того же мнения).
— I agree to your proposal (=I say 'yes').	— Я согласен с вашим предложением (=я говорю «да»).
— I totally agree that...	— Я полностью согласен, что.
— I couldn't agree with you more.	— Я абсолютно с вами согласен.
— (No doubt) it's a good idea and...	— (Безусловно) Это хорошая идея и.
— That's a good point. I think you are right.	— Это хорошая мысль. Думаю, вы правы.



How to express doubt *Как выразить сомнение*



— I doubt it.	— Я сомневаюсь в этом.
— I doubt if it's possible.	— Я сомневаюсь, что это возможно.

— I'm not at all sure that...	— Я совсем не уверен, что...
— I'm not quite certain that...	— Я не вполне уверен, что...
— I don't think it's realistic.	— Я думаю, что это нереально.
— Could be/might be...	— Может быть...



How to express disagreement *Как выразить несогласие*



Attention!

Please, notice that you need to be very polite when disagreeing with someone in English — even with someone you know quite well.

— That's a good idea, and (but)...	— Это хорошая идея, и (но)...
— Yes, that's quite true, but (and)...	— Да, это верно, но (и)...
— I'm afraid I can't agree with you on that.	— Боюсь, я не могу с вами в этом согласиться.
— Well, you have a point there, but...	— Ну, то, что вы говорите, верно, но...
— Perhaps, but don't you think that...	— Возможно, но не кажется ли вам, что...
— I see what you mean, but...	— Я понимаю, что вы имеете в виду, но...
— I'm not sure I quite agree...	— Я не уверен, что могу вполне согласиться...



*If you know someone very well,
you can disagree more directly*

*Если вы знаете кого-то очень хорошо,
можно выразить несогласие более откровенно*

— I can't agree with you
here!

— I'm afraid I disagree with
you!

— I don't agree at all!

— You can't be serious!

— Я не могу с тобой в этом
согласиться!

— Боюсь, я не согласен
с тобой!

— Я совершенно не согласен!

— Не может быть,
чтобы ты серьезно имел
это в виду!



It's quite difficult to express an opinion immediately. Most people — both native speakers and those who learn English — hesitate a lot during a conversation. The worst way to hesitate is with silence. Silence destroys communication. People might think you either don't understand them, or aren't interested in what they are saying, or are just impolite.

There are some ways in English to express hesitation. Have a look!



*How to express hesitation
Как выразить неуверенность*

— How shall I put it?

— The thing is...

— The fact is...

— Let's see now...

— Как это сказать?

— Дело в том, что...

— Дело в том, что...

— Давайте подумаем
сейчас...

— It's like this, you see.	— Видите ли, дело в следующем.
...sort of...	...типа...
...kind of...	...типа...
...um...	...гм...
...er...	...э-э...
...well...	...ну...
...actually...	...в действительности...
...in fact...	...на самом деле...
...you see...	...видите ли...
...you know...	...знаете ли...



Sometimes we have to interrupt people when they are speaking. It's important to do it politely not to offend the speakers. If you break in at the wrong time, you may be considered aggressive. The end of the silence seems to be the right place to break in. Here are some useful techniques for interrupting.



How to interrupt people in a more formal way

*Как прервать кого-то,
используя более официальные выражения*

— Excuse my interrupting you...	— Простите, что я перебиваю вас...
— If I could just come in here...	— Если бы я мог здесь вставить слово...



Less formal expressions

Менее официальные выражения

— Sorry to interrupt, but...	— Извините, что прерываю вас, но...
------------------------------	-------------------------------------

— I'd just like to say that...	— Я бы просто хотел сказать, что...
— By the way... (to change the subject)	— Кстати... (меняя тему разговора)
— That reminds me... um...	— Кстати... гм...



Suggesting a compromise
Как предложить компромисс



— Could I suggest a compromise?	— Мог бы я предложить компромисс?
— How about a compromise?	— Как насчет компромисса?
— I'm sure we'll be able to reach a compromise if we have a break, think a little, and then meet again and continue our discussion.	— Я уверен, что мы сможем достичь компромисса, если мы сделаем перерыв, немного подумаем, а потом встретимся вновь и продолжим нашу дискуссию.
— Don't you think that if we make some concessions, we'll achieve a compromise?	— Вам не кажется, что если мы пойдем на некоторые уступки, мы достигнем компромисса?
— I hope a compromise agreement can be negotiated if both parties are ready to meet each other halfway.	— Надеюсь, компромиссное решение может быть достигнуто, если обе стороны готовы пойти навстречу друг другу.



I hope you agree that language skills alone are not enough to produce a favourable impression and establish rapport. Appropriate manners matter a lot too. As business becomes more and more international, we could speak of universal etiquette rules. And still business etiquette peculiarities of each country should be specified. It is also worth mentioning that throughout the United Kingdom the business code of behaviour is practically the same. That's why today we would rather speak not of English but the British etiquette rules.

Look through the article that follows and mark the information you find most important for establishing business contacts in the UK.

BUSINESS ETIQUETTE IN THE UK ○○○○○

Этикет делового общения в Великобритании

British communication styles

The British have an interesting mix of communication styles which includes both formal and direct communication. Many older businesspeople or those from the 'upper class' rely heavily upon formal use of the established protocol. They still prefer to work with people and companies they know or who are known to their associates. Younger businesspeople do not need long-standing personal relationships before they do business with people, and do not require an intermediary to make business introductions. Nonetheless, networking and relationship building are often the key to long-term business success.

Rank is respected and businesspeople prefer to deal with people at their level. If at all possible, include an elder statesman

on your team as he/she will present the aura of authority that is necessary to good business relationships in many companies. When communicating with people they see as equal to themselves in rank or class, the British are direct, but modest. If communicating with someone they know well, their style may be more informal, although they can still be reserved.

Greetings, titles and business cards exchange

You should shake hands with everyone at a meeting upon arrival. It is recommended to maintain eye contact during the greeting. Before moving to a first-name basis, wait until invited. People under the age of 35 may make this move more rapidly than older British.

As a rule, business cards are exchanged at the initial introduction without any formal ritual.

Punctuality

Punctuality is a very British trait. It is especially important in business situations. It is considered very impolite to arrive late for a business meeting. If you set up a meeting for two o'clock, the chances are your counterparts will arrive on time or just before. Always call if you might be even 5 minutes later than agreed. If, however, you are running more than a few minutes late, you should call ahead to apologize and give an indication of how late you will be; in the case of a longer delay that would compromise the value of attending the meeting, you should consider offering to postpone the meeting to a new time and/or day. Waiting for others also requires a comment. If you are kept waiting a few minutes, do not make an issue of it.

Since the British are so time conscious, sometimes you may feel their lives are very rushed. In fact, however, they are

only doing their best to avoid losing time, which is valued as an economic resource. The busier people are, the greater the likelihood that they will have to leave for another engagement, so respecting their time is very important.

Business dress code

When it comes to business dress codes, classical conservative attire is the norm for both men and women in British culture and dark colours such as black, dark blue and charcoal grey are predominant. It is common for women to wear either trousers or a skirt in an office environment, and head scarves are accepted as part of religious freedom. Many senior managers are fond of quality and express their status through their choice of clothing. Shopping in designer boutiques is popular among British society and designer suits, shirts, silk ties and hand-made shoes are signs of wealth and status.

Denim is not normally acceptable for professional business meetings and the Scots do not wear kilts to work. When in doubt about the dress code for a particular business event, it is advisable to be overdressed rather than risk making a poor impression. It is always relatively easy to hire suitable attire for special events; your efforts will be appreciated and you will feel that you are fitting in.

Many organizations provide their non-professional employees with a work-based uniform, which enables everyone to look

одевание

головной платок

хлопчатобумажная
тканьпереборщить
с одеждой

взять напрокат

‘corporate’ and reflects a certain image of the company. The type of uniform, whether smart or more casual, will give you a good understanding of the type of organization and the culture to be found there. Many companies are adopting ‘informal’ smart casual uniforms, which are comfortable to wear, but still present a professional image for the company.

Dress code inevitably varies across industries. In the creative sectors (e. g. IT companies) a more relaxed dress code is common — just a shirt and trousers. Numerous office-based organizations have introduced Casual Friday, Casual Day or Dress-Down Friday, where a more relaxed dress code (and hopefully increased creativity) is encouraged. If unsure of the dress code and what to wear, it is perfectly acceptable to ask a representative from the company. It is often better to find out in advance, so you can make any necessary changes before your introduction to the company. This will put you at ease and make you more relaxed in your contacts with the company representatives.

Business gifts

Gift giving is not a usual part of British business culture, although reciproca-
tion is good practice when gifts are re-
ceived. Some organizations are encoura-
ged not to accept any form of gift and
some are prevented from doing so on legal
grounds. However, if you choose to give
a gift, make certain it is small and taste-
ful. It is important to ensure that it is
not expensive enough to be considered
a bribe or so inexpensive as to be conside-
red an insult.

ответное
действие

на основании
закона

взятка
оскорбление

There is a large range of suitable gifts to choose from: company greeting cards, pens, books, diaries with your company logo, alcohol, flowers, souvenirs from the visitors' country or invitations to a cultural event. Inviting someone out for a meal can be viewed as a gift. If a gift is received in public, it is advisable to open it immediately and express your gratitude to the giver.

Usually the successful conclusion of negotiations presents an ideal opportunity for gift giving. Here the meaning is an acknowledgement of the occasion. Ideally, such gifts will be gold, silver or porcelain and it is important to consider the suitability of the gift and the taste of the recipient. It is not usual to exchange business gifts at Christmas; however, it is still good practice to send a greetings card to express thanks to your business counterparts.

If you receive an invitation to dinner or a party at the home of one of your business colleagues, it is normal to bring a bottle of wine and possibly a small gift such as flowers or chocolates. When giving flowers beware that red roses (which signify romantic intentions) and white lilies (which express grief and are used for funerals) are best avoided.

Bribery and corruption

A highly valued sense of fairness is probably the reason why the British are an honest nation with relatively low levels of corruption. This has been confirmed in a recent report (2012) by the Global Coalition against Corruption, Transparency International. The United Kingdom has regularly ranked in the top 10 % in the International Corruption Perception Index, which compares countries from all over the world. Bribery and corruption are generally taken very seriously in the United Kingdom and the chances of a bribe

being accepted are very low. The risks are too high and it is strongly advisable not to try to bribe anyone.

For further information visit: www.executiveplanet.com



An interview with a modern manners and etiquette expert Diane Gottsman gives her view of the problem of business etiquette. Diane lives and works in the USA, she is the founder of The Protocol School of Texas. Do Diane's answers prove that business etiquette problems today are universal or do they show the difference of approach which depends on the national traditions?

First read the questions the interviewer Hannah Hamilton asked the expert and try to give your answers to them, then read the interview and compare your opinion with Diane's.

Here are the questions:

Why would you say business etiquette remains so important in the workplace today?

What has changed with business etiquette in recent years that might surprise some senior members of the workforce?

What important points of business etiquette do you frequently see younger workers missing out?

What type of etiquette guidelines should employees follow when they're in a remote working situation instead of sitting near their colleagues in an office?

How heavily should business etiquette factor into online interactions, especially on social media?

What else should people keep in mind about business etiquette?

