

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Національний університет кораблебудування
імені адмірала Макарова

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МЕТОДИЧНІ РЕКОМЕНДАЦІЇ

з дисципліни
«Практикум з іншомовного наукового спілкування»
для студентів II рівня вищої освіти (магістр)

У двох частинах

Частина I

Рекомендовано Методичною радою НУК



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Рекомендовано Методичною радою НУК

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М62 Методичні рекомендації з дисципліни «Практикум з іншомовного наукового спілкування» для студентів II рівня вищої освіти (магістр) : у 2 ч. Частина I. / уклад. А. В. Міняйлова. – Миколаїв : НУК, 2026. – 42 с.

Методичні рекомендації містять довідникову інформацію та методичні поради для студентів, які володіють англійською мовою на рівні B1+ і наразі вивчають курс «Практикум з іншомовного наукового спілкування». Вони сприяють розвитку навичок усного та писемного спілкування англійською мовою та пояснюють, як правильно написати резюме і супровідний лист під час працевлаштування англійською мовою, вести ділову англійськомовну переписку з колегами і клієнтами, як написати відгук на наукову статтю і як робити ефективні наукові презентації англійською мовою.

Методичні рекомендації призначені для студентів II рівня вищої освіти (магістр).

УДК 81'243:378(076)

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UNIT 1. CV

Recruiters only spend eight seconds looking at your CV so you've got to be sure it stands out for all the right reasons. Find out how to write a CV and discover tips that will help ensure your application is progressed to the interview stage.

What is a CV?

A CV, which stands for curriculum vitae (a Latin phrase meaning 'course of life'), is a document used when applying for jobs. It allows you to summarise your education, skills and relevant work experience enabling you to successfully sell your abilities to potential employers. Alongside your CV employers may also ask for a cover letter.

How long should a CV be?

A standard CV should be no longer than two sides of A4. That said one size doesn't fit all. For example, a school leaver or recent graduate with minimal experience may only need to use one side of A4. Although not used as often, a three-page CV might be needed for those in high-level roles or for people who have gained a lot of experience or worked in multiple jobs over the last five to ten years. For example, some medical or academic CVs may be longer depending on your experience. While it's important to keep your CV concise you should also avoid selling your experience short.

When writing a CV save space by only including the main points of your education and experience. Stick to relevant information and don't repeat what you've said in your cover letter. If you're struggling to edit your CV, ask yourself if certain information sells you. If it doesn't cut it out. If it's not relevant to the job you're applying for delete it and if it's old detail from ten years ago summarise it.

What should I include in my CV?

- **Contact details** – Include your full name, home address, mobile number and email address. Your date of birth is irrelevant and unless you're applying for an acting or modelling job you don't need to include a photograph. If you have a professional networking profile, website or online portfolio link to it within your contact details.

- **Profile** – A CV profile is a concise statement that highlights your key attributes and helps you stand out from the crowd. Usually placed at the beginning of a CV it picks out a few relevant achievements and skills, while expressing your career aims. A good CV profile focuses on the sector you're applying to, as your cover letter will be job-specific.

- **Education** – List and date all previous education, including professional qualifications. Place the most recent first. Include qualification type/grades, and dates. Mention specific modules only where relevant.

- **Work experience** – List your work experience in reverse date order, making sure that anything you mention is relevant to the job you're applying for. Include your job title, the name of the company, how long you were with the organisation and key responsibilities. If you have plenty of relevant work experience, this section should come before education.

- **Skills and achievements** – This is where you talk about the foreign languages you speak and the IT packages you can

competently use. The skills that you list should be relevant to the job. Don't exaggerate your abilities, as you'll need to back up your claims at interview. If you've got lots of job-specific skills you should do a skills-based CV.

- **Interests** (optional) – 'Socialising', 'going to the cinema' and 'reading' aren't going to catch a recruiter's attention. However, relevant interests can provide a more complete picture of who you are, as well as giving you something to talk about at interview. Examples include writing your own blog or community newsletters if you want to be a journalist, being part of a drama group if you're looking to get into sales and your involvement in climate change activism if you'd like an environmental job. If you don't have any relevant hobbies or interests leave this section out.

- **References** – You don't need to provide the names of referees at this stage. You can say 'references available upon request' but most employers would assume this to be the case so if you're stuck for space, leave this out.

How do I format a CV?

The layout of your CV also has an effect on its success. Keep in mind the following tips when crafting your CV:

- **Avoid titling the document 'curriculum vitae' or 'CV'.** It's a waste of space. Instead let your name serve as the title.

- **Section headings are a good way to break up your CV.** Ensure they stand out by making them larger (font size 14 or 16) and bold.

- **Avoid fonts such as Comic Sans.** Choose something professional, clear and easy to read such as Arial, Calibri or Times New Roman. Use a font size between 10 and 12 to make sure that potential employers can read your CV. Ensure all fonts and font sizes are consistent throughout.

- **List everything in reverse chronological order.** Then the recruiter sees your work history and most recent achievements first.

- **Keep it concise by using bullet points.** This type of CV layout allows potential employers to skim your CV and quickly pick out important information first.

- **Double check your margins** – Having white space around your CV will make it easier to read and look less cluttered. Aim for 2.5 centimetre margins all the way around. Don't be tempted to make these smaller to fit more in.

