

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
БІЛОЦЕРКІВСЬКИЙ НАЦІОНАЛЬНИЙ АГРАРНИЙ УНІВЕРСИТЕТ**

СОЦІАЛЬНО-ГУМАНІТАРНИЙ ФАКУЛЬТЕТ

Кафедра філології, педагогіки та методики викладання

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ
З ДИСЦИПЛІНИ
«ІНОЗЕМНА МОВА ДІЛОВОЇ ТА НАУКОВОЇ КОМУНІКАЦІЇ»**

**для здобувачів другого (магістерського) рівня вищої освіти
спеціальності Н4 «Лісове господарство»**

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Методичні рекомендації містять зміст, вступну частину, завдання для аудиторної і самостійної роботи, модульні контрольні роботи, правила ділової англійської мови у вигляді таблиць. Методичні рекомендації рекомендовано для здобувачів другого (магістерського) рівня вищої освіти (галузі знань – Н «Сільське, лісове, рибне господарство та ветеринарна медицина»).

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INTRODUCTION

Methodological recommendations are part of the educational and methodological complex for training forestry students that take master's degree program.

Accurately selected language material for activation Business English vocabulary, English original professional texts for reading and enriching professional lexis, real life situations for making up dialogues, suggested issues that are worth discussion gradually create needed skills and provide with fully organized learning process. Moreover, it is possible for students to study and enhance their language skills independently working with crucial language volume and aquatinting with professional documentation.

The Methodological recommendations consist of 2 modules with suggested different Business English topics. Each unit suggests discussions, reading texts, Business English terminology, Business correspondence examples, resumes and other forms of documentation.

They are recommended for full time and part time non-language students that take master's degree program and can study independently.

The main aim of the guide is to provide students with essential level of knowledge that is needed for business communication in the written and oral forms, teach Business English forestry terminology for the ability to work with professional literature and documentation. That is why methodological recommendations are good addition to the practical course that forms speaking, writing and translation skills while working with Business English correspondence.

Module description:

You will get to know about the exchange of information in oral and written format for the process of business activities. Business correspondence can take place between organizations, within organizations or between the customers and the organization. The correspondence refers to the written communication between persons.

GREETINGS AND GOODBYES

Discussion:

1. Hello, let me introduce myself. My name's _____.
2. A: How do you do? My name's _____. B: Nice to meet you. My name's _____.
3. A: Hi, I'm _____. B: Ah, you must be the new forester technician. A: That's right. B: I'm _____'s personal assistant. Welcome to the department.

Words to remember:

greeting – привітання	respect – повага
relationship – відносини	farewell – прощання
conversation – розмова	look forward to – чекати з нетерпінням
communication – комунікація	regards – з повагою
ease – легкість	
impression – враження	

Read and translate this information from the webpage on the Internet and try to use greetings with your partner.

The Importance of Greetings in English:

Greetings are the key in English. They help us talk and connect with others. When you meet someone new or say hello to friends your greeting matters a lot.

In English-speaking places, **greetings** are more than saying hello. They help us build good relationships and feel connected. Using the right greetings shows **respect** and friendliness, making our talks better.

How Greetings Shape Communication:

The greeting you choose can change how a conversation goes. Saying “Hey, how’s it going?” makes things feel friendly and open. But, saying “Good morning, **pleased to meet you**” makes things more formal, good for work or special events.

Common Ways to Say Hello:

There are many ways to greet others in English. You can use informal greetings for fun times or professional ones for work. Knowing when to use each helps you feel more at **ease** when talking to others.

Professional Greetings for Business Settings:

In work settings, you should be more formal. Here are some greetings for that:

Greetings	Context
Good morning	Used before noon
Good afternoon	Used between noon and 6 pm
Good evening	Used after 6 pm
Hello	A universal greeting for any time of day
Pleased to meet you	Used when meeting someone for the first time

Using these greetings shows respect and professionalism. It helps you make good connections at work.

Read these examples of the dialogue with your partner.

Ex. 1:

A: Hello, let me introduce myself. My name's Mykola Davidson.

B: Pleased to meet you. I am David Kypertsman.

Ex. 2:

A: Hello, I am Betty.

B: Nice to meet you Betty. My name's David Kypertsman.

Complete this dialogue and play it with somebody you like.

Betty: Mykola, I don't know anyone here. You'll have to _____ me.

Mykola: Of course, I'll introduce you to David. He's our colleague.

David, _____ Betty, she's just joined the company.

When you are in the foreign work environment, you may need to know some common words for your business conversation. Work with lexis and match the words with their definitions.

1 executive	A to leave your job because you want to go
2 to resign	B a group of people who represent workers and protect their rights
3 to retire	C a form person fills in when he/she wants to get job or a place in a university
4 staff	D payment for work or services made to workmen on a daily, hourly or weekly basis
5 trade union	E a person who is hired to work for a company in return for payment
6 application form	F a fixed monthly payment for professional or office work
7 employer	G a person who is responsible for running a company
8 employee	H to leave your job because of your age e.g. 65
9 salary	I a person or a company that hires people and pays money for their work
10 wage(s)	J all people who work in a company

Read and translate the following information from the webpage on the Internet and try to use goodbyes in class.

Formal Farewells in Professional Contexts:

In work settings, it's important to be polite and respectful. These formal farewells are right for business talks, interviews, or serious meetings:

Thank you for your time.

It was a pleasure meeting you.

It was nice meeting you.

***I look forward to** our next meeting.*

Have a wonderful day.

*Best **regards**.*

Using these professional goodbyes shows you're serious and professional. It leaves a good impression on your work friends and bosses.

Read and complete this dialogue using the following phrases: a pleasure to meet, this is, doing well, good morning, how are you doing.

Ben: _____, Mr Stevenson, how _____?

Supervisor: _____, James. I am _____. And you?

Ben: I'm great, thank you. _____ my friend Alie. She is thinking about applying for this position. She has a few questions. Would you mind telling us about the process, please?

Supervisor: Hello, Alie! It's a _____ you. I'm more than happy to speak with you. Please stop by my office next week.

Alie: It's a _____ you, Mr Stevenson. Thank you so much for helping us.

Supervisor: Don't mention it. Hopefully, I will be able to answer your questions!

Let's add some more professional lexis to your vocabulary. Match the words with their definitions:

1 participant	A the person who leads the discussion in a meeting.
2 board room	B a process which sometimes takes a long time in meetings.
3 AOB (any other business)	C a note which is distributed in a company to remind staff of something.
4 voting	D a method of decision-making used in some meetings.
5 decision-making	E a room where important meetings are held in a company.
6 memo	F an abbreviation for the topics which are discussed at the end of a meeting.
7 agenda	G a list of things that people will discuss at a meeting.
8 chairperson	H someone who takes part in smth.

SMALL TALK

Discussion:

- What do you talk about at the office?
- What do you recommend to talk about if you are a newcomer?

Read this information and try to use small talk in your conversation with a partner.

Small talk is a conversation about things that are not important, often between people who do not know each other well:

Ex.: I soon learned how to make small talk with people at formal receptions.

Learn phrases to keep a conversation going

•How's it going? •So, what's new? •Let me think ... •Nothing much •Anyway	•How about you? •By the way, I wanted to ask you •I know what you mean. •Really? •I didn't know that!
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Match the words to make phrases.

1. What's	a. going?
2. Let me	b. much.
3. Nothing	c. new?
4. How about	d. think.
5. How's it	e. to ask you ...
6. By the	f. you?
7. I wanted	g. way
8. I know	h. what you mean.

Words to remember:

cornerstone – наріжний камінь rapport – контакт, взаєморозуміння reception – отримання, прийняття	savvy – ерудований, передовий attendee – учасник, присутній, слухач interaction – взаємодія
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Read and translate the definition of small talk from the webpage on the Internet.

Small talk is a **cornerstone** of building **rapport**, which is important in several business and personal scenarios. Rapport refers to the natural positive relationship that begins between two people in an office, sales environment or other places where someone might be in a situation where they have to talk with someone else

they don't know very well. Rapport is established early in a conversation. Here are some examples of when you may need to establish rapport:

In a sales call, you may have as little as seven seconds to establish rapport before you lose your opportunity to do so.

In a business meeting, savvy managers allow time, in the beginning, to establish rapport with meeting attendees and to allow them to build rapport among themselves.

In networking, the initial rapport between two people is what continues to facilitate **interactions** that could have long-term career gains.