HOW TO BEHAVE AT WORK ○○○○○

Как вести себя на работе

Professionalism and etiquette go hand-in-hand,
or at least they should

— *Why would you say business etiquette remains so important in the workplace today?*

— Business etiquette is more important than ever. People often have the misconception that business ‘etiquette’ is about ‘please and thank you’ or stuffy mannerisms that make others feel small to make themselves feel superior. On the contrary, business etiquette is about making others comfortable to be around you. Your behaviour determines whether or not you are considered to be a team player, know how to interact with others, and are a good fit for the company you work for. Business etiquette is all about people skills.

— *What has changed with business etiquette in recent years that might surprise some senior members of the workforce?*

— Nowadays, the most powerful performer is not necessarily the eldest. And the owner of the company is no longer a man. Senior members of the team defer to both women and men, and don’t have to stand up for a female executive that walks through the door, or hold their chair at the table. Men and women are gender-equal and standing or holding a chair is not necessary, unless they need help — both men and women.

— *What important points of business etiquette do you frequently see younger workers missing out on?*

— I don’t see younger workers as necessarily disadvantaged professionally; however, I do think that technology has become a central form of communication and handwritten thank-you notes have become less prevalent. Never underestimate the value of a handwritten note. Also, it’s important for college grads to start at a level that allows them to learn from the ground up,

and not expect the corner office right out of school. If it happens, great, but seldom does one start at the top.

— *What type of etiquette guidelines should employees follow when they're in a remote working situation instead of sitting near their peers in an office?*

— Whether you are working remote, on Skype, texting or by email, always stay in a professional mode — don't get too relaxed, skip a signature line, slump on Skype, don't make a phone call from the restroom (flushing is not silent) and let down your guard. Always be ready to represent yourself and your company in the best possible light. Dress for a Skype job interview, or client meeting, not just from the waist up!

— *How heavily should business etiquette factor into on-line interactions, especially on social media?*

— Social media are extremely important to most businesses and it's important to think before you tweet or post. It's perfectly fine to thank a customer publicly, apologize for a mistake and handle it online, but take a serious altercation offline to handle privately. It's difficult to rectify a situation with 140 characters or less, and people don't get a true feel of your tone of voice online.

— *What else should people keep in mind about business etiquette?*

— Don't underestimate the value of a business meal. People do business over lunch or dinner, and knowing how to handle yourself at the table sends a positive or negative impression. You are judged by the way you treat the wait staff, the way you handle a problem at the table, and the manner in which you tip your server. Keep cell phones off the table and out of business meetings. Only in an emergency should you take a call or text during a meeting with a client (or a friend!). It sends the message that they are not as important as the person on the phone.

Is your opinion of the above problems similar to Diane Gottsman's?

In what points do you agree with the famous expert?

Are there any views you disagree with? What are they?

Does the difference in your views reflect your background, experience, national traditions?



It's common knowledge that the notion of good manners differs from country to country. There can't be one fixed way of doing things, but there are many various ways of living. They are not good or bad, they are just different. If you are going to do business abroad, it's useful to read about the local customs before you visit the country. Mistakes can be embarrassing and, in some cases, expensive.

Here's your chance to test your knowledge of social customs around the world. You can check your answers in the Key on page 319.

SOCIAL CUSTOMS AROUND THE WORLD

1. If you're doing business with a German, you have to shake hands....
 - A. when you meet ☐
 - B. when you leave ☐
 - C. when you meet and when you leave ☐
2. In the Middle East, you have to give presents to business contacts...
 - A. in private ☐
 - B. in public ☐
 - C. every time you meet ☐
3. If an Indian says 'Come any time', he/she expects you to...
 - A. arrange a visit immediately ☐

- B. visit him/her the next day ☐
- C. ignore the invitation ☐
4. In Islamic countries, crossing your legs is seen as a sign of ...
- A. offence ☐
- B. tiredness ☐
- C. comfort ☐
5. If an American nods (*кивает*) his/her head, it probably means...
- A. 'I understand' ☐
- B. 'Yes' ☐
- C. 'I'm interested' ☐
6. You can't do business in Muslim countries...
- A. on Wednesdays ☐
- B. on Fridays ☐
- C. on Sundays ☐
7. At a social occasion with an Indian client...
- A. you can discuss business ☐
- B. you don't have to discuss business ☐
- C. you mustn't discuss business ☐

HOW TO MAKE BUSINESS

MEETINGS EFFECTIVE? ◎◎◎◎◎

Как сделать деловые совещания эффективными?



Business meetings are the arena in which poor etiquette can have negative effects more than in any other areas. There are different types of meetings. They can be both formal and informal and can be held with customers, partners or fellow colleagues but as Jeff Durham, a business expert, said '... one thing they all have in common is that they usually result in success or

failure'. If your meetings are long, boring and unproductive, people who attend them think it is a waste of time. How to make meetings effective and useful? The articles below focus on a few key points of etiquette for both informal and formal business meetings. These are meant as guidelines to business in the UK. Which of them do you find internationally applicable?

INFORMAL MEETINGS ○○○○○

Неформальные совещания

- Business etiquette demands that the chairperson usually called 'the chair' председатель should be the most senior or the one with the most direct or urgent interest in the topic at hand.
- The chair should decide the time, place and agenda. These details should be confirmed with everyone to make sure all are in agreement and no inconvenience is caused.
- The chair must make the purpose of the meeting clear to the attendees, how long it will last and what is expected of them, i. e. particular information or preparation of documents. Failing to relay the proper information is bad business etiquette as it could cause embarrassment.
- Punctuality is a must. Keeping people waiting is considered the height of poor etiquette as it abuses their time.
- The chair should try to ensure the meeting stays within a set framework or agenda so that it is kept as short and effective as possible. He/she must keep circular disagreements and the like to a minimum.
- The chair should (pre-)appoint someone to record the proceedings; documenting major decisions or action points. This can later be distributed to the attendees for reference.

- If the results of the meeting have an effect on others who were not present, it is considered proper business etiquette to inform them.
- After a meeting, send a letter summarizing what was decided and the next steps to be taken.

FORMAL MEETINGS ○○○○○

Официальные совещания

The business etiquette of formal meetings such as departmental meetings, management meetings, board meetings, negotiations and the like usually have a set format. For example, the chair can always be the same person, minutes, agendas or reports may be pre-distributed or voting may take place.

Here are some key business etiquette guidelines that are applicable to any formal meeting:

- Prepare well for the meeting as your contribution may be integral to the proceedings. If you are using statistics, reports or any other information make sure it has been handed out at least three days prior to the meeting.
- Dress well and arrive in good time. Your professionalism is linked to both.
- Always remember to switch off your mobile phone.
- If there is an established seating pattern, accept it. If you are unsure, ask the meeting organizers.
- Acknowledge any introductions or opening remarks with a brief recognition of the chair and other participants.
- When discussions are under way it is good business etiquette to allow more senior figures to contribute first.
- Never interrupt anyone — even if you disagree strongly. Note what has been said and return to it later with the chair's permission.

- When speaking, be brief and ensure what you say is relevant.
- If you make a presentation, avoid making exaggerated claims. Make certain your presentation and any materials provided appear professional and well thought out.
- Be prepared to back up your claims with facts and figures. The British rely on facts, rather than emotions, to make decisions.
- Always address the chair unless it is clear that others are not doing so.
- It is a serious breach of business etiquette нарушение to pass on the information to others about a meeting. What has been discussed should be considered as confidential.
- After a meeting, send a letter summarizing what was decided and the next steps to be taken.



Have you found any difference between formal and informal meetings? Which of the differences, if any, do you consider important to remember and follow? Is there anything you would like to add to the above recommendations for your foreign partners to keep in mind when having business meetings in Russia?



I am sure that we all are aware that to chair a meeting one should possess not only managerial but language skills as well. Here are some basic expressions I've selected for you to facilitate chairing a meeting.



WHAT TO SAY WHEN CHAIRING A MEETING

Что говорить, когда вы проводите совещание

Opening phrases

- Good morning (afternoon, evening), everyone!
- Let's get started. = Shall we get started? = Let's get down to business.
- I'm glad you could all make it today.

Targets

- The main target (purpose, aim, objective) of this meeting is to...
- Today's meeting is aimed at...

Agenda

- Let me announce the agenda.
- We have three items (points, questions, issues) on the agenda today.
- There are three things we've got to discuss (consider, study, examine, analyse) today.
- Firstly... secondly... thirdly... and finally...
- First of all we should study the problem more carefully and then exchange our opinions.
- Perhaps we should first look at...

Как открыть собрание

- Доброе утро (день, вечер) всем!
- Давайте начнем. = Можно ли начинать? = Приступим к делу.
- Я рад, что вы все смогли прийти сегодня.

Цели

- Главная цель нашего заседания...
- Сегодняшнее собрание направлено на...

Повестка дня

- Позвольте огласить повестку дня.
- Сегодня в повестке дня три вопроса.
- Сегодня нам предстоит обсудить (рассмотреть, изучить, исследовать, проанализировать) три вопроса.
- Во-первых,.. во-вторых,.. в-третьих,.. и в итоге...
- Прежде всего нам следует более внимательно изучить эту проблему, а потом обменяться мнениями.
- Возможно, сначала стоит рассмотреть...

Establishing the rules

- I suggest everyone make a 10-minute presentation and then we discuss it.
- Do you agree?
- We've got two hours to achieve our goals.
- OK, everyone?

Introducing a speaker

- Let me introduce Ms Green to you.
- I'm sure you all know Mr Lucky.
- It's a great honour for us to have Mr Brown with us today.

Discussion

- Now the first point we have chosen is...
- Geoff, could you handle the first item?
- I suggest we ask Nancy to comment on the problem.
- Shall we move on to the second issue?

Clarifying

- Are you saying that...
- Can you clarify (specify, explain, comment on) one thing, please?

Как выработать правила

- Я предлагаю каждому сделать десятиминутную презентацию, а потом мы ее обсудим. Вы согласны?
- У нас два часа для достижения наших целей.
- Все согласны?

Как представить выступающего

- Позвольте представить вам г-жу Грин.
- Уверен, вы все знаете г-на Лакки.
- Для нас большая честь, что г-н Браун сегодня с нами.

Обсуждение

- Итак, первый вопрос, который мы выбрали...
- Джефф, ты мог бы представить первую проблему?
- Я предлагаю попросить Нэнси прокомментировать эту проблему.
- Можем ли мы перейти ко второму вопросу?

Как уточнить что-то

- Вы имеете в виду, что...
- Вы могли бы уточнить (конкретизировать, объяснить, прокомментировать) один вопрос?

— Excuse me, I'm not quite clear on...

— What do you mean by...?

Inviting comment

— Has anyone anything further to say?

— Has anyone got any suggestions (comments, ideas, considerations)?

— Would you like to add something (to comment on this)?

— What else in your opinion could be discussed (done, changed, improved, considered)?

Summarizing

— OK. Let me sum up our discussion.

— We seem to have agreed on...

— Do you feel comfortable with this decision?

— Does anyone object (to it)?

Thanking

— I'd like to thank everybody for a useful (stimulating, productive, important) discussion.

— Простите, я не совсем понял...

— Что вы имеете в виду, говоря...?

Как попросить высказаться

— Кто хотел бы продолжить?

— Есть ли у кого-то предложения (комментарии, идеи, соображения)?

— Хотите ли что-то к этому добавить (прокомментировать)?

— Что еще, по вашему мнению, можно было бы обсудить (сделать, изменить, улучшить, рассмотреть)?

Как подвести итог

— Хорошо. Позвольте подвести итог нашей дискуссии.