- **Name the document when saving** – Don't just save as 'Document 1'. Make sure the title of the document is professional and identifies you, such as 'Joe-Smith-CV'.

- **Save with a .PDF file extension** – This ensures it can be opened and read on any machine. Unless of course the job advert states differently (for example, it may ask you to provide your CV and cover letter as a Word document).

How do I write a good CV?

- **Use active verbs when possible.** For example, include words like 'created', 'analysed' and 'devised' to present yourself as a person who shows initiative.

- **A good CV doesn't have any spelling or grammar mistakes.** Use a spell checker and enlist a second pair of eyes to check over the document.

- **Avoid generic, over-used phrases** such as 'team player', 'hardworking' and 'multitasker'. Instead, provide real-life examples that demonstrate all of these skills.

- **Tailor your CV.** Look at the company's website and social media accounts, look to see if they've recently been mentioned in the local press and use the job advert to make sure your CV is targeted to the role and employer.

- **Create the right type of CV for your circumstances.**

Decide whether the chronological, skills-based or academic CV is right for you.

- **Make sure your email address sounds professional.** If your personal address is inappropriate create a new account for professional use.

- **Don't lie or exaggerate on your CV or job application.**

Not only will you demonstrate your dishonesty to a potential employer, but there can be serious consequences too. For example, altering your degree grade from a 2:2 to a 2:1 is classed as degree fraud. Take a look at this advice and guidance on degree fraud for students.

- **If posting your CV online don't include your home address,** as you could be targeted by fraudsters.

- **Always include a cover letter unless the employer states otherwise.** It will enable you to personalise your application. You can draw attention to a particular part of your CV, disclose a disability or clarify gaps in your work history.

How do I navigate gaps in my CV?

Employers understand that candidates have lives and responsibilities beyond the world of work, so don't automatically assume that a gap in your education or employment history will take you out of the running.

Another thing you shouldn't do is ignore a gap in your CV.

Acknowledging a period of time spent out of education or work is a bit of a balancing act. You need to make the recruiter aware, without going into too much detail (you'll get the chance to do this in your cover letter).

Briefly mention (in the appropriate section) the reason for the gap (with dates) be that a gap year, illness, caring for a relative or redundancy and rather than going into too much detail, instead

list the transferable and relevant skills/qualifications gained during this experience.

You could mention:

- details of online courses or Massive Open Online Courses (MOOCs) you've undertaken or webinars or online events you've attended

- the acquisition of new skills, such as learning a language or learning to code

- volunteering work

- charity work – perhaps you got involved with fundraising or raising awareness of a particular organisation.

- new hobbies such as starting to vlog, picking up a sport, learning to cook or setting up a community book club.

Remember! You'll need to relate these to the job you're applying for so focus on the skills these activities taught you and how/why they'd be useful.

Where to put this information depends on the activities. Volunteering or charity work can be included under the 'Work experience' heading. The online courses and additional qualifications you've gained can go in the 'Education' section while any new skills you've learned need to be housed under 'Skills and achievements'. If any new hobbies are relevant to the role you're applying for place these in the 'Hobbies and interests' section.

CV Example:

Jeremy Mason

Administrative Assistant

Technologically savvy and goal-oriented Administrative Assistant. Driven and motivated to help organizations thrive. Skilled in prioritizing and completing tasks independently. Extensive experience with Microsoft Office and Quickbooks.



jeremy@mason.com

627-513-5070

Manchester, UK

linkedin.com/in/jeremy.mason

jeremy.mason

WORK EXPERIENCE

HR Assistant

Melmark

11/2017 – Present

- Maintained Senior Director of HR's calendar, scheduling meetings and ensuring no conflicts occur.
- Designed surveys, tracked responses, and generated data reports from Typeform.
- Successfully planned and coordinated company events and teamwork activities.
- Produced reports, presentations, flyers, spreadsheets, graphs, charts, diagrams and illustrations.
- Prepared, proofread and formatted the correspondence.

Administrative Assistant

Career Office at University of Manchester

10/2015 – 10/2017

- Processed documents before, during and after the semester for the exchange students.
- Facilitated events during the semester for buddies and their exchange students.

Human Resources Intern

FMC Corporation

05/2013 – 09/2015

- Handled a variety of administrative duties for the HR leaders and staff, including calendaring and Powerpoint creation.
- Successfully prepared reports, letters, spreadsheets, and memos.
- Planned and coordinated on-site and off-site meetings.

EDUCATION

Bachelor's of Science in Economics (Business Economics & Public Policy)

University of Manchester

08/2012 – 06/2015

GENERAL SKILLS

Quickbooks

Database Management

Business Knowledge

Editing & Proofreading

Microsoft Office

Adobe Illustrator

SOFT SKILLS

Verbal & Written Communication

Organization

Customer Service

Efficiency

Professionalism

ORGANIZATIONS

International Association of Administrative Professionals (2015 – Present)

Member

CERTIFICATES

Organizational Management Certification (08/2017)

University International Association of Administrative Professionals West Florida

Certified Administrative Professional (05/2016)

International Association of Administrative Professionals

COURSES

Administrative Assistant Course (2015)

Penn Foster Career School

INTERESTS

Video Games

Artificial Intelligence

Space Exploration

Mindfulness

Football

Swimming

 novoresume.com

Watch these videos to improve your listening skills and summarize unit 1:

- 1) https://www.youtube.com/watch?v=_fP43gcBywU&t=18s&ab_channel=StandOutCV
- 2) https://www.youtube.com/watch?v=XuRCLd31vqE&t=105s&ab_channel=StandOutCV
- 3) https://www.youtube.com/watch?v=Tt08KmFfIYQ&ab_channel=JeffSu

UNIT 2. COVER LETTER

What is a cover letter?