When it comes to building rapport, it usually starts with some combination of small talk and positive body language. Small talk plays a large role in rapport development since it's the basis for verbal communication between two people. Asking the right questions, with the right level of interest and at the right time is a good way to lay the foundation for a positive relationship with another person.

Here's four tips for making small talk:

1. Devices down.
2. Listen first.
3. Ask open questions.
4. Respond enthusiastically.

Read and translate the suggested phrases for small talk then complete them.

Talking about current events

1. Did you catch the news today about _____?
2. Did you hear about that _____?
3. What do you think about _____?
4. I read in the paper today that _____?
5. I heard on the radio today that _____?
6. How about _____? Do you think they're going to _____?

At the office

1. Looking forward to _____?
2. Have you _____ here long?
3. I can't believe how _____, can you?
4. You look like you _____.
5. What do you think of the _____?

Read the example of small talk at the office.

Alie: Hi, Ben!

Ben: Oh, morning, Alie.

Alie: So, what's new?
 Ben: New, hmm, let me think. Hmm. Nothing much. Oh, hang on. My senior forester had his birthday on Monday!
 Alie: Oh, he's getting old then?
 Bob: I guess so, but not as old as me.
 Alie: Haha, anyway ...
 Ben: How about you, Alie? How's it going?
 Alie: Great, actually.
 Ben: By the way, I wanted to ask you, where in Ukraine are you from?
 Alie: I'm from Odessa.
 Ben: Oh, lovely. It is wonderful to grow up near the sea.
 Alie: Yeah, it was perfect. Ah, I miss the sea.
 Ben: I know what you mean. I used to live in Odessa and I absolutely loved it.
 Alie: Really? I didn't know that, Ben!
 Ben: Yeah, I had a little cottage.
 Alie: Wow! So do you speak Ukrainian then?
 Ben: Of course I do, it's my native language. Ah, those were the days! Excuse me, Alie. I've got to go. They need me at the conference room. See you soon!
 Alie: See you later!

Read and remember ways to be polite.

Making Requests	
Requests	Replies
Please, do...	Yes, certainly
Will you ?	Of course, I will
Would you ?	With pleasure. (Willingly)
Could you ?	I'm sorry I can't
Apologies	Replies
(I'm) sorry!	Oh, that's all right.
So sorry!	Not at all.
Excuse me	Never mind!

Excuse me is used as a polite apology in various contexts, such as when attempting to get someone's attention, asking someone to move so that one may pass, or interrupting a speaker.

Sorry! is used after we have done something not quite right; to apologize.

Sorry? is also used when we do not hear or understand what people say. It's spoken like a question.

Read these examples and explain the usage of excuse me and sorry:

- ‘Excuse me, could you tell me how to get to the forest department?’
- ‘Oh, sorry! Did I send the wrong document?’
- ‘I’m sorry I’m late. I’ve been waiting for the report of a forest inspector’.
- ‘There’s a tool kit on the floor’. ‘Sorry?’ ‘There’s a tool kit on the floor, I said’.
- ‘Excuse me, would you let me bring up the issue about local deforestation?’

Read the situations then make up dialogues. Use the apologies in them:

- You are having a meeting with colleague. There is a loud talk and laugh all around. You are saying something very interesting. Suddenly you hear the telephone ring. You have to leave for a while.
- The presentation just going to begin. You suddenly discover that you have left your folder in the office. The boss is already entering the meeting room.

Imagine you have small talk in one of these meeting rooms. Match the pictures to meeting rooms:

A		4. classroom style meeting room
B		3. boardroom style meeting room
C		1. theatre style meeting room
D		2. banqueting room

Make up your own small talk with your partner.

1. Use this instruction:	•Talk about things that will interest everyone. •Keep to the topic. •Do not say anything to hurt
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	someone's feelings. Be polite. • Do not begin talking while someone else is talking. Say 'Excuse me' if you must interrupt someone. Then wait for your turn. • Do not talk too loud.
2. Give your ideas for a friendly small talk. Imagine you have a newcomer at work. You know nothing about him / her:	• Say what questions you would like to ask him / her to find out things about him / her. • Say how you can make friends and steer a conversation with new people at work and what you can tell a new person about you in order to help him / her to feel comfortable.
3. Use the following phrases for small talk:	1. So, what's new, all good, not much, really. 2. What about you, how's it going, anyway, great, thanks, I'm going to ... next month. 3. By the way, where are you from? , I'm from , I didn't know that!

FORMAL LETTER

Discussion:

- What are the main characteristics of a formal letter?
- What clichés are used?
- What grammatical structures are preferable in the formal letter?

Words to remember:

application – заява statement – твердження objective – мета congratulation – привітання invitation – запрошення applicable – придатний request – запит	maintain – підтримувати acquaintance – знайомство cover letter – супровідний лист deliver – доставка urgent – терміновий crucial – важливий anticipation – очікування, сподівання
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Choose the best option for a formal letter:

1. -We are pleased (We are glad) to inform you that ... - I want to tell you about	5. My dearest ... Dear Sirs
2. - We offer the apologies for - We are sorry for ...	6. - With reference to your letter ... - In response to your letter
3. We regret to learn from ... that ... It's a pity to get to know that ...	7. - Yours faithfully... - Best wishes ...
4. - We express confidence that ... -I am certain about that ...	8. - Pay attention to this fact - I would like to draw your attention to the fact that ...

Read and translate the article about following information.

A formal letter is a type of written communication that sticks to a set structure and tone. It includes specific elements like the sender's and recipient's addresses, a formal greeting, and a closing statement. Formal letters are often used for job applications, official complaints, or business inquiries.

While these letters follow a strict formal letter structure, have a clear objective, and maintain a professional tone, informal letters can be conversational and personal. They can be written to friends, family, or acquaintances and include personal news, congratulations, invitations, or any other personal topics.

There are many types of formal letters. Some formal letter examples include:

- Cover letter
- Offer acceptance letter
- Professional thank you letter
- Business letter
- Sales letter
- Termination letter
- Letter of intent
- Letter of recommendation

When you think of a formal letter, you probably imagine a handwritten or typed document that gets written, signed, stamped, and then sent through the mail. But formal letters can also be delivered through email, depending on how urgent the situation is and the preferences of the receiver and the sender.

However you choose to send your formal letter, the intention should remain the same: to clearly and effectively communicate the topic at hand in a clear, professional manner.

Read the letter below. In which paragraph (A-D) does the writer ____

- 1) conclude the letter ____
- 2) state the reason for writing ____
- 3) give the arguments ____
- 4) explain the reason to apply for a position ____

Dear Mr Davidson

A. I am writing to apply for the forester position at The Forestry Company (TFC). As a holder of bachelor degree in forestry and with hands-on skills in sustainable forest management, I am eager to contribute to your efforts in supporting recreation, conserving biodiversity and managing timber resources.

B. Being a student at Bila Tserkva National Agrarian University, it was possible to gain a solid foundation in silvicultural practices, forest mensuration, GIS and inventory method uses. As part of my academic training, a summer field project with applied fixed-plot sampling and handheld GPS units was held to improve stand volume estimation and reduce the measurement variance. I am skilled in QGIS and ArcGIS for cartography and spatial analysis. Moreover, I have processed LiDAR canopy height data to support biomass estimation. Beyond technical expertise, I also coordinated a community planting initiative that established native seedlings demonstrating my ability to organize teams and effectively impart forestry practices to diverse groups.

C. I am motivated by your integrated approach to multifunctional forestry, timber production and ecological restoration. Your recent initiatives in restoring mixed-species stands and advancing close-to-nature silviculture reflect my own career aspirations of enhancing forest resilience to climate change while sustaining productive landscapes. I believe that my field experience, proficiency in GIS use, and knowledge of European silvicultural systems can support your monitoring programs, adaptive management strategies and stakeholder reporting.

D. I would welcome the chance to discuss how my skills and enthusiasm align with your objectives. Thank you for considering my application. I look forward to the possibility of contributing to sustainable forest management with your team.

Sincerely
Betty Smith

FORMAL LETTER PARTS

Discussion:

**What parts does a formal letter consist of?
What are they?**

Match the letter parts with their right order in the business letter using the letter patterns from the previous class.

1	signature
2	complimentary close
3	body of the letter
4	salutation
5	attention line
6	inside address
7	date
8	sender's address

Words to remember:

include – включати outline – окреслювати determine – визначати introductory – вступний, попередній summarize – підсумовувати sincerely – щиро	essential – важливий salutation – привітання purpose – мета office suit – діловий костюм indicate – позначати signature – підпис
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Read and translate information from the webpage about the letter parts.