— Представляется, что мы согласовали...

— Вы удовлетворены этим решением?

— Кто-нибудь возражает (против этого)?

Как выразить благодарность

— Я хотел бы поблагодарить всех за полезную (обнадеживающую, продуктивную, важную) дискуссию.

— Thank you, everybody!

Ending the meeting

— I think we've covered everything. =

I think that covers everything.

— I think that's all there is to say at present.

— Let's call it a day.
Have a nice evening!

— Всем спасибо!

Как завершить собрание

— Я думаю, что мы рассмотрели все вопросы.

— Полагаю, это все, что можно сказать в настоящий момент.

— На сегодня хватит. Желаю вам хорошего вечера!



I suppose you've been wondering what the attitude of the English people to meetings is like. Do they like attending meetings? Do they hate it? Do they complain about this aspect of their business life as much as you do?

Here is an extract from Kate Fox's book 'Watching the English', in which she describes how the English moan (стонут) about the meetings. I hope you will enjoy reading it.

MEETING-MOAN ○○○○○

Стон по поводу совещания

All white-collar executives and managers — right up to the top board-room level — always moan about meetings. To admit to enjoying meetings, or finding them useful, would be secular equivalent of blasphemy. Meetings are by definition pointless, boring, tedious and awful. A best-selling training video on how to conduct meetings (or at least make them less marginally, less awful) was called

богохульство
утомительный

‘Meetings, Bloody Meetings’ — because that is how they are always referred to. English workers struggle to get to the rung on the corporate ladder where they are senior enough to be asked to attend meetings, then spend the rest of their career moaning about all the meetings they have to attend.

We all hate meetings, or at least loudly proclaim that we hate them. But we have to have a lot of them, because of the fair-play, moderation, compromise and polite-egalitarianism rules, which combine to ensure that few individuals can make decisions on their own: a host of others must always be consulted, and a consensus must be reached. So we hold endless meetings, everyone is consulted, we discuss everything, and eventually we reach a consensus. Sometimes we even make a decision. Then we go and have a good moan about it.



With a moan or without it a lot of business people in the UK, in England in particular, are doing very well, many of them have created their business empires from scratch (на ничтожном фундаменте). Their experience can often be very inspiring, particularly when an individual has accomplished great feats from either nothing or very little.

Here is a list of what the British experts consider to be the Top 10 business leaders in the UK. The list was compiled by ‘The Management Training’, who offers management training to the managers and leaders of some of the UK’s biggest companies.

DID YOU KNOW...? ○○○○○

Знаете ли вы...?

10 famous UK business leaders

Десять знаменитых лидеров бизнеса Великобритании

Jack Cohen (1898–1979)

Jack Cohen’s beginnings couldn’t be more humble. A market

stall holder in Hackney, London, he soon became the owner of a number of stalls, a wholesale business and then went on to create the Tesco brand.

Anita Roddick (1942–2007)

Dame Anita Roddick was best known as the founder of cosmetics company ‘The Body Shop’. Founded with one shop in Brighton in 1976, with just 15 products for sale, the company now has 2,400 stores in 61 countries and offers over 300 products.

Alan Sugar (b. 1947)

Famous nowadays due to BBC TV show ‘The Apprentice’ as well as his political dealings, Lord Sugar founded Amstrad in 1968. The electronics — and eventually home computers — company had very successful 1980s, achieving a stock market value of £1.2 billion at its peak.

James Dyson (b. 1947)

Sir James Dyson is an industrial designer, inventor and founder of Dyson, the bagless vacuum cleaner company. After many years of prototypes, the Dyson started life as the ‘G-Force’ and was marketed in Japan, until it eventually hit the UK market and competed with the likes of Hoover.

Richard Branson (b. 1950)

Founder of the Virgin Group, Sir Richard Branson started business at age 16. In 1970, the Virgin Group was born with Virgin Records, which later grew to include Virgin Megastores, Virgin Interactive, Virgin Atlantic Airways, Virgin Holidays and Virgin Trains.

Philip Green (b. 1952)

Sir Philip Green’s business portfolio — past and present — is impressive, including BHS (British Home Stores) and The Arcadia Group, which owns the likes of Dorothy Perkins, Burton and Topshop/Topman. He is also known for trying to buy M&S (Marks & Spencer) on numerous occasions.

Tim Martin (b. 1955)

Irish-born and schooled in Northern Ireland and New Zealand, Tim Martin is the founder and chairman of JD Wetherspoon, a successful chain of UK pubs. Opening with just one pub in 1979, the company now owns around 800 pubs throughout the country.

Jacqueline Gold (b. 1960)

Jacqueline Gold is the CEO of Ann Summers and Knickerbox. She revolutionized the lingerie and sex-shop industry, bringing the stores onto the high-street from their private, sleazy, backstreet origins. Ann Summers — which had four stores when acquired by her father — now operate 140+ stores UK-wide.

Peter Jones (b. 1966)

Famous for his appearance as one of the five ‘dragons’ on BBC TV show ‘Dragons’ Den’, Peter Jones’ beginnings include a tennis academy, a computer business and a cocktail bar, before Phones International Group became one of the fastest-growing businesses in Europe.

Stelios Haji-Ioannou (b. 1967)

Athens-born businessman Sir Stelios Haji-Ioannou founded EasyJet in 1995, a British airline with about 200 aircrafts and operating across 30 countries. In 1998, he founded EasyGroup, which encompasses other travel-related businesses.



As you know business companies attach a lot of importance to team-building. Holidays are a good way to bring your staff together. One of the most joyful festivals is Halloween filled with pumpkin carving contests, treats, decorations and costumes competitions. The holiday means extra team-building activities for employers and fun for everybody.

For you, dear friends, it is a chance to learn more about another English festival. But do you know the origin of Halloween?

As usual, you are asked to do a 'holiday quiz' before reading about the holiday.

Holiday quiz

Праздничная викторина

1. What does the word 'Halloween' mean?
2. When is it celebrated?
3. Why is it celebrated on this day?
4. What are Halloween's symbols? Why? What's behind them?
5. What does 'jack-o'-lantern' mean?
6. What do children say when they knock (стучать) at their neighbours' doors on this holiday?
7. What happens if the neighbours don't give anything to the kids?
8. What other traditions are connected with this holiday?

HALLOWEEN ☉☉☉☉

Хэллоуин

Halloween is one of the children's and adults' favourites.

On October 31st, dozens of kids dressed in costumes knock at their neighbours' doors and cry at the top of their voices, 'Trick or treat' when the door opens. If they are given some sweets or another treat, the kids go away. If they don't receive anything, the kids will play a trick, such as making a lot of noise



устрашение
или угощение

or spilling flour on the neighbours' front doorstep. Most people prefer giving treats. While giving something to each child they try to guess who is under the masks of pirates, princesses, ghosts and popular heroes.

мука

привидения

The word 'Halloween' comes from the words 'holy evening.' The day before the holy evening is known as All Hallows' Eve like so many other celebrations, Halloween originates from pre-Christian and Christian customs.

канун дня
Всех Святых

October 31st was the eve of the Celtic new year. The Celts were the ancestors of the present-day Irish, Welsh and Scottish people. The Celts celebrated new year on November 1st. It was celebrated every year with a festival that marked the end of the 'season of the sun' and the beginning of 'the season of darkness and cold'.

кельтский

The Celts believed that on this day ghosts came and mixed with people. The townspeople cooked all that day and when night fell, they dressed up and tried to look like the souls of the dead. Hoping that the ghosts would leave peacefully before midnight of the new year, the people carried the food to the edge of town and left it for them.

(зд.) окраина
города

Much later, when Christianity spread throughout Britain and October 31st was no longer the last day of the year, Halloween became celebration mostly for children. Today it is more popular in the USA than in Britain. Millions of Irish immigrants brought it to the States in the 1840s.

As Halloween used to be a celebration connected with evil spirits its symbols are witches flying on broomsticks with black cats, ghosts, goblins and skeletons. They are popular trick-or-treat costumes.

злые духи
ведьмы метлы

Black is one of the traditional Halloween's colours, probably because Halloween festivals took place at night. Another popular Halloween colour is orange, because it's the colour of a pumpkin. Pumpkins are also a symbol of Halloween. People make lanterns out of pumpkins, carving horrible faces on pumpkins, put candles inside which shine through their 'eyes'. This tradition dates back to ancient Ireland. The Irish have an old tale about a man by the name of Jack who was not allowed to enter heaven, because he was too stingy and because he had played practical jokes on the devil. So, he walks around holding his lantern to light his way. That's why the Halloween pumpkin lanterns are called 'Jack of the Lantern' or 'jack-o'-lantern'.

фонари
вырезая

небеса
скупой

Halloween was once the time when young girls thought about their future husbands. On Halloween a girl might find out if she was going to marry. She hoped to see the reflection of her future husband looking over her shoulder as she brushed her hair in front of a mirror. If she wanted to know who he was, she would carefully peel an apple and throw the complete peel over her left shoulder. The peel formed

причесывалась
очистить

some letter which would be the initial of her future husband's first name. If a girl wanted to see her future husband in her dream on Halloween, she would place her shoes beside her bed in the form of the letter 'T'. первая буква

There are lots of tales and legends connected with Halloween. No Halloween party is complete without at least one scary story. Usually one person talks in a low voice while everyone else crowds together on the floor or around a fire listening to the story. страшный

Another famous autumn feast is Guy Fawkes or Bonfire Night. There is a lot of history and tradition behind it. Before reading about the feast, try to do the quiz, please. If you don't know the answers to some questions, you'll find them in the story that follows.

Holiday quiz

Праздничная викторина

- 1. Is it a public holiday?*
- 2. Who is Guy Fawkes?*
- 3. Was he a Catholic or a Protestant?*
- 4. What plot was uncovered on 5th November, 1605?*
- 5. What happened to Guy Fawkes?*
- 6. What meaning did the word 'guy' get after the event?*
- 7. Why were there introduced limitations and special fire regulations?*
- 8. How is Guy Fawkes Night celebrated today?*
- 9. What places are famous for the Guy Fawkes celebrations?*
- 10. What kind of competition takes place on this day?*

BONFIRE NIGHT CELEBRATIONS ○○○○

Праздник костров (Ночь Гая Фокса)

Bonfire Night, or Guy Fawkes Night, as it is usually called, is a very popular festival in England. It dates back to 1605 when King James I was on the throne. As a Protestant, he was very unpopular with Roman Catholics. Some of them planned to blow up the Houses of Parliament on 5th November of that year, when the King was going to open Parliament. Under the House of Lords they stored a lot of gun-powder, which was to be blown up by a man called Guy Fawkes. However, one of the plotters spoke about these plans and Fawkes was discovered, arrested and later he was hanged. Since that day the English traditionally celebrate 5th November by burning a dummy made of straw and old clothes on a bonfire.

This dummy is called a 'guy' like Guy Fawkes, and children can often be seen on the pavements before 5th November saying 'Penny for the guy'. If they collect enough money, they can buy some fireworks.

Early Guy Fawkes celebrations used to be wild indeed, with home-made fireworks and huge bonfires in the streets. There used to be a lot of accidents. Fortunately, lots of limitations and fire regulations have been introduced, but fire brigades and police are still on alert on this night.

