

**The Academy of Economic Studies  
The Chair of Applied Modern Languages**

**Nona IONAȘ, Alla GONCEARENCO, Elena DROBÎȘEVA**

# **Business Communications**

**(Course Notes)**

**Editura ASEM  
Chișinău, 2011**

**CZU 334.7(075.8)**

**I-67**

Notele de curs au fost aprobate și recomandate pentru editare la ședința catedrei „Limbi Moderne Aplicate”, (proces verbal nr.5 din 27.12.2010) și Comisiei metodice a facultății „Finanțe” (proces verbal nr.4 din 14.03.2011).

**Referenți: dr. conf. univ.E. Ruga**  
**conf. univ. L. Stih**

**Descrierea CIP a Camerei Naționale a Cărții**

**Ionaș, Nona**

Business Communications: (cours notes) / Nona Ionaș, Alla Goncarencu, Elena Drobîșeva. – Ch. : ASEM, 2011. – 122 p.

Bibliogr.: p. 121 (31 tit.). – 100 ex.

ISBN 978-9975-75-584-9.

334.7(075.8)

I-67

© Nona Ionaș, lect. sup. univ. (*Unit 1; Unit 3*)

© Alla Goncarencu, lect. sup. univ. (*Unit 2*)

© Elena Drobîșeva, lect. sup. univ. (*Unit 4; Unit 5*)

**ISBN 978-9975-75-584-9.**

**© Departamentul Editorial-Poligrafic al ASEM**

# CONTENTS

<b>INTRODUCTION</b> .....	4
<b>UNIT 1. BUSINESS NEGOTIATIONS</b>	
1.1. Talking Business: Playing by the Rule .....	6
1.2. Discussing Terms of Trade .....	14
<b>UNIT 2. TYPES OF LETTERS</b>	
2.1. Layout of a Business Letter.....	21
2.2. Precontractual Letters: Enquiries. Offers.....	31
2.3. Commercial Inquiry.....	35
2.4. Commercial Offer.....	39
2.5. Contractual Letters: Commercial Orders. Order Confirmation.....	44
2.6. Postcontractual Letters: Letters of Complaint. Adjustment Letters.....	49
<b>UNIT 3. EMPLOYMENT FILE</b>	
3.1. Looking for a Job – Finding the Right Career.....	55
3.2. Curriculum Vitae [CV].....	62
3.3. Cover/ Application Letter.....	69
3.4. The Job Interview.....	76
<b>UNIT 4. BASIC NOTIONS OF THE CONTRACT</b>	
4.1 Types of contracts. Contract Layout.....	84
4.2. The Sales Contract and its Main Clauses.....	89
<b>UNIT 5. METHODS OF PAYMENT</b>	
5.1. Main Elements of the Terms of Payment Clause.....	98
5.2. Payment and Credit Instruments.....	103
<b>APPENDIXES</b> .....	111
<b>BIBLIOGRAPHY</b> .....	121