Header (date/address/return address)

Date: When you write a formal letter, it's crucial to include the date on which you wrote it. This information is essential for time-sensitive communication.

Address: Write the recipient's full address, including their PO Box number or office suite.

Return address: Include your company's full address. This makes it easy for the recipient to send a response.

Salutation

In a formal letter, the standard salutation is "Dear" followed by the recipient's title and last name. Begin your letter with "Dear [recipient's name]" and add a comma after the name. When you cannot determine the recipient's name, you may address the letter to their title.

Body

The body paragraphs are the main text of the letter. In these paragraphs, the sender outlines the purpose of the letter. It includes these sections:

- An introductory paragraph that states the letter's main purpose and, if necessary, introduces the letter writer.
- One or more middle paragraphs that discuss the letter's subject in greater detail. It's important to organize this section logically, with each paragraph addressing a specific point or aspect of your overall message.

- A final paragraph that summarizes the key points and, if applicable, indicates the next steps. This could involve suggesting a meeting, requesting a response, or expressing anticipation for resolving the matter at hand. The final paragraph is also an appropriate place to offer thanks to the recipient for considering your message or for their time and attention.

Closing

After the body section, close the letter with a simple, professional sign-off. Polite ways to end the letter include the following sign-offs:

- Sincerely
- Best regards
- Respectfully

Signature

The final component of a formal letter is your signature. Include your full name and job title if relevant, followed by your wet signature and printed name.

Put the letter parts into the right order mentioning the number of order (1 -5).

?

I am writing to apply for one of the positions as a forester technician which you advertised in the Kyiv Post on August 20. I am particularly interested in working for Fast Growing Trees, LLC which can provide me with work experience in forestry. I look forward to receiving your reply.

?

Yours sincerely
Mykola Davidson

?

35 Polypanova Street
Kyiv
01001

?

26 August

?

Dear Mr

?

David Kypertsman
HR director

Fast Growing Trees, LLC
2621 Old National Rd
Fort Mill
SC 29715

HOW TO WRITE A FORMAL LETTER IN BLOCK STYLE

Discussion:

- What is a business letter?
- What formats of the business letters do you know?
- How do they differ?

Find the definition for each letter format.

Semi block format	A. There are no indentations in the paragraphs. Every part of the business letter is left-aligned under the full block format, including the sender and receiver addresses. For readability, you identify a new paragraph by skipping a line.
Simplified form	B. It is the same as the full block form, except the sender's address is right-aligned. This format is slightly less formal than the full block format. This format is most appropriate when addressing the letter to someone with whom you have a working relationship.
Modified block format	C. It is the same as the full block format, except the paragraphs have indentations. If you don't like the look of the single line between your paragraphs, you can opt for this format. This format is also appropriate for formal letters.
Full block format	D. It uses a subject line instead of a salutation. Beyond that exception, it follows the same format as the full block business letter format. It is best for letters that have multiple recipients. You can use the simplified form for circulars or memos.

Words to remember:

cue – репліка capitalize – писати з великої літери	department – відділ resort – звернення про допомогу representative – представник
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indent – відступ outdated – застарілий straightforward – прямолінійний contraction – скорочення complimentary – доповнення	circumstance – обставини convey – передавати proofread – вичитувати, правити enclosed material – доданий матеріал
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Read and translate the article about a formal letter in block style.

Step 1: Write the contact information and date

All formal letters start with the **contact information and date**. In the full block style, this goes in the upper left-hand corner.

First, as the sender, type your full name and address aligned to the left side, just as you would when addressing an envelope. This isn't just a formality, but a useful inclusion so the recipient can easily find your contact information when they want to respond.

If you're writing on official company letterhead that already includes this information, you do *not* need to rewrite the contact information.

After your address, skip a line and then add the date you're writing the letter.

Last, skip a line again and add the recipient's name and full address. Feel free to include their job title below their name if it's relevant. Leave a blank line after the contact information before writing the salutation.

Step 2: Write the salutation

Formal letters always have a greeting at the beginning of the written content as a cue that your message is about to begin. This is known as the salutation.

Most salutations begin with "Dear" and then the name of the recipient. **All salutations use title capitalization and end in a comma.**

If you don't know the name of the receiver, you can also use a job title or even the department name, for example, "Dear HR Representative." As a last resort, you can use the generic salutation "To Whom It May Concern" in any circumstance. Try to avoid "Dear Sir or Madam," as it's a little outdated.

Step 3: Write the body of the letter

This is where you write your message. The body of the letter follows the normal rules of grammar, so write it as you would any other formal document. The one exception for full block style is that you do not indent the first lines of paragraphs.

Unlike personal letters, formal letters are straightforward and direct, so don't be afraid to get straight to the point. Some formal letters are only a sentence or two long, although others can go on for paragraphs if there's a lot of information to convey. The important thing is that you stay focused and avoid tangential topics.

Although different company cultures have different communication standards, it's a safe bet to avoid casual phrasing and jokes; some even advise against

using contractions. It should go without saying, but don't use slang, profanity, or other inappropriate language.

If your letter covers a lot, it's best to include a closing paragraph at the end to summarize everything the recipient needs to know. As always, don't forget to edit and proofread the body of the letter before sending.

Step 4: Write the complimentary close

Formal letters also use a standard complimentary close or sign-off, similar to the salutation, before ending with an authentic signature.

One of the most common closers is "Sincerely," including some variations like, "With sincere gratitude," or "Sincerely yours." Other common sign-offs include "Best," and "Yours." Unlike salutations, closers use sentence capitalization. Always capitalize the first letter of your complimentary close, but *only* the first letter. And just like the salutation, always end with a comma.

If you're sending a paper letter, skip a few lines after your complimentary close—this is where you sign your name. Additionally, always type your name below the signature, along with your job title if relevant. When sending an email or other digital letter, you don't have to leave a blank line before you type your full name.

Step 5: Mention enclosed materials

This last step is necessary only if you're sending additional materials with the letter, such as a résumé or CV, application, voucher, etc. If you're sending only the letter, disregard this step.

After your printed name and optional job title (under your signature), skip a line and then write "Enclosure:" followed by a list of the materials you've included. For example, if you were including a résumé, you would write "Enclosure: Résumé." This is simply a precaution so the recipient doesn't miss anything or, if they need to, can verify that something was lost in shipping.

The formal letter example (block style)

Forest Inspector G. Simons
35 Victoria Avenue
London, England SW1A 2JL, UK

July 2, 2008
Mr. Robinson
221B Milker St.
New York, USA NW1 6XE, UK

Dear Mr Robinson

On behalf of Food and Agriculture Organization of the United Nations (FAO), we invite you for your expertise at your earliest convenience. We have a case that requires your special attention. We would like to discuss the details in person, considering the sensitivity of the information. Any time before the end of the week is acceptable.

Sincerely,
G. Simons
Forest Inspector
Enclosure: Visitor pass

Match the courtesy title with its definition.

Mr	addressed to a company
Mrs	when unsure whether you are addressing male or female
Miss	female -name not known
Ms	male - name not known
Sir	married or unmarried female
Madam	unmarried female
Sir / Madam	married female
Sirs	married or unmarried male

Match the courtesy title with the right complimentary close.

if letter begins Dear Sir, Dear Sirs, Dear Madam, or Dear Sir or Madam	Best wishes / Yours truly or Truly yours
If the letter begins with a personal name	Yours sincerely
If the letter begins with the medical / academic / military title, e.g. Dr / Professor / General	Yours sincerely
If the letter begins with someone's name that you know well may close with	Yours faithfully

Write your own letter using the example above.

JOB SEARCH

Discussion:

- **Are you looking for a job?**
- **How are you trying to find a job?**
- **What resources do you use for finding a job?**

Words to remember:

ultimate – повний, остаточний	referral – направлення
advertise – рекламувати	access – доступ
market – ринок	network – мережа
attend – відвідувати	recruiter – рекрутер, фахівець із
position – посада	підбору персоналу
cover letter – супровідний лист	CV – резюме
leverage – використовувати	relevant – актуальний
plethora – безліч	alumni – випускник
persistent – наполегливий	HR department – відділ кадрів

Read and translate the article about the job search.