костер

взорвать

порох

заговорщики

был повешен

соломенное
чучело

пугало

фейерверк

быть
на чеку

Now one of the most popular places in England on Bonfire Night is Lewes, a cosy old town in East Sussex. The impressive ceremony in Lewes has been famous for many years, and it attracts thousands of visitors. The Bonfire Societies in the town are responsible for the arrangements. There are beautiful torchlight processions, bands, 'Bonfire Boys' in fancy dresses, songs and prayers round the fires.

факельные
шествия
молитвы

There is also an extremely well-organized celebration in Winchester, Hampshire. College students, and many other organizations in the city, prepare bonfires for which prizes are awarded. The guy awarded the first prize is the first to be thrown onto the huge bonfire.

быть
брошенным

Even in small villages there is usually a kind of the best bonfire competition on the day. The fireworks construction begins early in the morning and continues through the day to impress the local people who come with their kids to the bonfire place at night. Drinks and snacks are sold all around. One can hear bursts of applause and laughter as every new firework starts sparkling against the dark November sky.

взрывы
аплодисментов
и смеха

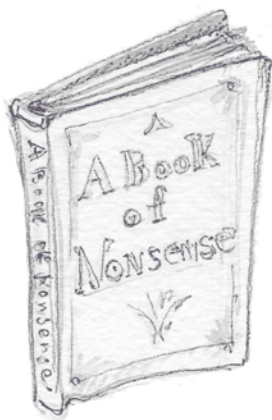
And perhaps on the night like that someone is inspired to compose a new limerick?

LIMERICKS

Лимерики

*There was an Old Man of the East,
Who gave all his children a feast;
But they all ate so much,
And their conduct was such,
That it killed that Old Man of the East.*

*There was an Old Man on a hill,
Who seldom, if ever, stood still;
He ran up and down,
In his Grandmother's gown,
Which adorned that Old Man on a hill.*



The tenth meeting Десятая встреча



ALL'S WELL THAT ENDS WELL

Все хорошо, что хорошо кончается



Dear friends! Today we are going to discuss etiquette rules of speaking on the phone and basic telephone skills. Another problem for us to consider concerns texting, sending emails, business and private letters. Later I'm planning to offer you some entertaining programme. However, business before pleasure.

Telephoning comes first. I suppose it is one of the hardest things to do in a foreign language, because it requires a lot: the knowledge of a special 'telephone language', good listening comprehension and a proper 'telephone' style. Even now, when everybody speaks on their mobiles round-the-clock, a lot of my students complain that they are afraid to make business calls and to speak to their foreign partners.

What can be done to overcome these difficulties? First of all, let's look at some universal business telephone rules which should be followed irrespective of the type of phone you use.

TEN GOLDEN RULES FOR A BUSINESS TELEPHONE CALL ○○○○

Десять золотых правил деловых
разговоров по телефону

1. Decide what you are going to say before you make a call.
Plan your talk in advance.

2. Make sure you speak clearly, slowly. Smile when you are speaking on the phone. If you speak with a smile on your face, it shows in the sound of your voice.
3. Always use a pleasant and friendly tone. Be polite.
4. Speak to the point. Give only the most necessary information. Be precise and clear.
5. Do not forget the most essential details but do not speak too long. Be brief and clear.
6. Do not interrupt the person, while he/she is talking to you.
7. Never argue with a caller, and don't let the caller involve you in an argument.
8. Return the calls that have been left on voice mail or answer phones promptly.
9. Do not give the impression that you are rushed.
10. Let the caller hang up first. This shows the caller that you aren't in a hurry to get off the phone with his/her call.



WHAT TO SAY

WHEN YOU MAKE A BUSINESS CALL

Что говорить, когда вы звоните по делу

Greeting and introducing yourself

Как поздороваться и представить себя

— Good morning, my name is Charles Parker.

— Hello, Keith Reed calling from Leeds.

— Hello, this is Margaret speaking.

— Доброе утро, меня зовут Чарльз Паркер.

— Алло, это Кит Рид, я звоню из Лидза.

— Алло, говорит Маргарет.



Telling who you want to speak to

Как сказать, с кем вы хотите говорить

— Could I speak to Ms Green, please?	— Мог бы я поговорить с г-жой Грин?
— I'd like to speak to Mr Shaw.	— Я бы хотел поговорить с г-ном Шоу.
— Extension 256, please.	— Добавочный 256, пожалуйста.
— Could you put me through to Mr Black, please?	— Соедините меня, пожалуйста, с г-ном Блэком.
— Is Mrs Drake available, please?	— Г-жа Дрейк свободна (=я могу с ней поговорить)?



Asking to return the call

Как попросить перезвонить

— Could you ask Mr Hilton to call me back, please? My number is...	— Вы могли бы попросить г-на Хилтона перезвонить мне? Мой номер телефона...
— Will you please ask Ms Brown to call me back today? I'll be available till 6 p. m.	— Попросите, пожалуйста, г-жу Браун перезвонить мне сегодня. Я буду доступен до 6 часов вечера.



Apologizing for getting the wrong number

Как извиниться, если вы не туда попали

— I'm sorry, I've got the wrong number.	— Простите, пожалуйста, я не туда попал.
— Sorry, I think I've got the wrong number.	— Простите, думаю, я не туда попал.



Leaving a message
Как оставить сообщение

<p>— I'd like to leave a message for...</p> <p>— Could you give Mrs... a message, please?</p> <p>— Will you please tell Mr Kennedy that he is expected to make a presentation at 10:30 a. m. next Monday.</p> <p>Could you read that back to me?</p> <p>— No message, thank you. Just tell Mr Swenson I called.</p>	<p>— Я бы хотел оставить информацию для...</p> <p>— Передайте, пожалуйста, г-же...</p> <p>— Будьте добры, передайте г-ну Кеннеди, что ему предстоит сделать презентацию в следующий понедельник в 10.30.</p> <p>Повторите (информацию), пожалуйста.</p> <p>— Нет, спасибо, ничего не нужно передавать. Просто скажите г-ну Свенсону, что я звонила.</p>
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Ending the call with the polite remark
Как вежливо завершить телефонный разговор

<p>— It was nice speaking to you. Goodbye!</p> <p>— That seems to be about all.</p> <p>— Thank you. Have a nice day!</p> <p>— I'll keep you informed of the further developments. Thank you. Goodbye!</p> <p>— Keep in touch. Nice talking to you. Bye-bye!</p>	<p>— Спасибо за приятный разговор. До свидания!</p> <p>— Кажется, это все (что я хотел сказать).</p> <p>— Спасибо. Желаю вам хорошего дня!</p> <p>— Я буду сообщать вам обо всех дальнейших событиях. Спасибо. До свидания!</p> <p>— Держите меня в курсе. Приятно было поговорить с вами. Пока!</p>
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Attention!

Your tone at the end of the conversation matters a lot. Your 'goodbyes' and 'thanks' should be pronounced with the rising intonation. The intonation at the end of the conversation often matters more than the words: it shows your attitude (positive or negative) to the results of the talk and to the person you spoke to.

If you have an accent, speak even more slowly. In case you didn't understand the caller, don't hesitate to ask him/her to repeat the information or ask your partner to speak more slowly.

WHEN YOU ANSWER THE CALL IN THE OFFICE

Как ответить на деловой звонок в офисе

There has been a lot of discussion about using 'good morning' or 'good afternoon' when answering a call. Most business etiquette experts believe that this is unnecessary if you use the right tone. In case you sound friendly, you can start the conversation with giving your name or the name of your organisation.



Greetings

Приветствия

— Brown & Co. (here). How can I help you?	— (Говорит) Браун и Ко. Чем могу быть вам полезен?
— This is Steve Bell. Can I help you?	— Говорит Стив Белл. Чем могу быть вам полезен?
— Oh, hello, Mrs Shelton. This is Tom Bright speaking. Glad to hear you.	— О, здравствуйте, г-жа Шелтон. Это Том Брайт. Рад слышать вас.
— Hello, this is Alexander Hope.	— Алло, это Александр Хоуп.
— Oh, it's you, Jim, hi! Thank you for calling!	— О, это ты, Джим, привет! Спасибо, что позвонил.



Clarifying the name of the caller
 Как уточнить имя собеседника

<p>— Who's calling, please?</p> <p>— Could you say your name again, please?</p> <p>— Could you spell your name, please?</p>	<p>— Простите, кто говорит?</p> <p>— Вы могли бы назвать свое имя еще раз?</p> <p>— Назовите свое имя по буквам, пожалуйста.</p>
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Asking the caller to hold on
 Как попросить собеседника не класть трубку

<p>— Hold on, please. (=Hold the line, please).</p> <p>— Would you mind holding while I get your file?</p> <p>— Can you, please, hold while I see if Ms Page is available?</p> <p>— Thank you for waiting. I'm putting you through to Ms Page.</p>	<p>— Не кладите трубку, пожалуйста.</p> <p>— Будьте добры, не кладите трубку, пока я возьму вашу папку.</p> <p>— Пожалуйста, подождите, а я посмотрю, свободна ли г-жа Пейдж.</p> <p>— Спасибо за ожидание. Соединяю вас с г-жой Пейдж.</p>
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Telling the caller that somebody isn't available
 Как сказать, что кто-то не может подойти к телефону

<p>— I'm sorry, Ms Sweet is out now (=isn't here now).</p> <p>— I'm sorry, Mr Gates is in a meeting now (still at lunch, on holiday this week).</p>	<p>— Извините, г-жа Свит вышла (ее нет на месте сейчас).</p> <p>— Извините, г-н Гейтс на совещании сейчас (все еще обедает, в отпуске на этой неделе).</p>
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<p>— I'm afraid Mr Brandon isn't available at the moment. Would you like to leave a message?</p> <p>— Just a moment. I'll see if Mr Lucky is back from the meeting. Mr Lucky, you are wanted on the phone.</p>	<p>— Боюсь, г-н Брэндон сейчас занят.</p> <p>Вы хотите ему что-нибудь передать?</p> <p>— Минутку. Я посмотрю, возвратился ли г-н Лакки с совещания. Г-н Лакки, вас к телефону.</p>
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Attention!

Mind the difference between the expressions '*to be in*' and '*to be available*'. Someone who is available is not busy, and therefore free to talk to you or do something. So the person can *be in* the office, but *be not available*. Moreover, somebody who is unavailable for me, might be available for his/her boss.



What to say taking a message

Что говорить, принимая информацию по телефону

<p>— Would you like to leave a message?</p> <p>— Can I take a message?</p> <p>— What's your telephone number, please?</p> <p>— Shall I get Mr Wilson to call you back?</p> <p>— Who shall I say is calling?</p> <p>— Could you spell your name, please?</p> <p>— Shall I read that back to you?</p>	<p>— Вы хотели бы что-нибудь передать?</p> <p>— Могу я принять сообщение?</p> <p>— Подскажите ваш номер телефона, пожалуйста.</p> <p>— Мне попросить г-на Вилсона перезвонить вам?</p> <p>— Как я могу вас представить?</p> <p>— Вы могли бы назвать свое имя по буквам?</p> <p>— Прочешть вам то, что я записала?</p>
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Ending the call with a polite remark

Как вежливо закончить телефонный разговор

Thank you for calling. Goodbye.

Спасибо, что позвонили. До свидания.

Bye-bye.
Пока.

Have a nice day.

Желаю вам хорошего дня.

Attention!

If you work as an office manager or a secretary and are responsible for answering office telephone calls, here are some tips for you:

— Try to answer the phone on the second ring. If you answer the phone too quickly, the caller might not be ready for the talk yet. If you don't answer for too long, you seem to be inconsiderate of the caller's time.