A **cover letter** is a one-page business document that should complement a **CV** or a **resume** in a job application. Its purpose is to:

- Introduce you to hiring managers
- Provide details about your qualifications
- Tell employers why you want to work for them
- Illustrate why you're the best match for the job
- Explain circumstances like job hopping or gaps in employment

How to Write a Cover Letter

STEP 1. Prepare to write your cover letter.

Preparation is key to writing a cover letter that stands out. Having your essential information ready will save you time and ensure you put your best foot forward.

First, review the job requirements and compare them to your relevant qualifications.

Then make a checklist of your:

- Notable accomplishments from previous jobs and volunteer work.
- Skills that match the required skills in the job ad. Include a mix of hard and soft skills.

- Educational qualifications, including certificates and licenses.

- Awards and honors.

Next, if you haven't already, research the company to:

- Get an idea of the culture and their mission and values so you can tell the hiring manager how well you fit and why.

- Take note of the company's news and press releases so you can highlight how you can help them reach their goals or congratulate them on a milestone.

- Learn the hiring manager's name, so you can address your cover letter to them.

STEP 2. Add your contact information.

Place your name, city, state, ZIP code, phone number and email address in your cover letter heading. Your email address should be professional like Jdoe@email.com and not personal like soccermom45@email.com. Include links to your LinkedIn profile or professional online portfolio if you have one.



STEP 3. Add the recipient's address.

First, write the current date followed by a space. Then include the hiring manager's name and title, company address and hiring manager's email address (in that order).

It should look like this:



Always follow instructions in the job ad. If an ad directs you to address your cover letter to a human resources team member or the HR department, use the information the prospective employer provides for the recipient's address.

STEP 4. Address the hiring manager (by name).

Here's a tip for how to address a cover letter correctly: Use the hiring manager's name (unless the job ad specifies a department or HR team member), avoiding titles like "Mr." or "Mrs." unless you are certain of the person's gender.

For example:

"Dear [hiring manager's full name]," but if your research doesn't turn up a name, then use *"Dear Hiring Manager"* or *"Dear Hiring Team."* If you know their title, then write *"Dear [Title]."*

Don't use informal language like *"Hello,"* or *"Hi."*

STEP 5. Grab the hiring manager's attention with a powerful cover letter introduction.

The opening sentences of a cover letter are like an *elevator pitch*. They should clearly and concisely tell hiring managers why you're interested in the job and they've got to be compelling.

But how do you start a cover letter in a way that intrigues hiring managers and makes them want to read more?

The following tips and examples can help you write a cover letter opening that gets attention.

Exude confidence, passion and enthusiasm.

“I was excited to see that Tech Solutions – a company I respect for its innovation – has an opening for an experienced lead producer.”

Talk up your skills and experience.

“With seven years of experience in production for leading start-up companies in Silicon Valley, I have in-depth knowledge of cyber security and cloud computing and know my way around artificial intelligence.”

Show you’ve done some research.

Mention an interesting fact or statistic from an article, news story or the company’s website.

“When I saw that WILCO Services was touted in Business Magazine for being one of the most inclusive companies in the world, I knew I had to apply for the marketing associate position.”

STEP 6. Explain why you’re the best candidate for the job in your cover letter body paragraphs.

The body of a cover letter should paint an in-depth picture of your professional life while providing insight into your personality. It’s your chance to show the potential employer what you’re made of.

Here’s what to write in a cover letter body paragraph, no matter your background:

- If you have work experience in your target role or industry, detail your work accomplishments and use numbers to quantify the results of your actions.
- If you’re applying for your first job, connect the new opportunity with a personal or school project, extracurricular activity or internship.

- Highlight your most relevant skills and explain clearly how you can apply them to the job.
- If you think you're a shoe-in for the company's culture, show it! For example, if you enjoy volunteering for social justice causes and you are applying to a nonprofit organization focused on social justice, then explain why the company's mission is meaningful to you.
- If you're changing careers, explain your motivation and emphasize your transferable skills to how you can contribute to the company's success. Career change cover letters that emphasize transferable skills are more effective because they show prospectives that you can perform the work with little or no experience.

STEP 7. Write your closing paragraph.

When you write a cover letter closing statement, make it clear that you're excited about the possibility of working for the employer and that you are confident you have the expertise to be successful at the job.

You must also thank your reader for their time and consideration, and perhaps most importantly, end with a call to action that encourages the reader to follow up with you (e.g., "I look forward to further discussing my qualifications with you.").

Here are a few examples of how to create a cover letter closing paragraph.

"I have attached my resume and creative portfolio to my application for further review of my credentials. I am eager to speak with you about this role and greatly appreciate your consideration. Please contact me at your earliest convenience to discuss my background in more detail."

