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ZÁSADY ANGLICKEJ KOREŠPONDENCIE - ADRESA

Celková úprava

Bloková úprava (zarovnaný ľavý okraj riadkov) je typická zvlášť pre obchodné a úradné listy. Sprevádza ju tzv. otvorená interpunkcia (open punctuation), v adrese, dátume, oslovení, veci, pozdrave a prílohe sa nepíšu interpunkčné znamienka (**Mr P J James, NO 85, pm, Prof**). Odrážanie odstavcov od ľavej zvislice sa používa menej často, nájdeme ju skôr v priateľských listoch. V takýchto listoch sa tektiež vyskytuje plná interpunkcia (full punctuation), interpunkčné znamienka sa kladú dokonca i na koniec riadku v adrese (**Mr. P. J. James, No. 85, p.m., Prof.**)

Adresa

Ak je náš list adresovaný fyzickej osobe, použijeme pred menom skratku:

- **Mr** (pán)
- **Mrs** (pani)
- **Miss** (slečna) alebo
- **Ms** (pani alebo slečna), skratka, ktorej sa dáva v poslednej dobe prednosť, napriek faktu, že z nej nevyplýva, rovnako ako zo skratky Mr pre mužov, či ide o ženu vydatú alebo slobodnú. To využijeme v prípade, že píšeme žene, u ktorej nám jej rodinný stav nie je známy.
- **Messrs** (firma), používa sa u firiem, ktoré majú vo svojom názve najmenej dve priezviská alebo jedno priezvisko a dodatok and Co.
- **Bros** (Brothers), bratia
- **Ltd** (Limited), spol. s obmedzeným ručením členov
- **Inc** (Incorporated), zapísaná ako a.s.

Prepravné údaje:

- **Registered** (doporučene)
- **Airmail** (letecky)
- **Urgent** (naliehavo)
- **Personal** (osobné)

Ak je list adresovaný určitému pracovníkovi, uvedieme pod adresu:

- Attention Mr J Black, alebo
- Attn Mr J Black, alebo
- For the attention of Mr J Black

Ak je list určený do vlastných rúk, napíšeme pod adresu:

- Private and Confidential

Listy pre inštitúcie, kde nepoznáme príslušnú osobu uvedieme tituly:

- The Secretary, The Manager ...

Pri písaní vlastnej adresy postupujeme od najmenšieho k najväčšiemu, tzn. číslo domu, ulice, mesto, krajina, PSČ. Všetko píšeme zvislo, nevynechávame riadky, nepíšeme bodky ani čiarky. Názov mesta a štátu býva niekedy zvykom písať veľkými písmenami.

The Manager

Blue Line Ltd

51 Main Street

NOTTINGHAM

NG11 9AE

GREAT BRITAIN

Ms Jane Winchester

Blue Line Ltd

51 Main Street

NOTTINGHAM

NG11 9AE

ZÁSADY ANGLICKEJ KOREŠPONDENCIE - DÁTUM

Dátum je možné písať rôznymi spôsobmi, vyhnime sa ale radšej skracovaniu názvov mesiacov číslicami, predídeme tak zbytočným omylom.

Anglicko

4 May 2001

4th May 2001

4.5.2001 alebo 4-5-2001

USA

May 4,2001

May 4th, 2001

5.4.2001 alebo 5/4/2001

ZÁSADY ANGLICKEJ KOREŠPONDENCIE - OSLOVENIE

Oslovenie

Oslovenie jednotlivca: Dear Sir

Dear Madam,

Dear Mrs James (nie je možné súčasne použiť aj krstné meno)

Dear Mr Brown (nie je možné súčasne použiť aj krstné meno)

Oslovenie firmy: Dear Sirs (Anglicko)

Gentlemen (USA)

Po oslovení sa v Anglicku nepíše čiarka a nasleduje priamo vlastný text veľkým písmenom, v USA sa po oslovení píše dvojbodka alebo stredník, vlastný text začína opäť veľkým písmenom.