— Do not answer the phone if you are eating or chewing gum.

— Always offer to leave a message if a manager or another team member must return the call. Ask the caller to give you the number and the best time to have a call returned to the caller.

— Be careful when taking telephone messages; writing a memo (memorandum of call) requires special skills. It's very important to take down the most essential information and to do it precisely and clearly.



CALLING A FRIEND

Звонок другу

— Hello, is that Helen?

— Is that 020715339875, please?

— This is Mary.

— Could I speak to Tony, please?

— Алло, это Хелен?

— Это 020715339875?

— Это Мэри.

— Я могла бы поговорить с Тони?



Answering the call at home
Как ответить на звонок дома

— Hello! Sorry, I can't hear you very well.

— Who's speaking, please?

— Just a minute. I'll get Tony.

— I'm afraid Tony isn't here at the moment.

Can I take a message for him?

— Oh, yes, I'll certainly pass on the information to Tony.

— Thank you for calling.
Bye-bye!

— Алло! Простите, я вас не слышу.

— Кто это говорит?

— Минутку. Я позову Тони.

— Боюсь, Тони сейчас нет дома. Ему что-нибудь передать?

— О, да, конечно, я передам Тони всю информацию.

— Спасибо, что позвонили.
Пока!



The 'telephone language' we have been considering so far does not depend on the gadget you use — be it a smart phone or an old-fashioned telephone at home — the speech patterns used should be the same.

What requires a special talk is etiquette code of using mobile phones (or cell phones, as Americans call them). There are lots of publications on the problem, the Internet is full of recommendations, but many users remain inconsiderate of the people around and continue talking loudly about their business or family problems in public places disturbing and disrespecting others. I am absolutely sure it's not your case, but perhaps it would be of interest for you to learn the results of the study which shows what irritates (раздражаем) the Britons in the mobile users' behaviour. The study was compiled by the British Company TalkTalk Mobile.

Read the summary of this survey and compare its results with your own impression of the 'mobile talk' situation in your country. Are the problems the same?

TALKTALK MOBILE SURVEY ○○○○○○

Исследование фирмы «Talktalk»

TalkTalk Mobile found that most common irritations, caused by mobile users, are their constant checking the phone, being on a tablet or texting during a film and a general lack of conversation skill because of looking at a phone screen. отправка СМС

Tweeting in church and being on your phone while being served at a checkout were included in the list of no-nos alongside the overuse of smileys, putting too many 'xxx' kisses, abbreviations and attention-seeking 'selfies', which iPhone users were found to be most guilty of. Nearly half of all Brits admitted to having texted, emailed or called someone on the loo. были признаны виновными

Nearly a third of the study had an unfortunate experience when drunk texting that they'd rather forget, while embarrassing 'auto correct' mistakes and accidentally texting the boss also occurred. An unlucky one in ten has sent a text talking about a person to the person they were talking about by mistake leading to awkwardness. случилось неловкость

Jo Bryant, Etiquette Expert at Debretts, said, 'Mobile phones allow us to communicate instantly, with ease and spontaneity, but as the TalkTalk survey results show, consideration for others is essential for good mobile phone manners. People in the flesh deserve (зд.) живые

more attention than a gadget, so wherever possible do not allow your phone to distract you in face-to-face situations’.

Good practice was texting a partner good night, avoiding drunk texting and leaving it at least two days before texting after a date. Texting a partner to update on plans, avoiding texting when angry and avoiding trivial small talk were also found to be other good rules to go by.



Following the results of the survey, the TalkTalk published their ‘Phoneticette’ guide, the recommendations of which coincide with the numerous tips worked out by etiquette experts of other countries. This is what they published in their ‘Do’ list. Is there anything you would like to add?

‘PHONETIQUETTE’ GUIDE ○○○○

Справочник телефонного этикета

DOs

- Think about the choice and volume of your ring tone.
- Keep inappropriate conversations about money, relationships and work private.
- Watch where you are walking when texting or emailing on the go.
- Turn off your phone in important social situations — weddings, church services and at the cinema or theatre.
- Watch your language when in a public space.
- Pay attention to where you are calling from. The echo of a bathroom is a dead giveaway.
- Think about being overly affectionate in texts — putting too many kisses — if you don’t know the person too well.
- Wait until the next day to text someone after a first date.

— Give your friend your phone when tempted to make a drunk call or text.

— Consider earphone volume when watching movies or programmes on your tablet on public transport.



Director of the American information centre at the Society for Human Resource Management, Rebecca Hastings, says, 'Right now, cell phones are the cigarettes of this decade. It's an addiction'. Although the common impression is that this is 'an addiction' of the teenage population, the facts indicate that a lot of employees are in danger of damaging their careers due to improper mobile phone usage at work. More and more business companies work out mobile phone etiquette rules. Not to tire (чтобы не утомлять) you with another ready-made code of behaviour I suggest you yourself decide what is appropriate in the business context. Then you'll have a chance to compare your views on mobile calls and texting with those of etiquette experts.

POLITENESS CHECKLIST

Тест на вежливость

Tick (✓) 'Do' if you think that the described behaviour is right. Tick 'Don't' if you find the described behaviour not quite right. The answers of the etiquette experts are in the Key on page 319.

DOs and DON'Ts

		Do	Don't
1.	Try to use different mobile phones for business and private calls.		
2.	Announce your full name when answering your business calls on mobile.		

3.	Place your phone on the table when having talks with your partners.		
4.	If you are expecting an important call during a meeting, apologize and answer it.		
5.	If you receive an important message during a meeting, apologize and text the answer not leaving the room, otherwise the talks will be interrupted.		
6.	Choose a normal, not an extravagant ring tone, it will show your good taste.		
7.	Use usual salutations and sign offs in texts.		
8.	If you have to cancel an appointment, text it — it's quicker than making a phone call.		
9.	When you want to express your gratitude or send a condolence message (соболезнование), write a formal letter, not texts.		
10.	Use standard grammar, correct spelling and punctuation when texting your partners to make yourself clearly understood.		



I'm sure you've passed your test successfully, and here is a reward. Let's have some fun and look at the abbreviations frequently used in texting. Some of them are certainly familiar to you, some others can prove to be a puzzle. Try to solve it. Check your answers in the Key on pages 319–320.

TOP 30 POPULAR TEXT TERMS

Тридцать самых популярных смс терминов

1. 2moro — _____ 30. Tired or Bored
2. 2nite — _____ 29. You Made My Day
3. BRB — _____ 28. Hugs and Kisses
4. B4N — _____ 27. Wish You Were Here
5. BYOB — _____ 26. Talk To You Later or Type To You Later
6. CM — _____ 25. Too Much Information
7. CU — _____ 24. Thank You
8. DWBH — _____ 23. See you soon
9. GR8 — _____ 22. Sorry
10. ILY — _____ 21. Thanks
11. J/K — _____ 20. Read Between The Lines
12. L8R — _____ 19. Point Of View
13. LOL — _____ 18. Please
14. NOYB — _____ 17. Off Topic
15. NP — _____ 16. Oh My God
16. OMG — _____ 15. No Problem or Nosy Parents
17. OT — _____ 14. None Of Your Business
18. PLS — _____ 13. Laughing Out Loud or Laugh Out Loud
19. POV — _____ 12. Later
20. RBTL — _____ 11. Just Kidding
21. THX or TX or THKS — _____ 10. I Love You
22. SRY — _____ 9. Great
23. SYS — _____ 8. Don't Worry Be Happy
24. THNQ — _____ 7. See You
25. TMI — _____ 6. Call Me
26. TTYL — _____ 5. Bring Your Own Beer
27. WYWH — _____ 4. Bye For Now
28. XOXO — _____ 3. Be Right Back
29. YMMD — _____ 2. Tonight
30. ZZZ — _____ 1. Tomorrow



I hope you enjoyed doing the abbreviation puzzle, and now we can move on to the next item of today's programme of our 'Good Manners Club' session.

I suggest we consider the written forms of communication: business and private letters, then we'll speak about emails.

*In fact, business letter writing in English is not difficult. The main rule is to stick to the standard layouts, use numerous business correspondence directory-books and follow their patterns. Improvisation, individual style and design are **inappropriate** in this kind of correspondence. The more standardized your letter is, the more attention it will be given by your business partners.*

WRITING BUSINESS LETTERS ☉☉☉

Как писать деловые письма

How to address people in business letters

If you don't know the name of the person you are writing to, begin with:

Dear Sir or Dear Sir/Madam or Dear Sirs

In American business correspondence 'Gentlemen' is used when the name of the addressee is unknown.

If you know the name of the person you are writing to, begin with:

Dear Mr Stevenson or Dear Mrs Jones or Dear Ms Blake

It is becoming more traditional to address women as Ms in business letters, whether you know they are married or not.

Study the samples of two 'standard' business letters paying special attention to their layouts, the parts they consist of and business correspondence formulas they contain.

**Sender's
address**

6 Redwood Street
Greenhill
London EC2Y 8DS
Tel.: (0181) 3433008

**Receiver's name
and address**

Personnel Director
Video Enterprises
16 East Street
London EC1 4BE

28 June 2015

Salutation

Dear Sir or Madam

Letter body

I would like to apply for the post
of secretary advertised in today's
'Business World'.

I enclose my curriculum vitae and will
be available for an interview any time
after 12 July.

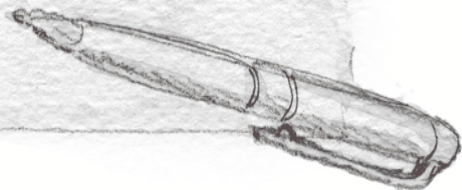
Ending

I look forward to your reply.

Yours faithfully

Signature

Nancy Clyde
Enc: 2



**Sender's
address**

VIDEO ENTERPRISES
16 East Street, London EC1 4BE

**Receiver's
name and
address**

Ms Nancy Clyde • Your ref.:
6 Redwood Street Our ref.: CD/YM
Greenhill
London EC2Y 8DS

4 July 2015

Attention line

Job interview

Salutation

Dear Ms Clyde

Introduction

Thank you for your recent application
for the post of secretary.

Letter body

I would like to invite you for
an interview at 11:30 a. m. on 14 July,
2015.
I would be grateful if you could let me
know as soon as possible whether this
would be convenient.

Ending

I look forward to hearing from you
and meeting you.

Signature

Yours sincerely
Bruce Fletcher
Personnel Director

Looking at the above business letters, you can see that a typical 'standard' business letter layout consists of several parts.

1. **Sender's address** (but not the name) can be written at the top or in the top right-hand corner.
2. **Receiver's name and address** is written a little lower, on the left.
3. **Date** (on the right) can be written in two ways: *28 June, 2015* or *28/6/15*. The American way of writing the date is different: *June 28, 2015* or *06/28/15*.
4. **Attention** line indicating either the subject of the letter:

Job interview

or the person the letter concerns:

for the attention of Ms Smart.

5. **Salutation** is written on the left under the attention line or (if there is no attention line) under the receiver's address. As has already been mentioned, the form of salutation depends on whether the receiver's name is indicated or not. As to the punctuation, the latest fashion is not to use any in the salutation. A more academic style is to use colon ':'.
6. **Body of the letter** and its introduction vary depending on the type of the letter and its contents.

There are many types of business letters, but whatever the contents, the introductory phrases are quite often the same. The basic rule is as follows:

— if the information of the letter is positive, and it is a reply to your partner's letter, begin your letter like that:

**Thank you for your letter of 10 May informing/
requesting/ordering, etc.**

— When your letter contains positive information, but it is not a reply, begin it as follows:

We are (very) pleased to advise you/to confirm/to learn, etc.