"Thank you for your time and consideration. I'm excited about the prospect of working for the Museum of Ancient History. I look forward to discussing what I learned in my year abroad as an English teacher and how I can apply those lessons to the docent role. Feel free to contact me any time during the week."

“I’m confident that a review of my resume and portfolio will convince you that I have the technical skills and knowledge necessary to be successful in the lead designer role at Creative Ads, LLC. I’m excited about the opportunity and would be thrilled to meet with you and your team next week to discuss my ideas for your next campaign. Please contact me this week to schedule a convenient date and time.”

STEP 8. Sign off.

What goes in a cover letter ending isn’t complicated, but you have to get it right if you want a chance at the job.

That means you must be respectful, polite, professional and formal.

Use:

*Sincerely,
Best regards,
Kind regards,
Thank you,*

Don’t use:

*Yours,
Take Care,
Cheers,
Thanks!*

STEP 9. Proofread your cover letter

Knowing how to write a cover letter for a job isn’t all there is to making a cover letter. You have to proofread it at least once before sending your job application letter to a potential employer. Typos and cover letter formatting mistakes can reduce your chances of getting hired. When you’ve finished proofreading, have someone else read it for you too, just to be sure it’s job application-ready.

And there you go! That's how to write a good cover letter.

What should a cover letter look like?

All **cover letters** follow a basic business letter structure that looks like this.

DM

Dillon Morgan

example@example.com | (555) 555-5555 | Henderson, NV 89077

December 11, 2020

Jacob Fuller, Director of Customer Service
Floor & Decor
102 S. Winchester St.
Henderson, NV 89077
fuller@fde.com
Dear Mr. Fuller,

As an experienced Customer Service Supervisor with a love for home design and improvement, the advertisement for Customer Service Manager with Floor & Decor sparked my interest. When reviewing the position requirements and your organization's website, I was excited to find that my qualifications and personal strengths align with your needs and mission.

I bring a comprehensive set of skills that I believe will be valuable to Floor & Decor. In my Customer Service Supervisor role at American Airlines, I trained and educated a team of 18 customer service agents how to handle difficult customers and resolve specific situations. My people-centric nature and compassion have afforded me excellent problem-solving skills.

Through my leadership, communication, and team-building skills I was able to:

- Maintain 95% customer satisfaction rating during my 38-month period as a Customer Service Supervisor. Help American Airlines get recognized as one of the Top 3 Best Airlines for customer service.
- Assist customer service agents in resolving up to 350 calls a day.

Please review my enclosed resume for a more in-depth illustration of my work history and accomplishments. I would appreciate the opportunity to interview at your earliest convenience. I'm eager to discuss how my personality and background fit the Customer Service Manager role.

Thank you for your time and consideration of my candidacy.

Sincerely,
Dillon Morgan

Cover letter tips

We've given you almost all the advice for writing a good cover letter that you'll need to start creating a cover letter, but we've saved a few pointers for last.

Here are our top five tips for how to make a cover letter effectively.

TIP #1

Follow instructions. This is probably the most important tip for writing a cover letter. Read the job description carefully and do what it says. If the job posting says to send your letter as a PDF, don't send a Word document. If it tells you to send your cover letter as an email attachment, then do so. If the job posting says to write your cover letter in the body of an email, then do that. If you fail to follow all instructions in a job ad, you will likely not be considered for the position.

TIP #2

Tailor your cover letter to the job. Hiring managers know a generic cover letter when they see one – and they usually ignore them. That's why it's critical to customize your cover letter to show your enthusiasm for the specific job and company you're applying to. To do this, use keywords from the job description when they apply to you. Doing so also ensures ATS software can find you and signals to hiring managers that you meet their requirements.

TIP #3

Don't apologize. Never point out the skills and experience you lack. If you are qualified for the job but don't have much experience in the field, don't apologize. Instead, focus on

experiences like volunteering, school projects and community service you've done that make you a good fit and play up your transferable skills.

TIP #4

Don't overshare. While writing a cover letter to explain a career change or job gap is a good idea, sharing every detail about your life or career is not. Keep away from the following topics every time you create a cover letter:

- Political views.
- Current or past salary or salary expectations for the target job.
- Exaggerations and lies (about anything).
- Personal details such as marital status, family background, financial situation, ethnicity or religious beliefs
- Negative thoughts about your former boss, company or coworkers.
- Irrelevant personal hobbies.
- Details about work from more than three years ago that doesn't pertain to your target job.

TIP #5

It's possible to be too enthusiastic. We stress the importance of conveying enthusiasm when you write a cover letter because you should. However, use caution when displaying your zeal. Keep your tone professional, be genuine and never present yourself as desperate.

Watch these videos to improve your listening skills and summarize unit 2:

- 1) https://www.youtube.com/watch?v=lq6aG1lQBRs&ab_channel=UtrechtUniversity

- 2) https://www.youtube.com/watch?v=yMux_dzIEww&ab_channel=ResumeGenius
- 3) https://www.youtube.com/watch?v=DIwxls5s0as&ab_channel=Ren%C3%A9Delescen
- 4) https://www.youtube.com/watch?v=jHg0b7Nai6c&ab_channel=ZipJob
- 5) https://www.youtube.com/watch?v=NUhDP30IRKk&t=284s&ab_channel=JeffSu
- 6) https://www.youtube.com/watch?v=xudcyY06Pil&ab_channel=JeffSu

UNIT 3. E-MAILS

Formal vs. informal email writing

Formal email writing is usually in a B2B or B2C scenario or a professional email between colleagues, businesses, or partners. Informal email writing is something you might send a friend, or family member, or sometimes even a quick email you're firing off to a colleague.