Vedecké a akademické tituly **PhD, Dr, Prof** sa v oslovení používajú len s menom (**Dear Prof Wright**). Titul inžinier v anglicky písanom dopise v oslovení nepoužívame (v anglicku engineer znamená technik, v USA je engineer strojvedúci).

Vec

Heslovité označenie dopisu sa v porovnaní s našimi zvyklosťami píše priamo pod oslovenie, väčšinou sa podčiarkne, niekedy sa uvádza slovíčkom **Re:** alebo **Subject:**

Podpis

Podpis sa v anglicky písaných dopisoch vypisuje strojom, často i s uvedením plnej funkcie. Ženy sa podpisujú Markéta Holíková (Ms) alebo Mrs Markéta Holíková, predíte sa tak nedorozumeniam.

Prílohy, dodatky

Vyznačujú sa ako Enclosure, Enclosures, prípadne skratkami Encl, Enc, Encs. Taktiež je možné využiť skratky P.S. - postscript, dodatok alebo N.B. - Nota bene, obzvlášť si povšimnite.

Kópia

Použijeme skratku cc.

Číslovky

Miesto desatinnej čiarky sa v anglosaských krajinách používa bodka. Čiarka slúži pro oddelenie tisícov, miliónov atď.:

1,450

269.50

0.50

alebo len .50

TELEPHONE CONVERSATION

1. Before you call to your business partner, do not forget to check their office hours.
2. The call should be polite and friendly.
3. Be careful with pronunciation of the name of the company and the person you are calling (people are very sensitive to their names).
4. Every time you telephone remember the name of the person you are talking to and call them by their name as often as possible.
5. Do not use slang language or abbreviations.
6. If you call to a partner you know, do not forget to ask them: "How are you?"
7. Whatever you need to spell, use the official P.O. alphabetical code.

P.O. alphabetical code:

Amsterdam, Baltimore, Casablanca, Denmark, Edison, Florida, Gallipoli, Havana, Italy, Jerusalem, Kilogram, Liverpool, Madagascar, New York, Oslo, paris, Quebec, Roma, Santiago, Tripoli, Upsala, Valencia, Washington, Xantippe, Yokohama, Zurich.

8. When you have to write a short memoranda, do not forget to write the following information:
 - The receiver's name. Use courtesy titles (Mr., Mrs., Miss, Ms., Dr. or Prof.) with the names of people if you would normally use these titles when talking to them.
 - Date.
 - Time, marking a.m. or p.m. to avoid confusion.
 - The message written clearly and concisely.
 - The name of person who took the message.

9. How to spell numbers:

- The numeral 0 is pronounced as the letter O.
- In England numbers are read out two at a time (in the US, numbers are read out individually.)
36 42 14 three six - four two - one four
34 22 19 three four - double two - one nine
32 21 10 three two - two one - one O
- When the last two numbers are 00, they are pronounced "hundred".
- 736-0400 seven-three-six O-four hundred

Telefonický hovor

1. Skôr ako zatelefonujete obchodným partnerom do zahraničia, je potrebné overiť si ich pracovnú domu.
2. Telefonát by mal byť zdvorilý a takpovediac s úsmevom.
3. Dôležitá je správna výslovnosť mien spoločností a osôb (ľudia sú veľmi citliví na svoje meno).
4. Vždy, keď telefonujete, pamätajte si meno osoby, s ktorou hovoríte a oslovujte ju menom tak často, ako to len pôjde.
5. Nepoužívajte slang alebo skratky.
6. Ak voláte partnerovi, ktorého už poznáte, nezabudnite sa opýtať: "Ako sa máte"?
7. Ak potrebujete hláskovať, používajte medzinárodnú telefónnu hláskovacia abecedu.