— if the information is not very positive, and it is going to disappoint the receiver, begin your letter as follows:

**We have received your letter, but must point out that... or
We regret to inform you that... or
We have to advise you that...**

7. Ending (complimentary close). If you begin the letter with 'Dear Sir/Madam', the ending should be 'Yours faithfully'. If you begin the letter with 'Dear Mr Smith', the ending should be 'Yours sincerely'. If you have long-standing business relations, you can finish with 'Best regards'.

8. Signature.

9. Name and title of sender should be printed clearly.

**Prof. Charles Goodmanners
Culture Language Studies Director**

10. Enclosure (enc): 2 (2 pages)



So far we've been speaking about the style of letters and their layout. But the most important thing is certainly the contents. How can you make your letter meaningful and attractive? One thing seems to be very useful in this connection: think of your reader. After all it's what your reader gets from your letter that matters. I'd like to recommend you to study 'Golden rules for writing letters' published in the textbook 'International business English' by Leo Jones and Richard Alexander.

Read the 'Golden rules...' and say which of them:

- *you already know;*
- *you would like to follow;*
- *you will never follow.*

GOLDEN RULES

FOR WRITING BUSINESS LETTERS ☉☉☉

Золотые правила составления деловых писем

1. Give your letter a heading — it will заголовок
help the reader to see at once what you
are writing about.
2. Decide what you are going to say before you start to write
or dictate. In other words, always try to plan your letter
ahead.
3. Use short sentences.
4. Put each idea in a separate paragraph. Numbering each
paragraph may help the reader to understand it better.
5. Use short words that everybody can understand.
6. Think about your reader.

Your reader:

— *must be able to see exactly what you mean: your letter
must be **clear**;*

— *must receive all the necessary information: your letter
should be **complete**;*

— *might be a busy person with no time to
waste: your letter should be **concise**;* краткий

— *must be addressed in a sincere, polite
tone: your letter should be **courteous**;* учтивый

— *may get a bad impression if there are
mistakes in grammar, punctuation and spel-
ling: your letter should be **correct**.*

HOW TO WRITE INFORMAL LETTERS ☉☉

Как писать неформальные письма

The main difference between formal and informal letters concerns their style and layout.

The organization of personal letters, the manner of writing the address and the date, even the salutations are different.

An informal letter can sound like spoken English. There are conversational formulas, contractions (I'd, we'll, he's, we've, etc.) in informal letters. Key Taylor, an experienced trainer, writes that although the greetings and the ways of signing off are very informal, '... the language used is often rather indirect and polite — 'I was wondering...', 'Would you mind...', 'Shall I...?', 'Could you...?' It concerns both usual private letters and emails.

1. Salutations:

Dear Bob,
Dearest Pat,
Hello, Peter!
Hi, Jimmy!

2. Beginning of the letter

Thank you for your letter...
It was lovely to hear from you.
I was pleased to hear that...
Thanks for your letter.
I was sorry to hear that...
I'm sorry I haven't written before, but...
This is just a note to say...

3. Giving general news

I'm having a lovely time in...
I've been very busy recently.
Last week I... and next week I'm going to...
We're all doing well.
Not so long ago we went to...

4. Ending the letter

I'm looking forward to hearing from you (soon).

Look forward to seeing you.

('I'm looking' is less formal than 'I look'.)

I hope to hear from you soon.

Write to me soon.

Write and tell me when you.../where you...

Give my regards to your mother.

Give my love to... (Give my best wishes to...)

Say 'hello' to Jane for me.

5. Saying goodbye

Bye-bye.

Regards/Best regards.

Love/Lots of love.

Best wishes.

Hugs and kisses.

Love, Jane.

Yours, Bob.



Some words about emails, which have replaced many traditional forms of communication, both verbal and written.

When writing to our friends, we can use whatever style we like, and most often our letters are just a written replica of our face-to-face communication. It is a good idea to copy the email style of the person who writes to you. And yet I wouldn't recommend you to be too casual and play with words too much. Sometimes, when a learner of English means well and tries to make a joke, it might make no sense to native speak-

ers or sometimes even sound rude. To live up to my name I feel obliged to say that it's better to overdo with politeness than to be misunderstood.

As to formal emails, I won't go into every detail (there are quite a few) — you can find a lot of information on the problem in the Internet, just search for Oxford University Press or any other reliable academic resource. At our today's meeting I'd like to focus your attention on the most important points.

HOW TO WRITE FORMAL EMAILS ○○○○

Как писать деловые электронные письма

— **Stick** as closely as possible to the conventions of traditional formal letter-writing. Emails are often printed and filed, and therefore close attention must be paid to the layout.

— **Write a meaningful attention (subject) line.** A well thought-out subject line will ensure that the message gets the attention it deserves.

— Where there is more than one recipient, **list them alphabetically** or, in the business environment, according to hierarchy. This applies also to the 'cc' line. 'Cc' means carbon copy and 'bcc' means blind carbon copy. For emailing, you use 'cc' when you want to copy others publicly, and 'bcc' when you want to do it privately. Any recipients on the 'bcc' line of an email are not visible to others on the email.

— **Keep the message focused.** Often recipients only read partway through a long message, hit 'reply' as soon as they have something to contribute and forget to finish up reading.

— **Identify yourself clearly.** Apart from your email address, indicate the name of the company you represent, your full name, position, telephone number. People who receive your email don't enjoy getting a cryptic message from an email address they don't recognize.

— **Avoid attachments.** Rather than attaching a file that your reader will have to download and open in a separate program, you will probably get faster results if you just copy-paste the most important part of the document into the body of your message.

— **Do not use capital letters,** they look like shouting and should be avoided. If you want to emphasise something, try underlining or using italics.

— **Pay attention to spelling and grammar.** Don't rely on the spell-checker, it can let you down.

— **Proofread.** If you are sending a message that will be read by someone higher up on the chain of command, or if you're about to mass-mail dozens or thousands of people, take an extra minute or two before you hit 'send'.

— If you have sent an email in error, **contact the recipients** immediately by telephone and ask them to ignore/delete the message.

— **Respond to emails promptly** — a simple acknowledgement with a promise that you will give the email your full attention at a given later point is preferable to 'sitting on' the message.

— **Never use email** to reply to correspondence or an invitation that **was not sent** by email or does not supply an email address as an RSVP (repondez s'il vous plait = a request to answer) option.

See more at: <http://www.debretts.com/british-etiquette/communication/technology/email-etiquette#sthash.MsRI428H.dpuf>



Frankly, I don't expect you to agree with the etiquette experts in everything they recommend. Moreover, I'm sure a lot of business people, whose expertise and good manners are beyond any doubt, would say that much depends on the particular situation; on the significance of the problems discussed; on the partners you are dealing with; your relations with them; the emergency of the call or text you

are receiving and on a lot of other factors. I do agree with such point of view. The models of behaviour I describe to you during our meetings at the 'Good Manners Club' should serve as desirable examples which we all try to live up to but rarely manage to. It seems the right time to take a humorous look at the English rules of communication, and here is a funny guide I came across some time ago in the 'Economist' about the English national character. I hope it will cheer you up after today's serious work.

**WHAT THE ENGLISH SAY, MEAN,
AND HOW IT SHOULD BE UNDERSTOOD ☉☉☉☉**

**Что англичане говорят, имеют в виду,
и как это нужно понимать**

What the English say, 'I hear what you say'.

What the English mean, 'I disagree and do not want to discuss it any further'.

What is understood, 'He accepts my point of view'.

What the English say, 'With the greatest respect'.

What the English mean, 'I think you are wrong (or a fool)'.

What is understood, 'He is listening to me'.

What the English say, 'Correct me if I'm wrong'.

What the English mean, 'I know I'm right — please don't contradict me'.

What is understood, 'Tell me what you think'.

What the English say, 'QUITE good' (with the stress on the 'quite').

What the English mean, 'A bit disappointing'.

What is understood, 'Quite good'.

What the English say, 'quite GOOD' (with the stress on the 'good').

What the English mean, 'excellent'.

What is understood, 'Quite good'.

What the English say, 'Perhaps you would like to think about...'/
'I would suggest...'/ 'It would be nice if...'

What the English mean, 'This is an order. Do it or be prepared to justify yourself...'

What is understood, 'Think about the idea, but do what you like.'

What the English say, 'Do as much as you think is justified.'

What the English mean, 'Do it all.'

What is understood, 'Do what you can.'

What the English say, 'Oh, by the way/Incidentally...'

What the English mean, 'The primary purpose of our discussion is...'

What is understood, 'This is not very important...'

What the English say, 'Please think about that some more.'

What the English mean, 'It's a bad idea: don't do it.'

What is understood, 'It's a good idea, keep developing it.'

What the English say, 'I'm sure it's my fault.'

What the English mean, 'I know it is your fault, please, apologize.'

What is understood, 'It was somebody else's fault.'

What the English say, 'That is an original point of view.'

What the English mean, 'You must be mad, or very silly.'

What is understood, 'They like my ideas.'



Dear friends! We've covered all the business problems I was planning to discuss with you today. As far as I know, you all are leaving London one of these days. Some people are flying back home, some others are going to travel across the country and see 'real England'. I'd like to help with some phrases one needs when booking, buying and collecting air and train tickets.



TRAVELLING BY PLANE Путешествуем самолетом

How to ask questions at the Information Desk
Как задать вопросы в справочном бюро



— Excuse me, what flights
are there from London to
Moscow?

— Is the flight
BA0237 direct?

— When is the plane due to
be in Moscow?

— What airport does the
plane arrive at?

— Have you got economy
class tickets?

— What's the economy class
fare?

— How much is a return?

— Is the ticket refundable or
non-refundable?

— Извините, какие
есть рейсы из Лондона
в Москву?

— Рейс BA0237 прямой?

— Когда самолет прибывает
в Москву?

— В какой аэропорт
прибывает этот самолет?

— У вас есть билеты
экономкласса?

— Сколько стоят билеты
экономкласса?

— Сколько стоит билет
туда и обратно?

— Этот билет подлежит
возврату или нет?



At the airline booking office

В кассе авиабилетов

Hello! I need one ticket to Athens.

What morning flights are there tomorrow?

Здравствуйте! Мне нужен один билет в Афины.

Какие завтра есть утренние рейсы?

Just a moment. Flight BA 416 takes off from Heathrow at 08:15, and it flies direct.

Минутку. Рейс BA 416 вылетает из Хитроу в 08.15, это прямой рейс.

Thank you. In case I decide to break my journey in Paris... what flights can you offer me?

Спасибо. А если я решу остановиться в Париже... какие рейсы вы сможете мне предложить?

Let me see the timetable. You can take Lufthansa Flight LH 103 which leaves at 11:35.

Сейчас посмотрю расписание. Вы можете отправиться рейсом Люфтганзы LH 103, который вылетает в 11.35.

I see. At what time am I supposed to check in for this flight?

Понятно. Когда я должен зарегистрироваться на этот рейс?

The latest time of reporting at the airport is 10:30.

Самое позднее время регистрации в аэропорту 10.30.

— OK. I'll take an economy class open return for tomorrow.

How much is it?

— Хорошо. Дайте мне, пожалуйста, один билет экономкласса туда и обратно с открытой датой возврата на завтра. Сколько он стоит?