When you're emailing a friend there is not much risk of getting your words or meaning wrong, and there is little risk of hurting your reputation or wrecking an incredible business opportunity. But when writing a business email there is much at stake and many things that can go horribly wrong.

Basic formal & professional email structure

The basic elements of professional email writing:

1. Your email address
2. Subject line
3. Email Opening
4. Email body
5. Email ending
6. Email Sign off
7. Email signature/footer

Professional email address

Your email address is oftentimes out of your control. If you're working for a company or operate under the umbrella of a brand your email address will likely include the company or brand name domain. For example, the emails in WiseStamp are all in the following format: [employee_name]@wisestamp.com. This ensures that we all have a professional business email address. Since only the owner of wisestamp.com can issue email addresses under that domain name, this ensures our emails appear legitimate.

Imagine if each employee had a random Gmail address like [name]wisestamp@gmail.com, which anyone can create, that would be a bit suspicious. Email open rates are first and foremost dependent on trust, so make sure you have a trustworthy email address or suffer very low open rates.

If you are a freelancer professional, working separately from an established brand, consider buying a domain name for your personal brand. You can look up available domains on Google domain registrar.

Subject lines

Your subject line will be the single most important element in your formal email writing. It is the first thing your recipient will see and unless you convince her then and there that your email is a safe, relevant, and high priority (in that order) it may never be opened. If this happens, any effort you put into the rest of the email elements will go to waste.

Your subject line will depend on the purpose or content of your email, but overall, you want it to be something engaging enough for a recipient to click on.

Email subject line guidelines:

- **Be clear and specific** – avoid using generic or clickbait subject lines that say nothing or make unrealistic promises, like “find out how to double your business in a week”.

- **Be original** – avoid using those all too common subject line templates you find on the internet. Instead make original subject lines that are relevant, personal, and concise.
- **Add relevancy** – address something that the recipient will recognize, like an acquaintance’s name or an article/ show/ book they appeared on.

Email Opening

The next most important way to hook a recipient into your email is by writing a strong email opening line. Like your subject line, the email opening is mostly used as another filtering stage for most people.

Therefore, it’s extremely important to define your main point in 1 or 2 paragraphs tops. If you clearly convey your request or question and your reader feels it’s relevant and interesting, then they’ll continue reading your email

Use:

Dear [name]

Dear [job title]

To whom it may concern

Greetings [name]

Good morning [name]

Don’t use:

Hey

Hello

How is it going [name]

Email opening guidelines:

- **Address your recipient by their preferred name** – look up an article they’ve written or their LinkedIn page and see what name they use. Some people will use their full name or their nickname accordingly (for example David vs. Dave, or Anastasia vs. Ana).

- **Establish a connection** – connect your email to a personal experience that involves the recipient, like an article or a news piece you’ve read about them, or a conversation you had with an acquaintance.

- **Match the opening with the subject line** – your opening message has to mirror the promise made in the subject line because this is how the reader validates relevancy. If you don’t connect the subject line to the opening, readers will be confused and even assume clickbait.

- **Get to the point fast** – tell your reader why you contacted her and what’s in it for her.

Email body

The body of your email is where you get into your main message. Whether you’re composing an email to establish a new business connection or just following up on a meeting, the body of your email should be detailed enough that the reader isn’t confused, but also brief and to the point. No one wants to sit and read a long-winded email when they have dozens of other unattended messages in their inbox.

Email body writing guidelines:

- **Be concise** – detail only what’s needed to get your point across.

- **Use words that convey (authentic) positive personal emotions** – words like “glad”, “excited”, “intrigued”, and “confident”.

- **Use the word “because” when asking for something** – it’s been scientifically shown that people are more easily convinced to do something if told why, and more so if the reason is important to them.

- **Show don’t tell** – if you can’t explain something in a few words, see if you can add a screenshot, a video, or a link that explains it better.

- **Use headings to split long content into sub-topics** – if you can’t avoid writing a long email, make sure to break it up into subsections with headings. This will help your time-scarce readers to scan and find their points of interest.

- **Add your concrete request or question in bold text** – to ensure your readers do not miss the most important piece of content (your request or question) – set it in a separate line and put it in bold. You can also use some color. If you do avoid light shades (you want high contrast between the text and the white background. Once you pick a color – stick with it.

Email ending

After you’ve addressed all your main points in the body of your email, you’ll want to end it with a respectful and brief salutation. You can either invite your recipient to reach out for more questions, wish them success, or ask a question. It all depends on the motive for your email. If it was a long email it could also be a good idea to gently reiterate your main request, question, or motivation.

Email sign-off

When closing your email, you’ll want to choose a suitable email sign-off. There are different sign-offs you can use for each occasion, such as “best regards,” “sincerely,” or “with love,” but you obviously wouldn’t want to send the last one to your manager. Make sure your signoff is appropriate to your email content and your recipient.