Finding a Job – the Ultimate Guide

Networking: The Hidden Job Market

The hidden job market refers to job openings that are not publicly advertised, but are instead filled through word-of-mouth, personal connections, and referrals. Accessing this market can be challenging, but it can also be a valuable way to find opportunities that are not available to the general public. Here are some tips on how to access the hidden job market:

1. **Network, network, network.** One of the best ways to access the hidden job market is to build a strong network of contacts in your industry. Attend industry events, join professional organizations, and connect with people on LinkedIn. Make sure to let people know that you are looking for opportunities, and ask if they know of any job openings that might be a good fit for you.
2. **Reach out to recruiters.** Many companies use recruiters to help them fill positions, and these recruiters often have access to job openings that are not publicly advertised. Reach out to recruiters in your chosen industry and let them know that you are looking for opportunities. Make sure to tailor your CV and cover letter to the specific types of positions you are interested in.
3. **Use social media.** Social media platforms like LinkedIn, Twitter, and Facebook can be a great way to connect with people in your chosen industry and

learn about job openings. Make sure your social media profiles are up-to-date and professional, and use hashtags and keywords to help you find relevant conversations and job postings.

4. **Consider informational interviews.** Informational interviews are a great way to learn more about your industry and make connections with people who might be able to help you find job openings. Reach out to people in your network and ask if they would be willing to meet with you for a coffee or a quick phone call to chat about their experiences and insights.

5. **Leverage alumni networks.** If you went to college or university, reach out to your alumni network and see if they have any job leads or connections in your industry. Alumni networks can be a powerful resource for finding hidden job openings and making valuable connections.

6. **Be persistent and stay positive.** Accessing the hidden job market can be a long and frustrating process, but it is important to stay persistent and keep a positive attitude. Keep networking, keep applying for jobs, and keep refining your resume and cover letter. With time and effort, you will increase your chances of finding that perfect job.

Utilise Online Job Search Engines

One of the most effective ways of finding a job quickly is by utilising online job search engines. These platforms allow you to search for job openings based on your location, experience, and other relevant criteria. Some of the best job search engines include Indeed, Glassdoor, LinkedIn, and ZipRecruiter.

Job sites have become an essential tool in the job search process, but it can be overwhelming to navigate through the plethora of options available. However, with some planning and strategizing, job seekers can use job sites most effectively to find the right job. Below are some tips and tricks to help you use job sites most effectively.

1. **Use the right keywords:** Job sites use algorithms to match job seekers with potential job openings. Therefore, it's crucial to use relevant keywords that match your job preferences. Using specific job titles or skill sets can increase the chances of the job site finding job openings that match your qualifications.

2. **Set up job alerts:** Job alerts are notifications sent to your email address whenever there is a new job posting that matches your criteria. Setting up job alerts can save you time, so you don't have to keep checking job sites daily. You can customise job alerts based on your preferred job location, job title, industry, and other specific criteria.

3. **Customise your profile:** Most job sites allow job seekers to create profiles that showcase their experience, skills, education, and other relevant information. It's essential to take the time to customise your profile to match your job preferences. Be sure to upload a professional-looking profile picture and add relevant keywords to make your profile stand out.

4. **Use filters:** Job sites have multiple filters that allow you to refine your job search. You can filter job openings by location, salary, experience level, job type, and more. Using filters can help you find job openings that match your specific criteria.

5. **Research the company:** Before applying for a job, it's essential to research the company to learn more about their culture, values, and reputation. Most job sites provide company reviews and ratings, which can help you decide if the company is a good fit for you.

6. **Apply directly:** Some job sites allow job seekers to apply directly through their platform, while others redirect you to the company's website. Applying directly through the job site can save you time and effort.

7. **Follow up:** After applying for a job, it's crucial to follow up with the company to show your interest in the position. Job sites may have a feature that allows you to track your application status, but if not, you can reach out to the company's HR department to inquire about your application's status.

In conclusion, job sites are an excellent resource for job seekers, but it's crucial to use them effectively to increase your chances of finding the right job. By using the right keywords, setting up job alerts, customizing your profile, using filters, researching the company, applying directly, and following up, you can use job sites most effectively to find your dream job.

Polish Your Interview Skills

Lastly, when you do get an interview, make sure to prepare well in advance by researching the company, practicing common interview questions, and dressing appropriately. Your interview skills can make or break your chances of getting hired, so be confident, personable, and enthusiastic.

There are several resources available to help you improve your interview skills. Here are some options:

1. **Practice with family and friends:** One of the easiest ways to improve your interview skills is to practice with someone you trust. Ask a family member or friend to conduct a mock interview with you. This will help you get comfortable answering common interview questions and give you feedback on your responses.

2. **Use online resources:** There are many online resources available that offer tips and advice on how to improve your interview skills. You can find articles, videos, and podcasts on websites such as National Careers Service and LinkedIn Learning.

3. **Attend workshops and classes:** Many organisations offer workshops and classes to help individuals improve their interview skills. These can range from short sessions to longer courses, and may be available online or in person. Check with local community centres, libraries, and career centres to see what is available in your area.

4. **Seek support from the National Careers Service:** The National Careers Service can provide you with a range of support to help you improve your interview skills. Their services include:

- One-on-one advice: You can speak to a careers adviser who can provide you with personalised advice on how to improve your interview skills. They can also help you with job applications and other aspects of your career.

- Online resources: The National Careers Service website has a range of resources to help you prepare for interviews. This includes articles, videos, and practice questions.

- Workshops: The National Careers Service offers workshops on a range of topics, including interview skills. These workshops are delivered by trained advisers and are designed to help you develop the skills you need to succeed in interviews.

Overall, there are many resources available to help you improve your interview skills. The key is to practice, seek feedback, and take advantage of the support available to you.

Conclusion

Finding a job can be challenging, but by utilising the tips and tricks outlined in this blog, you can increase your chances of finding a job quickly and landing your dream job. Remember to tap into the hidden job market, utilize online job search engines, leverage social media, take on internships, attend career fairs, and polish your interview skills. With persistence and hard work, you can find a job that aligns with your skills and career aspirations.

Listen to the dialogue at the job center. Here it is a script for you.

A: I was wondering if you could help me use the Student Job Center.

B: There are many ways; what kind of job would you like?

A: I want to work in a restaurant. B: Fine! Will you need part-time or full-time work?

A: I want to work part-time.

B: Fine, the two best ways are to use our local listings binders over there or you can use the computers with the Internet job listing sites. See them over there?

A: Yes, I know what to do.

B: Well, in addition, you can schedule an appointment with a job counselor on this list. If you would like to do that, sign here, OK?

A: Yes, I think that would be great.

B: Fine, well the job search tools are all here for you to use. Feel free to look around and use what works best for you. Have fun with it!

Make up your own dialogue using this script and some useful language like:

I was wondering if, schedule an appointment, the job search tools, feel free to look around, job listing sites.

Module description:

Business communication is a vital skill for any professional, but especially for those working in the forestry industry. Forestry is a diverse and dynamic sector that involves many stakeholders, from landowners and managers to researchers and policymakers. To succeed in this field, you need to build and maintain relationships with people who can help you achieve your goals, share your insights, and support your growth. In this module, we will discuss how you can network effectively in the forestry industry and what benefits you can expect from doing so.

Networking is not a one-time event, but a long-term process. To keep your network alive and productive, you need to follow up and maintain contact with your connections. You can do this by sending a recommendation or invitation letter, a thank-you note, providing feedback, asking for advice, or sharing updates. You can also use social media, newsletters, blogs, or podcasts to stay in touch and provide value. The key is to be consistent, respectful, and helpful. Don't let your connections go cold or forget about you.

The more you can expand and diversify your network, the more you can access new perspectives, resources, and opportunities.

COVER LETTER & CURRICULUM VITAE

Discussion:

Have you ever applied for a job?

What documents are needed for it?

How can you differ from other applicants?

A powerful cover letter can make all the difference when submitting a job application.

A cover letter is a three- to four-paragraph letter that is usually submitted with a resume as part of a job application. This letter should highlight your relevant skills, experience and achievements. A well-written cover letter has the potential to impress employers and set you apart from other applicants. A strong cover letter highlights how your experience aligns with the role and lets you expand on your skills more personally than a resume. Before writing a cover letter, research the job and company so you can tailor your letter to show why you're a great fit. Format your cover letter like a business letter and include relevant achievements that show the value you bring to the organization.

Words to remember:

achievement – досягнення submit – підтверджувати application – заява value – цінність appeal – звертатися	title – посада, звання description – опис review – огляд succinctly – лаконічно background – кваліфікація
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Read the article and point out the most useful information about a cover letter.