— 120 pounds, sir. Could I have your passport, please?

— 120 фунтов, сэр. Ваш паспорт, пожалуйста.

TRAVELLING BY TRAIN

Путешествуем поездом

The train fares for the same distance trip can vary greatly depending on the type of the ticket you bought. That's why it is important to know what the names of tickets stand for.

Will you do the Ticket quiz matching the name of the ticket and its definition? The correct answers you will find in the Key on p.319. Mind there is one extra definition.

The ticket quiz

Билетная викторина

1.	an ordinary return (ticket)	a.	a single ticket, i. e. a fare for one trip to the place of your destination
2.	a (cheap) day return (ticket)	b.	a fare for the best accommodation on a train, plane, etc.
3.	a midweek single (ticket)	c.	a more expensive ticket to the place of your destination and back valid (действительный) on any train for three months
4.	an open return (ticket)	d.	a return ticket, i. e. a fare for a trip to the place of your destination and back
5.	a first class ticket	e.	a fare for the accommodation on a plane cheaper than business class
6.	an economy class ticket	f.	a reduced fare by train for a trip to the place of your destination made in the middle of the week (usually on Wednesday or Thursday)
7.	a one-way ticket (USA)	g.	a return ticket which may be used at any time
		h.	a reduced fare for a trip to the place of your destination and back valid only on the day you buy it



At the Information Office
В справочном бюро

— Excuse me, where can I buy a ticket to York, please?

— Excuse me, when is the next train to Oxford?

— Is there anything a bit later (earlier), please?

— Which is the latest (the earliest) train from Winchester to London, please?

— Is there a train to Cambridge at about 10 a. m., please?

— What time does it get to Cambridge, please?

— How much is a cheap day return to Cambridge, please?

— Excuse me, is there a restaurant car on the 10:30, please?

— Is the 7:15 direct or do I have to change to get to Edinburgh?

— Is the 22:15 a sleeper?

— When does the 2:45 get in, please?

— Which platform does the 11:15 go from, please?

— Простите, где я могу купить билет в Йорк?

— Извините, когда будет следующий поезд в Оксфорд?

— А есть ли что-нибудь позднее (раньше)?

— Какой самый поздний (ранний) поезд из Винчестера в Лондон?

— Есть ли какой-нибудь поезд в Кембридж около 10 часов утра?

— В котором часу он приходит в Кембридж?

— Сколько стоит билет туда и обратно в Кембридж по льготному дневному тарифу?

— Извините, в поезде, отбывающем в 10.30, есть вагон-ресторан?

— Поезд, отбывающий в 7.15, прямой или нужно делать пересадку, чтобы доехать до Эдинбурга?

— Поезд, отбывающий в 22.15, спальный?

— Когда прибывает поезд 2.45?

— С какой платформы отправляется поезд 11.15?

— Excuse me, is the train from Brighton delayed? Sorry, I missed the announcement. — What trains are cancelled?	— Извините, поезд из Брайтона опаздывает? Простите, я пропустил объявление. — Какие поезда отменяются?
---	--



What to say at the booking office

Что сказать в билетной кассе

— A single to Plymouth, please. — Two returns to Cambridge, please. — An ordinary return to Manchester, please. — Could I have a cheap day return to Brighton, please? — Could I have two midweek singles on the 22:40? — Could I have a seat facing the engine, please? I can't sit back to the engine.	— Билет в одну сторону в Плимут, пожалуйста. — Два билета до Кембриджа и обратно, пожалуйста. — Один билет обычного тарифа в Манчестер и обратно, пожалуйста. — Будьте добры, один билет до Брайтона и обратно по льготному дневному тарифу. — Мне, пожалуйста, два билета в одну сторону на поезд, отправляющийся в 22.40, по тарифу середины недели. — Будьте добры, дайте мне место по ходу поезда. Я не могу сидеть против движения поезда.
--	--



Attention!

1. Trains in England do not have numbers but are named in accordance with the time of departure.
2. If you want to save money, find out not only the time of the train which suits you but what type of ticket you can buy for it: ordinary, cheap day, midweek, first class, economy class and so on.



On the train

В поезде

— Excuse me, is this seat occupied (vacant)?

— Do you mind if I move your bag a little, please?

— Do you mind if I open the window, please?

— Excuse me, could I ask you to keep an eye on my things?

— Excuse me, do you know if there's a buffet car on the train?

— Do you know if we are on time?

— Do you know what time we get to Oxford?

— Excuse me, do you know if that's Leeds we are coming to?

— Извините, это место занято (свободно)?

— Вы не возражаете, если я немного подвину вашу сумку?

— Вы не возражаете, если я открою окно?

— Простите, я мог бы вас попросить присмотреть за моими вещами?

— Извините, вы не знаете, в поезде есть вагон-ресторан?

— Вы не знаете, мы вовремя прибываем?

— Вы не знаете, когда мы приезжаем в Оксфорд?

— Простите, вы не знаете, это мы к Лидзу сейчас подъезжаем?



I'm often asked if it is a custom in England to speak to strangers on the train. Definitely, not a custom. The English love for privacy is demonstrated on public transport more than anywhere else. But it does not mean that commuters never speak to each other, and that you shouldn't ask them for information or help if necessary. I think to understand the English attitude to communicating with strangers on public transport you should read an extract from Kate Fox's brilliant book 'Watching the English'.

THE DENIAL RULE ○○○○○

«Правило отказа»

(*abridged*)

Our main coping mechanism on public transport is a form of what psychologists call ‘denial’: we try to avoid acknowledging that (зд.) отказ
we are among a scary crowd of strangers, признание
and to maintain as much privacy as possible.

It is common, and considered entirely normal, for English commuters to make their (зд.) ежедневно
morning and evening train journeys with the ездящие на
same group of people for many years without работу поездом
ever exchanging a word. The more you think about it, the more utterly incredible it seems, yet everyone I spoke to confirmed the story.

‘After a while,’ one commuter told me, ‘if you see the same person every morning on the platform, and maybe quite often sit opposite them on the train, you might just nod to each other when you arrive, but that’s about as far as it goes.’ ‘How long is ‘a while’?’ I asked. ‘Oh, may be a year or so — it depends; some people are more outgoing than others, you know?’ ‘Right’ I said (wondering what definition of ‘outgoing’ she could possibly have in mind). ‘So, a particularly ‘outgoing’ person might start to greet you with a nod after seeing you every morning for say, what, a couple of months?’ ‘Mmm, well, may be,’ my informant sounded doubtful, ‘but actually that would be a bit, um, forward — a bit pushy; that would make me a bit uncomfortable.’ (зд.) общительный

This informant — a young woman working as a secretary for a PR agency in London — was not an especially shy or retiring person. In fact, I would describe her as quite the opposite: friendly, lively and gregarious. I am quoting her here because her responses are typical.

робкий

(зд.)

общительная

...But what would be so awful, I asked each of my informants, about a brief friendly chat with a fellow commuter? This was clearly regarded as an exceptionally stupid question. Obviously, the problem with actually speaking to a fellow commuter was that if you did it once, you might be expected to do it again — and again: having acknowledged the person's existence, you could not go back to pretending that they did not exist, and you could end up having to exchange polite words with them every day.

EXCEPTIONS TO THE DENIAL RULE ○○○○○

Исключения из «правила отказа»

There are three situations in which one is allowed to break the denial rule, acknowledge the existence of other passengers, and actually speak directly to them.

The politeness exception

The first situation is one I call the 'politeness exception': when not speaking would constitute a greater rudeness than the invasion of privacy by speaking — such as when one accidentally bumps into people and must apologize, or when one must say 'excuse me' to get past them, or ask if the seat next to them is free, or if they mind having the window open. It is important to note, however, that these politenesses are not regarded as ice-breakers or legitimate precludes to any further conversation: having made your necessary

apology or request, you must immediately revert to the denial state, both parties pretending that the other does not exist. возвратиться

The information exception

Somewhat more helpful was the ‘infor-
mation exception’ whereby one may break
the denial rule to ask for vital information,
such as ‘Is this the right train for Padding-
ton?’ or “does this one stop at Reading?” or
‘Do you know if this is the right platform for
Chapham Junction?’ the responses to such
questions are often mildly humorous: I’ve
lost count of the number of times my pan-
icky ‘Is this the right train for Paddington?’
has prompted replies such as ‘well, I cer-
tainly hope so!’ or ‘If it isn’t, I’m in trouble!’
When I ask: ‘Is this the fast train to London?’
(meaning the direct train, as opposed to the
‘stopping’ train that calls at lots of small sta-
tions), some Eeyorish wit is sure to respond
with ‘Well, depends on what you call ‘fast’...

The moan exception

The ' <u>moan exception</u> ' to the denial rule	исключение,
normally only occurs when something goes	чтобы
wrong — such as an announcement over	пожаловаться
the loudspeakers that the train or plane will	
be delayed or cancelled, or the train or tube	
stopping <u>in the middle of nowhere</u> or in the	в Тмутаракани
tunnel for no apparent reason, or an inordi-	

nately long wait for the bus to change drivers, or some other unforeseen problem.

непредвиденная
проблема

On these occasions, English passengers appear suddenly to become aware of each other's existence. A loudspeaker announcement of a delayed train prompts an immediate outbreak of sociable body language: people make eye contact; sign noisily; exchange long-suffering smiles, shrugs, raised eyebrows and eye-rolling grimaces — invariably followed or accompanied by snide or weary comments on the dire state of the railway system. Someone will always say 'Huh, *typical*!', another will say 'Oh, *now* what?' or 'For Christ's sake, what is it *this* time?' or the more succinct 'kinell!'.

громко вздыхают
пожимание
плечами
язвительный,
усталый

...The moan exception turns out, however, to be yet another of those 'exceptions that prove the rule.'

сокращенная
форма f**king
hell



Before we exchange opinions about Kate Fox's description of the English, I suggest you do a test to check if you got the story right.

Tick (✓) the best answer and check it in the Key on p. 319.

1. The English speak to strangers on the train:

A. often

☐

B. sometimes, in particular cases

☐

C. never

☐

2. The 'denial rule' means:

A. Passengers don't want to destroy privacy of other people.

☐

- B. Passengers say 'no' to everything and everybody. ☐
- C. Passengers deny everything other passengers tell them. ☐
3. The passengers in England do not speak to each other, because... ☐
- A. they do not want to disturb other people. ☐
- B. they do not want to be disturbed. ☐
- C. they do not want to disturb other people and to be disturbed. ☐
4. A commuter is someone who... ☐
- A. lives in a community. ☐
- B. regularly travels rather a long distance to and from work. ☐
- C. communicates a lot. ☐
5. The origin of the word 'Eeyorish' is... ☐
- A. the donkey Eeyore of the Winnie-the-Pooh book series. ☐
- B. the word 'eye'. ☐
- C. the Old English for 'gloomy'. ☐
6. The passengers on the train sometimes make moans when they... ☐
- A. feel pain. ☐
- B. are worried about their personal problems but can't share them with strangers. ☐
- C. want to show they are displeased with the public transport service. ☐



Now that you've done your test, let's come back to Kate Fox's lively story about the English on the train. I hope you are not under the impression that you shouldn't ask people for help or directions. Luckily, foreign tourists fit the exceptions so wittily described by the author. I assure you that whenever you apply for help, your request will be met with a smile and

detailed instructions, be it in busy London or a small town. Very often visitors to England are surprised when local people not only tell them the way but show it spending their time and effort.