Email signature/footer

Your email signature (or footer) is your wave of goodbye. The way you do this can affect the impression you’ve made up to this point. If you make this moment memorable, organized, and aesthetic you can get some extra credit and a positive attitude from your reader. On the other hand, if you mess this up, your entire

message or offer may be put in doubt. So, make sure your email signature looks visually appealing and well organized.

Consider creating a professional email signature to nail a positive lasting impression. Use the simple text email signature we all used back when email started at your discretion. Whichever you choose, be sure to include all your professional and contact information. It would also be a good idea to add links to your website, social media sites you are most active in, or a landing page.

Professional formal email examples: specific formats for specific goals & uses

In order to get a better understanding of how all the elements of an email work together in different types of emails, it's helpful to look at some templates. Here, we'll cover a number of email scenarios and provide you with an example for each one. Each of these letters refers to a specific situation, but you can always tweak the content to make it more relevant to your needs.

Examples of the most common email formats:

- Thank you email
- Formal letter of appreciation
- Letter of complaint
- Reminder email

Apology letters samples:

- Letter of apology for a client
- Apology letter from boss
- Apology mail for the manager

Sample business emails (B2B and B2C):

- Introduction email to client (outreach)
- Sample email for proposal submission
- Proposal submission email

- Quotation email
- Email asking for feedback

Information inquiry letter samples:

- Email of inquiry requesting information
- Email asking for a status update

Request email samples – professional email asking for something:

- Sick leave mail format
- Letter asking for a discount from the supplier
- Ask for a raise
- Email your boss about a problem (asking for help)
- Email to schedule a meeting

Work update email samples:

- Email to the client sharing the status of project
- Email to the boss about work progress

Confirmation vs rejection email samples:

- Acceptance email
- “This is to inform you that” letter
- Job rejection email

Thank you email

A thank you email is usually one that you’ll send after previous communication with someone. You might want to thank them for their help on a project, for fulfilling your personal request that you previously sent, for a job interview, or even for something as simple as taking a phone call or a meeting.

When composing a thank you email, you don’t want it to be too long, so get straight to the point. Additionally, they aren’t necessary 100 % of the time and can sometimes just clog up the inbox of someone who might be really busy, so consider whether or not it will be useful for you before you click send on a “thank you” email.

Thank you email for work done or service rendered

Hi [name]

Thank you so much for [action they did] It was such a pleasure to work with you, and I'm very excited about the next opportunity to work together again.

Please don't hesitate to contact me if I can provide any additional information.

Best regards,

[name and job title]

Thank you email for a job interview

Dear [name of hiring manager],

I enjoyed speaking with you the other day at the interview for the [job name]. The job appears to be an ideal match for my skills, ambitions, and interests.

The innovative approach to the corporate culture within the [job field] world confirmed my wish to work at your firm.

I will bring my engineering skills, assertiveness, and ability to engage others to work in a cooperative way within the [name of department] department.

Thank you for taking the time to interview me for the [position title] at [company]. I have a high level of interest in working for your firm and look forward to hearing from you.

Best Regards,

[name]

Formal letter of appreciation

Dear Mr./Mrs. [name],

I would like to formally recognize all the hard work and dedication you've put into completing [project/task]. Due to your consistent efforts, the project is what it is today and that led to the positive results we were hoping for.

On behalf of [company name, board members, etc.], we would like to formally thank you for your hard work and we would like

to let you know that we highly value your contribution and your continued dedication to your job.

We are very grateful to have you as a member of our team and we wish to continue to see you thrive within our organization.

Best regards,

[Name and job title]

Letter of complaint

Dear [name],

On January 30th, 2020, I made a reservation at your restaurant located at 1234 Mulberry Lane for a birthday dinner for four people. This letter is intended to bring certain issues to your attention.

Unfortunately, we did not enjoy our dinner due to the fact that the food was very slow to arrive and we received the wrong dishes. It's understandable that it was a busy time at your restaurant, but the quality of the service was not as expected.

To resolve this problem, I would appreciate it if you could provide compensation in the form of a gift voucher or discount on a future meal.

I'm looking forward to your reply.

With regards,

[Your name]

Reminder email

If it's your first time reaching out to someone or a second or even third, the format of your email should be different. A first contact email has to include certain details that provide context.

When writing a reminder email or follow-up email you don't need to provide a broad context. Instead, you should just briefly and lightly remind your recipients of what you already agreed on (assume that it simply may have been forgotten or placed low in their backlog).

This little push can go a long way in shortening your timetables and making sure you're items are prioritized. Most people appreciate the reminder and respect you for being steadfast.

Reminder email sample

Hi [name],

I'm sure your schedule is very busy, so this email is simply to remind you of your upcoming interview with [name] who is a candidate for [name of position].

The interview will be at [time] on [date] in [location].

Please let me know if there's anything I can help you with to prepare to interview this candidate.

Best wishes,

[Your name]

Apology letters samples

From time to time we all make mistakes, and we all get something wrong. Sometimes our mistakes hurt others, cause them discomfort, or make them frustrated. In these situations, it's usually the right call to simply apologize.

Apologizing is something that must be sincere or you risk offending the person further. It's always the best approach to express genuine regret.

But regardless of whatever you truly feel, be very careful to only use words that express empathy for whomever it is you're apologizing to. Do not lay any responsibility on them, and do not give excuses.