How to write a cover letter in 6 steps

Here are six simple steps to writing a great cover letter. In the sections below, we'll offer detailed information about what to include in each area with examples.

1. Start with your header

As with any standard business letter header, you should include a few pieces of personal and role-specific information at the top to make it easier for a hiring manager or recruiter to follow up with you. If you'd like, you can center your name and address at the top of the page, mirroring how it looks on your resume.

2. Include a greeting

In your research, try to find the name of the person reviewing applications for the job. Address your letter to this person with a common business greeting, such as "Dear [first and last name]" or "Dear [position title]". Avoid using "To whom it may concern."

Greetings examples: *Dear Hiring Manager*, *Dear Tyler Wallace*.

3. Write an opening paragraph

In the first paragraph, mention the job title you're applying for and where you saw the position posting. Explain your interest in the role and company to show that you've done your research. The first section of your cover letter is also the first impression the reader will have of you, so it's important to appeal to that person quickly and succinctly.

Opening paragraph, example: *"I'm excited to apply for the Graphic Designer position at Cloud Clearwater. I understand you're currently adding several new product lines, and I believe my skills in video and animation can help you create a successful launch. As a longtime fan of your products, I'm thrilled at the opportunity to bring my unique style and passion for beachwear to the company."*

4. Add a second paragraph

Your second paragraph should be a brief overview of your background as it relates to the position. Include key achievements, skills and specialties that make you particularly suited to the position. Focus on one or two and provide specific details about your success, including measurable impacts you made. Pay close attention to keywords listed in the job description and include ones that apply to

you in the body of your cover letter. You should only include information about your most recent professional experiences.

Second paragraph, example: *"As the Director of Human Resources at Wes Morgan Philips, I was a key senior leader responsible for improving the efficiency and performance of the company's 540 employees. Before that, I worked in human resources for Jenkins Technology Solutions, Inc. At Jenkins Technology, I developed an employee retention plan involving a wellness program, an internal training program and a promotions selection process. This led to a 50% reduction in employee turnover".*

5. Finish with a closing paragraph

The closing paragraph should focus on another key achievement or skill relevant to the position. Instead of repeating details from your resume, summarize a specific story or anecdote that shows you're right for the role. If you're changing careers, this is a good opportunity to talk about transferable skills or relatable experiences from your career.

Closing paragraph, example: *"Achieving ambitious marketing goals is always a top priority, and I am always looking out for the company's best interests. I enjoy delivering marketing presentations to potential clients and focusing on an organization's strengths. At River Tech, my marketing skills helped the company reach new levels of success, including a 45% increase in customer engagement. I'm never satisfied with the status quo, and I believe that a company should continually look for ways to improve and reach new clients through innovative campaigns".*

6. End with a professional sign-off

End your cover letter with a paragraph summarizing why you are applying for the role and why you would be a great fit. Keep the cover letter conclusion brief and explain that you look forward to the employer's response about possible next steps. End with your signature at the bottom.

Signoff example: *"Thank you for your time and consideration. I look forward to learning more about the sales position and Trade Lot. Growth is essential to my continued success, and I'm excited for the chance to be a part of Trade Lot's industry-leading team. My proven track record and Trade Lot's quality products are a winning combination for increasing the company's market share.*

Sincerely

Malik RabbRelate

Try to write your own cover letter using description and examples from the article you've read.

Translate the following phrases: a few pieces of personal and role-specific information, end with a professional sign-off, the company's market share, the employer's response about, the cover letter conclusion, delivering marketing presentations, for your time and consideration, innovative campaigns, customer engagement, signature at the bottom, a brief overview of your background.

CV (US usually résumé) – abbreviation for curriculum vitae formal: a short written description of your education, qualifications, previous jobs, and sometimes also your personal interests, that you send to an employer when you are trying to get a job.

Curriculum Vitae example

Name	Dave Batler
Address	35 Adelaide Street, Bradford, West Yorkshire.
Telephone	+44 5365 4674337
E-mail	Batler.dave@gmail.com
Date of birth	12th August 1985
Education	2000 – 2004 Bachelor of Science in Forestry: Reny University of Agriculture. 2005 – 2006 Master of Science in Agroforestry and Food security: Bangor University. 2008 Licenced Forester: Regional Board of Forest Management.
Employment	2009 – 2016 Forestry Technician in Green Inc., Bradford, West Yorkshire. Advised professional arborists about all aspects of tree care and surgery. Gained experience of tree planting and maintenance, working independently and as part of a team. Acquired skills of digital and photographic data analyzation for determination the location of forest inventory plots and arrangement across multiple landscapes.
Skills	Forest mensuration, wildlife habitat management, tree felling
Other skills	Word-processing, working knowledge of French.
Personal characteristics	A responsible, sociable and educated employee who is eager to enrich new work experience.

Personal interests	Reading, travelling.
References	On request

Write your own CV using the example.

JOB INTERVIEW

Discussion:

- **What job would you like to have?**
- **What is important for your ideal work environment?**
- **What do you expect from your new job?**
- **Have you had a job interview?**
- **What does the HR usually ask during the interview?**

Job interview – a meeting in which an employer asks the person applying for a job questions to see whether they would be the right person to do that job: go for / attend / conduct a job interview.

Ex.: He'd been for several job interviews but hadn't been offered a job yet.

Read some recommendations about a job interview from University of Maine at Farmington. Discuss these suggested rules and express your opinion.

Do ...	Don't ...
Decrease your stress. Remind yourself that the interview will be more of a conversation rather than an interrogation. Prepare some anecdotes. Be ready to talk about your interests, skills, and experiences – your career story – and provide examples from your life that demonstrate your professional and behavioral capabilities. Arrive 10 minutes early. No more, no less. Late attendance is never excusable. Arriving too early may be seen as an intrusion for those who aren't ready to receive you. Check your appearance (teeth, hair,	Interrupt the interviewer. If you don't have time to listen, neither will he/she. Answer vague questions. Rather than answer puzzling questions, kindly ask the interviewer for clarification and then respond. Smoke, chew gum, or place anything on the interviewer's desk. Be overly familiar (address by first names, joke excessively, give pats on the back, etc.) even if the interviewer demonstrates familiarity. Wear heavy perfume or cologne. Ramble. Long answers can sound apologetic, indecisive, or unfocused in

clothes) prior to the interview. Shake hands with everyone you meet during the interview. Choose to sit in a chair rather than on a couch for better interview posture. Rise from your chair to shake hands with and greet new people who enter the room to join the interview. Truthfully, professionally, and directly answer questions. Be sure you answer the questions the interviewer really asks rather than ones you feel more confident answering. Never use negative language when discussing a previous work experience. Get the interviewer to describe the position and responsibilities early in the conversation so you can relate your skills and your background to the position throughout the interview. Discuss your qualifications. Stress accomplishments that are most pertinent to the job. Positively conduct yourself. Smile, make eye contact, nod occasionally to indicate understanding/agreement, don't slouch, and maintain your composure. Dress appropriately. Even if casual dress is common to the workplace, dress up for the interview. Ask questions throughout the interview. Rather than a one-sided conversation, an interview should be a mutual exchange of information. The interviewer will appreciate not having to initiate all the dialogue. Listen. Concentrate not only on the interviewer's words, but also on his/her tone of voice and body language. Once you understand how an interviewer thinks, pattern your answers accordingly to better relate.	your thinking. Conversely, avoid answering questions with a laconic "yes" or "no." Support your answers with brief, specific anecdotes from your employment history. Consume alcoholic beverages or order expensive entrees if the interview comprises lunch or dinner.
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Read the text below and choose the best option:

How to prepare for a job interview: some tips

Interviews can be nerve-wracking and preparation is very important. You will be better equipped to answer questions and you will walk in to the interview feeling more confident. Here are some tips for preparing for an interview. If you have [**gained, reached, arrived, achieved**] the interview stage, your CV and letter of application must have been [**effective, important, impressive, significant**]! The company now wants to know more about you. But there is still more work to do if you want to get that job! Make sure you have [**researched, discovered, inquired, examined**] the company as thoroughly as possible – use the Internet, company reports, recruitment literature etc. [**remember, imagine, remind, summarize**] yourself why you applied to this company. Make a list of the skills, experience and interests you can [**show, present, offer, tell**] the organization.

Read the telephone conversation and fill it in with the suggested phrases:

- A. Hold the line, please.
- B. Can I help you?
- C. I'm putting you through
- D. May I take a message for him?
- E. Who is calling, please?

A: Hello, Betty Smith is speaking.

B: Yes, can I speak to Mr Kypertsman?