I have asked you to read an extract from Kate Fox's story for several reasons. I definitely appreciate her style, the described episodes continue our talk about English national habits, and they show what qualities and attitudes we value. I suppose we should continue this talk. I have interviewed my friends, people of different age, social and educational background, asking them about their life values.

My questions were very simple:

1. What do you value in England and English people most of all?

2. Is there anything that you dislike? If so, what is it?

Do you want to read their answers?

WHAT DO ENGLISH PEOPLE VALUE? ◎◎◎

Что ценят англичане

June (*aged 85, a retired psychotherapist*)

I think trust is very important, and I'd like to see more trust in people. We're losing faith in each other. Media don't help to preserve faith, they are focusing on the worst. And there is so much good in each person. But I'm very concerned about boozing and drugs. I wouldn't know how to cope with his terrible addiction but there is hope. I think hope is a very important quality, a deeply inner quality.

доверие

вера

пьянство

Jack (*aged 21, a student*)

Freedom! Personal freedom, I mean. Freedom of choice, of making decisions, plans. No one should be harmed or pushed. Everybody talks about 'justice and right', but we should act on our words. That's what few people do.

Mark (*aged 65, a top teacher trainer*)

I suppose one of our greatest values is the English language. It is England's greatest contribution to the world cultural heritage. We must protect the richness of the English language. The young people's command of English leaves much to be desired. They im-poverish the language by using very limited and vulgar vocabulary, it is frustrating.

культурное
наследие

обедняют

Gabby (*aged 38, a programmer*)

I am proud to be English and the more I travel abroad the more certain I am that I wouldn't like to live anywhere else. I'm most attached to the country, to everything English, to Englishness as such. I value the English character as a people: tolerant, stubborn, stoical, indignant at injustice. I only feel at home here, in England, it's a bit sentimental, I suppose.

негодующий
по поводу не-
справедливости

Geoff (*aged 52, a university professor*)

I value tolerance most of all, the ability to be tolerant of others, to accept something and somebody different, not to make judge-ments. It has always been our national quality, but today it is disappearing. To my great regret, more and more people display intolerance, this is what upsets and worries me.

не осуждать

Sara (*aged 52, a school teacher*)

I think one of my top values is tradition. I find it very meaningful to sustain our customs, national cuisine, our festivals, everything that speaks of history. Even traditional English mailboxes, they are so lovely! Being human — that's what matters, for that we must remember the past.

Jim (*aged 57, a social worker*)

I was born in the States but most part of my life I've been living in England. I love the country. There are lots of problems here but I appreciate the rule of law. It works in this country. Besides, one of the most valuable things in England is university education. Brains gathered together give a collective intellect. That's why universities must be preserved as opposed to distant learning.

Kate (*aged 46, a medical nurse*)

I would say fairness. It comes first for me. справедливость
And it has always been ranked highly in England: starting with a fair queue up to career making. Another English quality I like is the ability not to complain, not to make fuss. It helps a lot everywhere, at home, with my patients, with colleagues. It's an attitude to life, to other people, to oneself.

Burna (*aged 70, a housewife*)

As you know, the English are famous for the sense of humour. It is probably the most distinguishing part of the English character. отличительная
We are masters of jokes and satire, and everyone from cab drivers to Winston Churchill are known for cracking good jokes. I, for one, value most our ability to laugh at ourselves. This self-mockery is a national gift, I believe. самоирония

Emily (*aged 48, a designer*)

My family and I adore the English countryside, the changing seasons. We value our rich history and archaeology, and the English quirky sense of humour. We would like to sustain our old traditions such as well-dressing and maypole dancing, the old country майский хоровод вокруг украшенного цветами столба

skills such as thatching and dry stone walling. And of course, iconic landmarks such as old red telephone boxes and pillar boxes.

соломенные
крыши
стоячие почто-
вые ящики

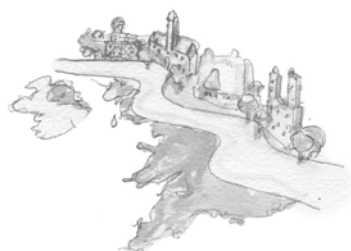


I wonder what your life values are. Do you have anything in common with the views of my English friends? Of course, the views of several people are not sufficient to represent the whole nation. The latest social background research shows that the English people value privacy, security, loyalty, peace of mind, truth, respect and, certainly, the quality we've been speaking about at our 'Good Manners Club' meetings — politeness.

Today we are summing up our talk about good manners and their impact on people's relations. I hope you've learnt a lot, but everything I told you was a kind of generalization, and generalizations are often misleading. Now your travel across the country starts, you'll be able to see a lot, to hear a lot, to learn a lot from your own experience. I'm sure you'll come across a lot of exceptions to the rules I told you about. Be ready for that. There is an old English saying, 'All the world is strange except you and me. And even you're a little strange!'.

So, away from London with its crowds, heavy traffic and noise! Famous English towns with a lot of history behind them such as York, Cambridge, Oxford, Winchester, Bath, to name just a few, are waiting for you. And don't miss charming little villages, quiet and calm, delightfully relaxing and giving you the flavour of 'real England'.

Hurry up, dear friends! Your acquaintance with England continues.



Instead of an Epilogue

Вместо эпилога

Dear friends!

Now it is my turn to say goodbye to you and thank you for having read my book. But before we part I'd like to express my gratitude to my dear English friends without whom this book would not have appeared.

We first met in Moscow at the international conference arranged by 'Kitaygorodskaya School', where DruzbaLink was set up, and then the exchange of numerous visits followed.

I first came to England in 1991 thanks to Geoffrey Pullen who invited me to give a teacher training course at Brighton Polytechnic. He and his wife Marie-Claude welcomed me on the day of my arrival in England, and their cosy house with its fireplace, beautiful music and a friendly talk was a very good start of my first English experience.

Thanks to my host family, Chantal and Peter Lonsdale and their four children, I watched and took part in everyday life of the English family, and a lot of what I learnt from them is described in this book.

I'd like to thank my colleague and friend Mark Fletcher, his wife Debbie and their son John for the time we spent together, it was a wonderful opportunity to feel the flavour of the best of Englishness.

And my dear English Family who were nice to ask me to consider myself to be a member of the clan: Michael Lawlor who passed away some years ago but who I will always remember as a real English gentleman; his wife June McOstrich; their daughters Sara, Kate, Emily and their husbands and children. They all live in the same village named Kemble which became the best place in England for me, because every time I stayed there I felt at home and was absolutely happy. They destroyed all the stereotypes I had about the English people by being open, loving, caring, keen to communicate and share.

June McOstrich, my dearest friend June! Every evening June used to offer me a hot water bottle to warm my bed but in fact she warmed my heart and proved that 'If you made a friend in England, it's a friend forever'. This book is dedicated to you, my dear 'podruzhka'.

When I last visited England, the first thing I saw in Heathrow airport was the poster which read, 'Another point of view is just a view from the place you are not in'. I think it is a wonderful invitation for all visitors to open our eyes and hearts to everything new, unusual and unexpected that we are going to see in England, not to judge and criticize but try to understand and to borrow some good attitudes and manners. This is what happened to me, this is what, hopefully, will happen to you.

Now, dear readers, it's time to say goodbye to you. I'll be glad if you write to me about your opinion of my book before and after your visit to England.

I wish you a happy journey to England!

Best wishes,

Larissa Kaminskaya

Key

Ключи

The first meeting

First names and friendship, page 29:

1. — C; 2. — A; 3. — B; 4. — B; 5. — C

Politeness checklist, page 33: Do-2, 4, 5

Don't-1, 3, 6, 7

The weather, page 40: 1. — B; 2. — A;

3. — A; 4. — B; 5. — A

A changing world, page 49: 1. — T;

2. — F; 3. — F; 4. — T; 5. — F; 6. — T

The second meeting

Politeness checklist, page 58: Do-2, 3, 5,

7

Don't-1, 4, 6

A warning to beginners, page 62: 1. — C;

2. — B; 3. — A; 4. — B

The third meeting

On not knowing English, page 88:

1. — A, D; 2. — D; 3. — C; 4. — B

Politeness checklist, page 96: Do-1, 3, 6,

7

Don't-2, 4, 5

The fourth meeting

Page 112: Knife & fork

Politeness checklist, page 114: Do-3, 6, 7

Don't-1, 2, 4, 5

The sixth meeting

Politeness checklist, page 156: 1. — D;

2. — C; 3. — B; 4. — B; 5. — D; 6. — D

The house quiz, page 171: 1. — D; 2. — F;

3. — A; 4. — G; 5. — C; 6. — B; 7. — I;
8. — E

The seventh meeting

How not to be clever, page 203: 1. — F;
2. — T; 3. — T; 4. — F

How to be rude, page 203: 1. — F; 2. — F;
3. — T; 4. — F

The eighth meeting

The best London museums, page 213:
1. — C; 2. — H; 3. — B; 4. — F; 5. — A;
6. — D; 7. — G

Tips for theatregoers, page 221: 1. — T;
2. — T; 3. — T; 4. — F; 5. — F; 6. — F

The theatre quiz, page 222: 1. — The Phantom of the Opera; 2. — Andrew Lloyd Webber; 3. — Harold Prince; 4. — 2 hours and 30 minutes; 5. — Yes, there are matinee (morning) performances on Wednesday and Saturday at 3 p. m. 6. — Unfortunately, no. There are no performances on Sundays. 7. — Yes, apply to the theatre box office for return tickets.

The ninth meeting

Social customs around the world, page 257:

1. — C. You are expected to shake hands when you're coming and leaving in Germany, but in England you usually only shake hands when you meet someone for the first time.
2. — B. You should give your gift in public in the Middle East to show it's not a bribe (*взятка*).
3. — A. 'Come any time' means 'I want you to visit me' in India. If you don't suggest a time and arrange a visit immediately, an Indian will think you are refusing the invitation. But if English people say 'Come any time', they will think you are bad mannered if you start fixing the date of your visit right away.
4. — A. In Islamic cultures, crossing

your legs is considered offensive because showing the soles of your feet (*подошвы*) is a sign of disrespect.

5. — B. Americans usually mean 'Yes' when they nod their heads. An English person probably just means 'I understand', and an Asian is just showing interest.

6. — B. Offices are usually closed on Fridays in Muslim countries.

7. — C. It is considered bad manners to discuss business at a social occasion in India.

The tenth meeting

Politeness checklist, page 287:

1. — Do, it is convenient and safe.
2. — Do, because using your first name alone can sound too informal for every professional call, and using only your last name can sound too abrupt (*резко*).
3. — Don't, because it shows the people you are meeting that they are not worth your time.
4. — Don't, it is better to tell your partner about it *before* the meeting and apologize in advance.
5. — Don't, it is advised to apologize and leave the room to call back or text the answer.
6. — Do, it shows your good taste.
7. — Don't, salutations and sign offs can be ignored if your partner knows you well.
8. — Don't, always try to make a phone call, apologies will be better received this way.
9. — Do, it is much more appropriate.
10. — Do, it helps avoid misunderstanding and characterizes you much better.

The ticket quiz, page 304: 1. — c; 2. — h;
3. — f; 4. — g; 5. — b; 6. — e; 7. — a.

The denial rule, page 311: 1. — B; 2. — A;
3. — C; 4. — B; 5. — A; 6. — C

Каминская, Лариса Исаковна.

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ГАЛИНА КИТАЙГОРОДСКАЯ

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