Letter of apology for a client

Dear [client's name],

Please accept my deepest apologies on behalf of [company or business name] for the poor experience you had at our restaurant.

I want to thank you for bringing these issues to my attention and please know that we are making every effort to correct our mistakes so events like these don't happen in the future.

As a token of our apology, please accept a gift card in the amount of \$50.00 that can be used at our restaurant in the future.

I hope to greet you again soon at [company or business name].

Yours sincerely,

[Your name and job title]

Apology letter from boss

Dear Mr./Mrs. [boss's family name],

I'm writing to you to express my regret for my behavior on [date] in regard to [event]. I would like to apologize for my words and actions and reassure you that such an event will not happen again.

On the date in question, I got into a verbal altercation with the head waiter about the scheduling, and this led to my inexcusable behavior. I have already apologized to [name of colleague], and I wanted to assure you that I will work to improve my reactions and behavior in the future.

I'd be happy to meet with you to speak about the incident further if you have any outstanding concerns.

I am sorry again.

Best regards,

[Your name]

Apology mail for manager

Dear [manager's name],

I owe you an apology for providing you with the wrong information on [date] regarding [event]. It was not my intention to provide inaccurate information and I apologize for any inconvenience it may have caused you.

It wasn't my intention to mislead you, and it seems the false information was a result of a careless mistake. I will be sure to be more thoughtful in the future and learn from this incident.

Please do not hesitate to share any thoughts or concerns with me and I'd be glad to discuss this further.

Best regards,
[Your name]

Business email samples

Introduction email to a client (sample email to approach a new client)

Dear [Sir/Madame/Name],

I would like to take a moment to introduce myself and my company. My name is [name] and I am a [job title] at [company name]. Our company provides customers with cutting-edge technology for all their email signature needs.

At [company name], there are a number of services we can offer, such as [short list of services]. Our employees are also highly dedicated and are willing to help you with your every need.

I'd love the opportunity to speak or meet with you to discuss your needs further and to tell you more about how [company name] can help you succeed. You can contact me at [phone number] with any questions you may have.

Thank you,
[Your name]

Proposal submission email

Dear [Name],

Please find enclosed to this email the proposal you requested regarding your website audit.

We hope that you will find this proposal helpful and insightful and that it meets your expectations. Of course, if you would like to make any adjustments or go in a different direction, feel free to let us know and we'd be happy to discuss with you.

Thank you for entrusting [your company name] with your website audit, and we hope to hear back from you soon.

Best regards,

[Name and job title]

Sending quotation email

Dear [customer name],

We'd like to thank you for sending in your inquiry on [date] regarding a quotation for auditing your website.

Based on an initial estimation, we are happy to offer you a quotation based on your requests. Please find the official pricing quote attached to this email. Note that this quotation includes [list of services], but should you want additional services, we'd be happy to discuss it further with you and provide another quotation.

Please do not hesitate to get back to us with any questions about the quotation or our services.

Yours sincerely,

[Your name and job title]

Email asking for feedback

Hi [customer name],

We really appreciate you using our services on [date] and we'd like to get your feedback on your experience.

Please follow the link [insert link] to complete a short survey regarding your experience. This survey shouldn't take any longer than 2 minutes and it will help us improve our products and services in the future.

We want to thank you in advance for your time and hope that you enjoyed your experience with [company name].

Best,

[Name and/or company name]

Inquiry letter samples

Email of inquiry requesting information

Dear [name],

This email is to inquire about the website audit services you posted on your website.

As I understand, you offer services to audit businesses' websites and provide personalized insight into what improvements can be made. I'd like to request further information with regard to your pricing as well as the scope of the work that will be performed, including specific services that can be expected.

I look forward to receiving your response.

Best regards,

[Your name and job title]

Email asking for a status update

Hi [name],

I wanted to check in and check on the status of the website audit project that is due on [date].

Please let me know where you're at with the project and don't hesitate to let me know if you require any assistance from my end.

Thanks,

[Name]

Request email samples – professional email asking for something

A personal request email is usually straight to the point and involves a sender asking a recipient for something. It could be anything from connecting on a professional network, asking to set up a meeting, or even requesting a professional introduction. Following a personal request email, a recipient may decide to either accept or reject what the sender is asking for. In this type of email, it's important to be very clear with what you're asking for.

Sick leave mail format

Hi [Name of manager/supervisor],

I am writing to request sick leave from [date range]. I will be undergoing surgery and at the recommendation of my doctor, I need to be off of work for 2 weeks in order to recover. I hope to be back at work on [date].

Please let me know if you have any questions.

Regards,

[Your name]

Letter asking for a discount from the supplier

Dear [name of the supplier],

Thank you for sending over your catalog of goods. We are very much interested in purchasing [name of the product(s)] from you and would like to get a quote for these items.

Additionally, we are hoping that this will lead to a prolonged partnership between the two of us. Therefore, we are kindly requesting that you provide us with your best possible price since we would like to use your goods on a permanent basis.

Thank you for your understanding.

With regards,

[Your name and job title]

Ask for a raise

Dear [Name of Manager/supervisor],

I have greatly enjoyed working for [company name] over the last 3 years. During these years, I feel that I have become a valuable member of your team and I have contributed to projects in a significant way.

Since working here, I have accomplished: [list accomplishments].