A: Sorry sir, but Mr Kypertsman is not here at the moment.

B: No thank you. Can I speak to Mr Davidson then?

A: Mr. Davidson, right.

B: This is Mr Smith from the Woodland Trust.

A: All right Mr Smith

B: Is it going to be long?

A: No. right now.

B: Ok. Thank you very much.

Imagine yourself in three different roles during the job interview and try to answer the following questions:

Questions the HR asks during the interview:

- What are your biggest strengths and weaknesses?
- What motivates you and what are you passionate about?
- What are your career goals and where do you see yourself in the next few

years?

- What type of work environment do you thrive in?

Questions to ask a recruiter:

- Why is this position open?
- What are the key skills and experiences the hiring manager is looking for?
- What does the day-to-day work of the role look like?
- What is the typical hiring process?
- What can you tell me about the team and the person I would report to?

Questions to ask a hiring manager

- What does success look like in this role, and how is it measured?
- What are the immediate projects and key priorities for the first 30 to 90 days?
- What are the biggest challenges in this role or for the team?
- What opportunities are there for professional development, training, and advancement?
- Can you describe the working culture and how the team collaborates?
- What makes people stay at this company?
- Do you have any concerns about my application or qualifications?

Read and translate the dialogue and then make up the same with your partner.

Interviewer: Good morning. Mr Davidson, I'm Mr Kypertsman.

Job applicant: Nice to meet you, Mr Kypertsman.

Interviewer: Nice to meet you too. Please, take a sit and we'll get started.

Job applicant: Thank you. Did you get my resume?

Interviewer: Yes, I did. It looks very good. Tell me about your last work at Food and Agriculture Organization of the United Nations (FAO).

Job applicant: Well, I worked in promoting sustainable forest management and providing leadership on the environmental, social and economic dimensions of forestry.

Interviewer: Interesting. Now, applicants must have five years of relevant experience in the field of forests and climate change / REDD + including international experience, preferably in developing countries and with international organizations. Have you worked in this sphere?

Job applicant: Yes, in my previous job. I have worked for Green Inc.

INTRODUCTION LETTER

Discussion:

What types of letters have you already learnt?

What's the purpose of writing the introduction letter?

How does the introduction letter differ from others?

A letter of introduction is an email that formally connects one person to another, often intended to forge new relationships, collaborations, or networking opportunities. You may write an introduction letter to connect two people you know, introduce a new team member to your department, or introduce yourself to someone you'd like to know.

Words to remember:

introduction – вступ facilitate – сприяти ensure – забезпечити parties consent – згода сторін introduce – представити provide – забезпечити threat – загроза sign off – відписатися human resources department – відділ кадрів	recipient – одержувач purpose – мета job title – назва посади, звання relevant – актуальний attached – прикріплений recipient – одержувач layout – макет reach out – тримати зв'язок consent – згода
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Read and translate the following information from the webpage on the Internet.

How to write an introduction letter

To help you write an introduction letter, consider the following steps:

1. Write a greeting:

Always start an introduction letter with a short but friendly greeting. This starts the letter off positively and ensures the recipient knows the letter is for them. Include a greeting, the recipient's name, and a friendly start. For example:

Hi, Brenda,

Hope you had a great weekend!

2. Include a sentence on why you are writing to them:

Next, explain the **purpose** of the letter in a short sentence or two. This ensures the recipient knows right away what the letter is about. Provide any necessary information to help the reader understand why you're introducing them to someone else. For example:

I'm writing to follow up on our meeting about hiring a new freelance graphic designer.

3. Present the full name of the person you are introducing:

When making the introduction, use the first and last name of the person you're introducing. If their **job title** is **relevant**, include that as well. This helps your recipient get to know the person you're discussing better. For example:

*I'd like to **introduce** you to our new graphic designer, Jeffrey Smith.*

4. Explain their role and how it's relevant to the reader:

After introducing the person's name to your recipient, discuss their role in greater detail and why it's relevant. For example, if you're introducing a new hire, mention their job title and the experience they have that prepared them for that role. This tells the recipient more about why you're making the introduction.

*Jeffrey has been a graphic designer for over four years now and has a great portfolio that I have **attached** to this email. He has helped over 100 clients improve their website and app designs, so I think he'll be a great fit for the company.*

5. Provide additional information:

If you have any additional information, include it at this point. For example, include any facts about the person you're introducing or what their working relationship may be with the **recipient** from now on.

*I've spoken to Jeffrey, and he is excited to join your marketing team. He joins your team at the beginning of next week. He has already expressed some great ideas for our website to improve its design and overall **layout** so I can't wait for you all to get started.*

6. Include any necessary contact information:

Including any necessary contact information encourages the recipient to talk to the person you are introducing them to. If you're emailing the introduction letter, cc'd the person so they can follow the **thread** as well. Then, mention in the letter that you cc'd them or provide their phone number. For example:

Feel free to reach out to Jeffrey via email (he is cc'd here), or on his work phone at (555) 555-5555. He is expecting to hear from you.

7. Close with any next steps:

Conclude your introduction letter by mentioning any actions you, the recipient, or the person you're introducing needs to take. Ensure the recipient of this call to action is clear by referencing the person's name. For example:

*Brenda, could you please **reach out** to Jeffrey before the end of this week to discuss how he can prepare for his first day? Jeffrey, we're excited to welcome you to the team!*

8. Sign off with your name and title:

Finally, end the email with a professional sign-off, such as, "Thanks," or "Kind regards." Then, include your full name, title, and contact information if needed. For example:

*All the best,
Thomas Lee
Human Resources Director*

CORRESPONDENCE EXAMPLES

Memo

Fast Growing Trees, LLC

To All Staff
From Joseph Collings

DATE 22 August 2024

Efficiency at Fast Growing Trees, LLC
Please inform your department:

1. We have to increase production by 30% in November.
2. We are going to introduce a new bonus scheme and increase overtime payments by 10%.
3. The Forestry Expo in Poland (November 2025) is not on schedule.

Proposal letter

Joseph Collings
Fast Growing Trees, LLC
2621 Old National Rd
Fort Mill
SC 29715

23 October 2024

Garrett Williams

The Woodland Trust
Kempton Way
Grantham
Lincolnshire
NG31 6LL

Dear Mr Williams

Our team at Fast Growing Trees LLC enjoyed discussing the opportunity to work with you on developing the further cooperation as our company has produced fast growing trees for 10 years.

We develop dynamically and try to stay update all the time. Recently we have noticed the impressive work of Woodland trust in the agroforestry sector, particularly your innovative approaches to sustainable tree farming. It has become of great interest for us as we strive to improve our production and expand our offerings in quick-maturing tree species. We believe that collaboration between our companies can become a significant opportunity with mutual benefit. Our collective expertise could enhance productivity, streamline supply chains, and foster sustainable practices that resonate with our shared values.

Proposed Areas of Collaboration:

1. **Research and Development:** Share insights and progress on the best practices for cultivating quick-maturing tree species suited for diverse environments.
2. **Resource Sharing:** Pooling resources to conduct trials and research on agroforestry techniques that enhance growth rates and resilience among various species.
3. **Joint Marketing Initiatives:** Collaborate on marketing efforts to promote our shared vision and solutions to potential clients and stakeholders.
4. **Training and Workshops:** Organize joint training sessions facilitating knowledge exchange among our teams and empower local communities.

We believe that a partnership founded on shared goals will not only enhance our organizational capabilities but also advance the overall sustainability of our industries.

We would like to schedule a meeting to discuss this opportunity further and outline a potential framework for collaboration. Please let us know your available times in the coming weeks, and we will do our best to accommodate.

Thank you for considering this opportunity. We look forward to the possibility of working together to make a lasting impact in the agroforestry landscape. If you have additional questions, I am available by email at Joseph.Collings@email.com.

Yours sincerely
Joseph Collings

Sales Letter

HOLDES
Horehron forest and timber company, s.r.o.
2530 Predné Hálny
Brezno
977 01

25 October 2024

Eschenbach Porzellan GROUP
12 Puschkinstabe
Tryptis
Germany
07819

Subject: Keep your shop floor warm this winter with our high-quality logs!

Dear Sirs

As winter approaches, many businesses face the challenge of maintaining a cozy atmosphere for employees. It is important to understand that a comfortable working environment can significantly impact productivity and well-being. That's why our company is proud to offer premium quality logs that are perfect for keeping your shop floor warm during the chilly months.