Medzinárodná hláskovacia abeceda:

Amsterdam, Baltimore, Casablanca, Denmark, Edison, Florida, Gallipoli, Havana, Italy, Jerusalem, Kilogram, Liverpool, Madagascar, New York, Oslo, paris, Quebec, Roma, Santiago, Tripoli, Upsala, Valencia, Washington, Xantippe, Yokohama, Zurich.

8. Ak si musíte zapísať odkaz, nezabudnite si poznačiť tieto informácie:
- Komu je odkaz určený. Použite zdvorilé oslovenie (pán, pani, slečna, Dr., Prof.) u mien, ak ich pri rozhovore s nimi používate.
 - Dátum.
 - Čas, poznačte dopoludnie či odopoludnie, aby ste predišli nedorozumeniam.
 - Odkaz píšete jasne a stručne.
 - Pripíšete meno osoby, ktorá odkaz prijímala.
9. Ako čítať čísla:
- číslo 0 sa vyslovuje ako písmeno O.
 - V anglicku sú čísla čítané po dvoch (v Amerike sú čísla čítané individuálne.)
36 42 14
34 22 19
32 21 10
 - Ak posledné dvojčíslenie je 00, potom sa vyslovuje ako "sto".
 - 736-0400

ZÁSADY ANGLICKEJ KOREŠPONDENCIE - POZDRAV

Pozdrav

Pozdravnou formulkou začíname vždy veľkým písmenom, píšeme po nej čiarku:

Yours faithfully (Anglicko),

Yours sincerely (Anglicko),

Yours truly (Anglicko),

Sincerely yours (USA),

Sincerely (USA),

Yours truly, Truly yours (USA),

APPLYING FOR A JOB

- Start your application by saying why you are writing, what job you are applying for and how you heard about it. It enables them to judge how effective they have been at advertising the post through various forms of media.
- Next, provide some concise information about yourself - ideally, those strengths that are most closely associated with this job, company and industry. Don't forget that being too modest is not going to help you in today's job market.
- Encourage the reader to respond to you in the way that you want by providing them with your telephone number, a stamped addressed envelope for a reply, or any other way you prefer.
- Enclose all required documents: curriculum vitae, photo, diploma, etc.
- Curriculum vitae is the most important part of applying for a job. You can choose from two ways concerning how a CV is written. The first way is to write a narrative CV, the second a structured CV. In both cases you should write all the specific qualities you can bring to this position. All the information must be true. Do not forget to sign and date the CV.

Applying for a job

A friend in England sent me your advertisement which appeared in last Saturday's Daily Standard.

I would like to work in England and gain experience in an accounting office. I have kept the accounts for my father's jewellery business for the last two years, but due to bad health he is selling the business. I can speak and write French, German and English.

I have enclosed my CV and, if required, I could come to England for an interview.

I hope to hear from you soon.

Yours sincerely,

Miss Mirjam Ott

Dear Mr Mayer

I am replying to your firm's advertisement in Novy Cas (17th of May 2001) for the post as the female personnel manager.

At the present time, I am working as a project coordinator in ABC Ltd. I am responsible for overseeing approximately two big projects each year - including dealing with advertising, choosing the project team, etc. Examples of these are enclosed for your perusal.

I am able to offer you self-initiative, the ability to schedule and prioritize tasks and to work with strict deadlines, time flexibility and experience in an international company. I am seeking to develop my potential further and utilize my language abilities.

I would like to meet you to discuss this opening in more detail, as well as my application for it. You can contact me anytime at my address - Viedenska 28, Bratislava, or by telephone at: 00421 2 5557 2232.

I look forward to hearing from you.

Yours sincerely,

Petra Novotná

Comments: A letter of application should be fairly detailed. Start by saying why you are writing, what job you are applying for and how you heard about it. Provide some information about yourself that is most closely associated with this job.

State why you want this job and explain what specific qualities you can bring. The final paragraph should state what you want to happen next, for example, you want to be telephoned for a discussion or invited for an interview.