As an employee, I think I have outperformed the goals set for me. As a result, I would like to have the opportunity to discuss increasing my salary so that it matches my current performance.

Please let me know when is a good time for you to meet so that we can discuss this further.

Once again, I am grateful to be part of an organization that provides me with unique challenges and opportunities to continuously learn and grow.

Best regards,
[Your name]

Email your boss about a problem (asking for help)

Dear Mr./Mrs. [name of boss],

I would like to bring to your attention the incident that occurred at [location] on [date] at [time].

I was deeply upset by the actions of [coworker/event]. I tried to speak with them, but this did not lead to any sort of resolution and now I feel as if our professional relationship at work is strained as a result.

I am turning to you for assistance with the matter and I hope that you are able to come up with a solution that neither of us has thought of yet.

Thank you for taking the matter seriously and please let me know if you have any questions or concerns.

Yours sincerely,
[Your name]

Email to schedule a meeting

Hi [name],

Thanks for getting in touch with us about our product. I'd be glad to set up a meeting in order to give you more information, answer your questions, and show you how it can work for your business. Does [date] at [time] work for you?

I look forward to meeting with you soon!

Best,
[Your name]

Work update email

Email to the client sharing the status of the project

Dear [name of client],

We'd like to keep you updated regarding the progress we've made on our project. Please have a look at the tasks we've accomplished below and do not hesitate to get back to me with any questions or concerns you may have.

Key highlights and updates:

- [list them]

Tasks accomplished this week:

- [list them]

Tasks to do next week:

- [list them]

Best regards,

[Your name]

Email the boss about work progress

Hi [name of boss],

I am happy to let you know that the project [name of project] that was assigned to me on [date] is now nearing completion. Due to the hard work of our team, the project is expected to be completed on time. Based on the pace of our work, I expect to have the entire project completed by [date].

The remaining elements of this project to be completed are as follows:

- [List them 1]
- [List them 2]
- [List them n]

Thank you for your continued support and guidance and please do not hesitate to get in touch with any questions.

Regards,

[Your name]

Confirmation vs rejection email samples

You might get an email confirmation after you purchase something online, or you can also reply to a formal email confirming receipt of an email attachment, a meeting time, or a company update. A rejection email is similar in that it might reject the item that was proposed in an email, in which case you'd let the sender know.

Acceptance email

Dear Mr./Mrs. [name],

It is my great pleasure to inform you that I will be accepting your offer for employment as [job title] with [company name]. The goals for this role that you described are in line with my personal career aspirations, and I hope to be able to learn and grow in this role.

As discussed in our previous meeting, my salary will be [salary] and I will be starting on [date].

I appreciate all the time you took to make the interviews as seamless as they were, and I look forward to working with you soon.

Sincerely,

[Your name]

“This is to inform you that” letter

Dear Mr./Mrs. [name],

This is to inform you that your business proposal [title of the proposal] has unfortunately been rejected by our committee. While we did like your idea, unfortunately, the costs involved reach well beyond our budget for this quarter.

We wish you the best of luck in your future endeavors and encourage you to submit additional proposals if you have others that are aligned with our goals.

Best of luck,

[Your name and job title]

Job rejection email

Dear [name of hiring manager],

This is to inform you that I will not be proceeding in the interview process for [job title] with [company name]. I would like to formally withdraw my candidacy.

At this time, I have accepted a position with another company, so I am no longer in search of employment. However, I would like to sincerely thank you for taking the time to meet with me and for being attentive to my questions about the role.

It was a pleasure meeting with you and I wish you luck in finding the right candidate for the job.

Best regards,

[Your name]

Aesthetics of a formal email

Before you even get started on the content of your email, you want to make sure the aesthetic is appealing and not too out of the ordinary.

Of course, you want to capture the attention of your recipient, but you also want to appear professional, so keep the Comic Sans font out of the equation. What sort of aesthetics should you pay attention to in a formal email? Let's take a look.

Choice of Font

Don't start reinventing the wheel here. It's better to go with a safe bet instead of a creative option when selecting a font. Choose a font that's easy to read and skim, since if you're sending a longer email it's possible your recipient will just skim its contents. Therefore, you want to font to be clear and the letters to be far enough apart.

Font size

You don't want your recipient to have to squint to read your email, but your text also shouldn't appear as if it's yelling either. Depending on the font you go with you might need to tweak the

sizing a little, but in general, font size 12 is what you should be using. You can use size 10 or 11 as well, just make sure it doesn't look too small before sending your email.

Watch these videos to improve your listening skills and summarize unit 3:

- 1) https://www.youtube.com/watch?v=gjqmdcThcns&ab_channel=DerekCallan-EnglishforProfessionals
- 2) https://www.youtube.com/watch?v=8Z1Hvn5NIJg&ab_channel=DerekCallan-EnglishforProfessionals
- 3) https://www.youtube.com/watch?v=1XctnF7C74s&ab_channel=HarvardBusinessReview

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Навчальне видання

МІНЯЙЛОВА Алевтина Володимирівна

МЕТОДИЧНІ РЕКОМЕНДАЦІЇ

з дисципліни

**«Практикум з іншомовного наукового спілкування»
для студентів II рівня вищої освіти (магістр)**

У двох частинах

Частина I

Комп'ютерне верстання *Н. М. Ковальчук*
Коректор *О. Є. Вакула*

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