If you've been burning through heating bills or finding that your current heating methods fall short, you're not alone. Many firms encounter elevated energy costs and inconsistent warmth during the winter season.

The solution is logs of high quality just for you! We specialize in providing durable, well-seasoned logs that burn efficiently, ensuring your shop floor stays warm without breaking. Logs are sourced from sustainable timber, guaranteeing a clean burn and less environmental impact.

We suggest quality assurance (every log is carefully selected and tested for optimal burning efficiency), sustainability (our company is committed to being responsible for logging practices, ensuring a supply that won't be depleted, competitive pricing (the demands of running a business are well understood, so that pricing is structured to offer great value), convenient delivery (the product is delivered directly to your location, making it easy for your company to stock up for the winter).

There is no need to wait until the first frost hits! If there is some interest in provided information, please, contact us today or visit our website. It is possible to place the order or request a quote.

Let us help you create a warm and inviting environment for your business this winter. Remember, keeping your shop floor warm not only drives comfort but also enhances productivity.

Thank you for considering our company. We look forward to serving you!

Yours faithfully

Micholas Trots
Sales Manager

Enquiry letter

Eschenbach Porzellan GROUP
12 Puschkestabe
Triptis
Germany
07819

2 November 2025
Micholas Trots
HOLDES
– Horehron forest and
timber company, s.r.o.
2530 Predné Háľny,
Brezno
977 01

Dear Mr Trots

Our company produces porcelain products and the factory has several large shop floors that we would like to keep warm during the upcoming cold seasons. Could you inform us more about your service? We are looking to purchase enough logs to maintain a warm environment for our workspace, thus quality of the logs is a top priority.

Please, advise whether you offer delivery services, and if so, any associated costs. It would be greatly appreciated if you could provide us with a quote, including information on different log types you may have available, pricing options, and lead times for delivery.

Thank you very much for your assistance. We look forward to the possibility of working together to keep us warm and welcoming during the winter months.

Yours sincerely

M. Lert

Martyn Lert
CEO Manager

Complaint letter

Joseph Collings
Fast Growing Trees, LLC
2621 Old National Rd
Fort Mill
SC 29715

27 January 2024

Garrett Williams
The Woodland Trust
Kempton Way
Grantham
Lincolnshire
NG31 6LL

Dear Sir/Madam

I am writing to express my dismay at your service. We received our order № 345 today. It was served quickly even though there appeared to be misunderstanding.

Unfortunately, you have supplied the wrong saplings of trees. I understand that mistakes happen, but there is a need to get the right one.

Please look into the matter immediately.

Yours faithfully
Joseph Collings

FORESTRY DOCUMENTATION FORMS

Report example

FOR DEPARTMENT

		USE ONLY	
FOREST MANAGEMENT ACTIVITY REPORT Use Value Appraisal Program BOTH COPIES OF THIS FORM MUST BE FILED WITH THE COUNTY FORESTER BY FEBRUARY 1ST OF THE YEAR FOLLOWING ANY MANAGEMENT ACTIVITY.			
SECTION 1		ALL FIELDS REQUIRED FOR PROCESSING	
Name of Landowner		Name of Land owner	
Landowner mailing address		Landowner mailing address	
City State Zip Code		City State Zip Code	
SSN/Federal ID		SSN/Federal ID	
The disclosure of your social security or federal identification number is mandatory, is solicited by the authority granted by 42 U.S.C. § 405(c)(2)(C)(i), and will be used by the Department of Taxes in the administration of Vermont tax laws to identify individuals affected by such laws. It is also required by 32 V.S.A. §§ 3755(b)(2) and 3755(b)(3) for property to remain eligible for use value appraisal.			
SECTION 2		I/WE HAVE COMPLETED THE FOLLOWING ACTIVITIES IN CONFORMANCE WITH THE FOREST MANAGEMENT PLAN FOR THIS PARCEL. DESCRIBE ACTIVITIES BELOW.	
Activities Completed Since Last Report:		Activity Year / # of Acres in Plan:	
		SPAN number of parcel	
		Parcel Located in Town of:	
Harvest Activity Since Last Report: (Please provide the following to help determine if the Use Value Appraisal Program is enhancing Vermont's productivity)			
Stand #	Board foot volume	Cordwood Harvested	Volume Major Species Harvested
For continued eligibility, a management activity report must be filed with the Department of Forest and Parks by February 1st of the year following any management activity.			

SECTION 3	THIS REPORT MUST BE PRINTED AND MAILED TO THE COUNTY FORESTER WITH AN ORIGINAL SIGNATURE OF ALL LAND OWNERS ON BOTH COPIES. If signature is other than owner(s), attach copy of recorded power of attorney or other recorded authorization.
I/We, the signed landowners certify that management practices on this parcel have been consistent with the objectives, standards and activities prescribed by the forest management plan for the parcel described above. The management plan for this parcel above is applicable at least for 10 years, including the 12 months period beginning next April, as check on the following:	
☐ Previously field	Owner signature _____ Date: _____
☐ Revised and Amended on the Attached Addendum	Owner signature _____ Date: _____
	Owner signature _____ Date: _____
SECTION 4	TO BE COMPLETED BY THE DEPARTMENT OF FORESTS, PARKS AND RECREATION
Received by: _____ _____ Department of Forests, Parks and Recreation Date	

Complaint form example

COMPLAINT INFORMATION		
Complainant's Full Name (First, Middle, Last)		Today's Date
Street Address, City, State, ZIP Code		
E-mail	Alternate E-mail	
Telephone Number	Cell Phone Number	
REGISTERED FORESTER INFORMATION (Please provide as much information as possible)		
Registered Forester Name	Telephone Number	E-mail
Company Name of Registered Forester if Known		
Use the lines below to detail the issue you are filing a formal complaint about. Attach extra documentation if necessary. Please review the Public Act 116 of 2018, Sec.		

53515 for the full list of duties a registered forester shall comply with before submitting your complaint.		
Are you attaching extra documentation regarding this complaint? Yes / No?		
DNR USE ONLY		
Date Received	Initials of Receiver	Date Sent to Board of Foresters
Registration Number of Registered Forester		Date Applicant was Notified of Response

MDNR Forest Resources
Division Attn: Brenda Haskill
1732 W. M-32
Gaylord, MI 49735
Telephone: (989) 732-3541 ext. 5043
Email: DNR-Forester-Registration@michigan.gov

Forest management plan form

CHECK-OFFS					Administrative Box	
CH61	CH61A	CH61B	STEWARDS	Cost Share	Case No.	Orig. Case No.
cert ☐	cert ☐	cert ☐	HIP new ☐	EEA ☐	Owner ID	Add. Case No.
recert ☐	recert ☐	recert ☐	renew ☐	Other ☐	Date Rec'd	
amend ☐	amend ☐	amend ☐	Climate ☐	Birds ☐	Plan Period	
Plan Change ☐ to ☐			Conservation Rest. ☐		Rare Spp. Hab.	
			CR Holder			

OWNER

PROPERTY, and PREPARER INFORMATION

Property Owner(s) _____
Mailing Address _____ Phone _____
Email Address _____

Property Location Town(s) _____ Road(s) _____

Plan Preparer _____ Mass Forester License # _____

Mailing Address _____ Phone _____

RECORDS

Assessor's Map No.	Lot/ Parcel No.	Deed Book	Deed Page	Total Acres	Ch61/ 61A 61B <i>Excluded</i> Acres	Ch61/ 61A 61B Certified Acres	Stewship <i>Excluded</i> Acres	Stewship Acres

			TOTALS					

Excluded Area Description(s) (if additional space is needed, continue on separate paper)

HISTORY Year acquired _____ Year Management began _____

Are boundaries marked: Yes ☐ blazed/painted/flagged/signs posted (circle all that apply) No ☐ Partially ☐

What treatments have been prescribed, but not carried out (last 10 years if plan is a recent.)?

stand no _____ treatment _____ reason _____
(If additional space is needed, continue on separate page)

Previous Management Practices (last 10 years)

Stand #	Cutting Plan #	Treatment	Yield	Acres	Date

Remarks: (if additional space is needed, continue on separate page)

Page of

Timber Sale Agreement Sample

I (Name)_____ of
(Address)_____,
hereinafter called the **Contractor**, agree to purchase from:

(Name)_____ of
(Address)_____,
hereinafter called the **Seller**, the designated timber from the area described below and
as outlined on map Exhibit "A".