CURRICULUM VITAE

An example of a structured cv

Petra Novotná
Viedenská 28
851 01 Bratislava

Personal details

| | |
|----------------|----------------------|
| Name | Mgr.Petra Novotná |
| Date of birth | 18 June 1975 |
| Nationality | Slovak |
| Marital Status | Married |
| children | Peter Novotný (2002) |

Education

| | |
|-------------|--|
| 1978 – 1986 | Primary school, Tomašikova 2, Bratislava |
| 1986 – 1990 | Secondary school, Kvačalova20, Bratislava |
| 1990 – 1995 | Comenius University in Bratislava, Philosophical Faculty |

Exams

| | |
|-------------------|---------------------------------------|
| 30 May 1990 | GCE – A levels |
| 5 June 1995 | Final state examination in Psychology |
| 18 September 1996 | Final state examination in English |
| 1990 | Driving test |

Work experience

| | |
|----------------------------------|--|
| 1 September 1995 - 31 March 1998 | Personnel manager in xy Ltd., Bratislava |
| 1 April 1998 – current | Project coordinator in xy Ltd., Bratislava |

Skills

English language – fluent
German language – passive
Russian language – passive

Interests

Reading, cycling

20 april 2013, Bratislava

Signature

An example letter of narrative cv

Matej Nový

Lipová 13

821 08 Bratislava

Curriculum vitae

I was born on 11th of February 1968 in Vsetin. In 1994 I got married to Marketa (born Veselá). We have two children - our son Jakub (born 2001) and our daughter Karolína (born 1999)

I went to primary school in Bratislava from 1974 to 1983. I went to a technical college after that time and graduated in May 1987.

After graduation I started to work as a designer to BAS Inc. in Bratislava. During this time I obtained a driving license.

From October 1, 1988 to September 30, 1990 I completed military service. During this time I drove a lorry.

After doing military service I returned to my previous job where I have been up till now.

Now I am applying for a job that corresponds with my qualification. To get a job in the city where I live would mean saving a lot of time that I want to devote to my field of study.

I speak English fluently

2 February 1991, Bratislava

Signature

AGREEING AND DISAGREEING

Agreement

- There are many reasons for ...
- There is no doubt about it that ...
- I simply must agree with that.
- I am of the same opinion.
- I am of the same opinion as ...
- I completely/absolutely agree with ...

Qualified disagreement

- It is only partly true that...
- I can agree with that only with reservations.
- That seems obvious, but ...
- That is not necessarily so.
- It is not as simple as it seems.
- Under certain circumstances ...

Disagreement

- There is more to it than that.
- The problem is that ...
- I (very much) doubt whether ...

- This is in complete contradiction to ...
- What is even worse, ...
- I am of a different opinion because ...
- I cannot share this / that / the view.
- I cannot agree with this idea.
- What I object to is ...
- Unlike ... I think ...

OPINION AND STATEMENTS

Stating your opinion

- It seems to me that ...
- In my opinion, ...
- I am of the opinion that .../ I take the view that ..
- My personal view is that ...
- In my experience ...
- As far as I understand / can see, ...
- As I see it, ... / From my point of view ...
- As far as I know ... / From what I know ...
- I might be wrong but ...
- If I am not mistaken ...
- I believe one can (safely) say ...
- It is claimed that ...
- I must admit that ...
- I cannot deny that ...
- I can imagine that ...

- I think/believe/suppose ...
- Personally, I think ...
- That is why I think ...
- I am sure/certain/convinced that ...
- I am not sure/certain, but ...
- I am not sure, because I don't know the situation exactly.
- I am not convinced that ...
- I have read that ...
- I am of mixed opinions (about / on) ...
- I am of mixed opinions about / on this.
- I have no opinion in this matter.

Outlining facts

- The fact is that
- The (main) point is that ...
- This proves that ...
- What it comes down to is that ...
- It is obvious that ...
- It is certain that ...
- One can say that ...
- It is clear that ...
- There is no doubt that ...