A. DESCRIPTION OF SALE AREA:

(Describe by legal subdivision)

Table I

Species	Products	Estimated Volume (MBF, Tons)	Rater per MBF	Ton Top Diameter	Log Length	Logs must be 33 1/3 Sound

B. HARVEST METHOD:

1. The method of harvesting is _____. (Describe appropriate method):

(Tree-length or log-length skidding by either tracked or rubber-tired equipment, cable skidding, in-woods processing, etc.)

2. Possible equipment or skidding restriction such as equipment size, type or blades, designated skid trails, landing size and location, etc.

C. TREES DESIGNATED FOR HARVEST:

Use one or more of the following:

1. All trees greater than _____ inches (diameter, breast height) within cutting units shall be harvested. (Diameter limit cut)

2. Trees designated for cutting are marked with two horizontal _____(color) paint lines, one at the base of the tree, the other at four and one-half feet (4 1/2') above the uphill ground line. (Selective harvest)

3. All trees meeting merchantability clauses under Table I shall be harvested, except leave trees marked with vertical _____(color) paint stripes. (Selective harvest with leave trees marked).

4. All trees shall be harvested from right-of-way clearings as designated by road back line on either side of the right-of-way.

5. Standing dead trees that fall within merchantability standards in Table I may be harvested except for designated wildlife trees. Designated wildlife trees are marked with a vertical _____ (color) paint stripe.

D. CONDITIONS OF SALE:

1. All logging will commence on or after _____ (Date). **Note:** Depending on the time of possession by the seller, he may want to delay logging to qualify for capital gains treatment of timber income. The annual volume removed or dollars paid may also be set to avoid paying higher income taxes.

2. **Method of payment** – Payment shall be in accordance with the rates shown in Table I paid on a bi-weekly basis and subject to paragraphs three and four below. **Note:** The seller can also designate how payment from the purchasing wood products firm is to be distributed.

a. Payments can be separated by the mill with the stumpage payment to the seller, and the rest to the contractor.

b. Payments can be made to the logging contractor, who then pays the seller the stumpage payment.

c. Payments can be made to the seller who then withholds the stumpage payment and forwards the balance to the logging contractor. This method serves as a type of “revolving” cash performance bond which is an incentive for the logging contractor to adhere to the contract.

d. Advance stumpage payments are also a consideration.

3. **Escalation** – The rates stated in Table I reflect the negotiated price offered by the contractor. These rates are subject to escalation each six-month period of the agreement beginning _____. Stumpage rates for each subsequent six-month period will be determined by obtaining the percentage relationships of the bid price of each species to the six-month average lumber price for that species, as reported by the Western Wood Products Association Price Trends for the period ending _____. Other relevant price trends may be substituted upon mutual agreement.

4. Ownership of the timber passes from the seller to the contractor _____.

Use one of the following statements:

a. “...at the signing of the contract—usually for lump-sum sales...”

b. “...when severed from the stump...”

c. “...when loaded on the truck...”

d. "...when scaled at the processing plant..."

Note: The method of payment, and when the ownership of the timber passes from the seller to the contractor, is a determinate in your tax preparation. For more information see Agricultural Handbook Number 681, Forest Owners' Guide to Timber Investments, The Federal Income Tax, and Tax Recordkeeping. Stock #001-000-04540-7. The address is—U.S. Government Bookstore, Room 101, 275 Peachtree St. NR, P.O. Box 56445, Atlanta GA 30343.

5. Sawlogs shall be scaled by the scribner Decimal C log rule, or as otherwise agreed upon.

6. Penalties:

a. The contractor will furnish truck load receipt books and will be required to deliver a copy of the receipt with each load of forest products from the timber sale area to the seller. The contractor will be charged for each truck load receipt missing at the rate of eight (8) thousand board feet at the current total estimated volume of the sale.

b. Unmarked or undesignated trees, seed trees or boundary trees which are cut or injured through carelessness shall be considered cut in trespass and charged for at the rate of \$_____ each.

c. trees which are designated for cutting under terms of this agreement, and/or logs which meet the minimum utilization standards set forth in Table I which are not removed from the sale area and presented for scaling, shall be charged at the current contract rate for the class of material which they contain, fixed in accordance with the terms of this agreement.

d. The contractor may be required to pay a penalty of \$_____ each for cutting long butts which, in the opinion of the seller, contains usable material in excess of the minimum utilization standards set forth in Table I.

e. The contractor may be required to pay a penalty of \$_____ for each tree stump cut higher than _____ on the side adjacent to the highest ground except in unusual cases, when in the discretion of the seller, this height is not considered practical.

f. The amounts specified shall be regarded as liquidated damages and may be waived in the discretion of the seller in accidental or exceptional cases which involve small amount of material or minor deviation from the conditions, standards or specifications.

7. Liability for loss – The contractor is responsible for loss or damage to timber while in his custody. This includes timber which is fell, skidded or decked, and timber which is lost or damaged after removal from the sale area, but before scaling.

8. Cutting of timber under this contract expires on _____ (Date) unless otherwise agreed to in writing by the seller. Felled trees remaining after the above date become the property of the seller ninety (90) days following that date.

9. The contractor will be required to furnish a cash or surety bond in and amount of \$_____ for faithful performance of the contract. SAMPLE

E. THE CONTRACTOR AGREES TO THE FOLLOWING:

1. To waive all claims to the above-described timber unless they are cut and removed on or before _____. (Termination date)
2. To log only during the period _____(Dates) unless special arrangements are made with seller to log other than the above-mentioned inclusive months.
3. Comply with all State Forest Fire Regulations.
4. To do all in his power to prevent and suppress forest fires on or threatening the sale area. Contractor shall be responsible for all fires which occur as a result of his activities.
5. To protect from unnecessary injury, young growth and other trees not designated for cutting.
6. At his expense shall repair damage caused by logging to ditches, fences, bridges, trails or other improvements damaged by logging operations. Throughout the duration and upon termination of this contract existing roads will be maintained at standards equal to or better than original.
7. Enter into a road use agreement with _____ (Agency or Landowner) for portion(s) of the sale road that crosses _____(Agency or Landowner) ownership.
8. Treat slash and logging debris as prescribed by the Montana State Hazard Reduction Law.
9. Provide additional slash money in the amount of \$_____/MBF merchantable, green timber, to cover slash cleanup and treatment beyond specifications required by State Law.
10. Contractor or his employees or agents may not remove fuel-wood or firewood without explicit consent of the seller.
11. Supply seller with proof of current liability insurance including workman's compensation insurance for employees.
12. Supply the seller with the name and phone number of the person in charge of all contracted operations.

F. THE SELLER AGREES TO THE FOLLOWING:

1. To guarantee title to the forest products covered by this agreement and to defend it against all claims at his or her expense.
2. To allow the contractor to use unmerchantable material from tops of trees cut or from trees for necessary logging improvements free of charge, provided such improvements are left in place by the contractor.
3. To grant freedom of entry and right-of-way to contractor and his employees on and across the area covered by this agreement.

G. RESOURCE PROTECTION:

1. The contractor shall use reasonable skill and care in the operations to prevent damage to soils, roads, trails, meadows, stream banks, stream channel, lake shores or other natural features of the sale area. Montana Forestry Best Management Practices will be adhered to.

2. Equipment will not be operated in Streamside Management Zones, stream courses, seep area, or springs. Any operations in or near perennial streams will adhere to the Montana Streamside Management Zone Laws and may require a Streambed and Land Preservation (310) Permit prior to construction. Contractor shall comply with these laws and all Montana Water Quality Standards.

3. The contractor will be required to construct erosion barriers, rolls, water bars or ditches, or out-slope roadbeds on all roads, fire lanes, landings, and skid trails to prevent soil erosion before operations cease. Erosion control will be kept current and operational preceding expected seasonal periods of precipitation and runoff.

4. The contractor shall remove any debris resulting from logging or construction operations which may affect the natural flow of any stream within the sale area.

5. Logs shall not be hauled, skidded or yarded across streams unless fully suspended or by designated stream crossing sites.

6. The contractor will be required to restrict or suspend logging operations when soils are too wet or when they are subject to compaction or displacement by heavy equipment.

7. Refuse resulting from the contractor's use, servicing, repair or abandonment of his equipment shall be removed from the area.

8. Other restrictions as desired.

H. The contractor is responsible for all injuries or accidents occurring as a result of logging and related activities.

Note – Seller may require contractor to provide proof of compliance with workman's compensation laws.

I. This contract cannot be transferred or subcontracted to another party without the written permission of the seller. **J.** In cases of dispute over terms of this agreement, we agree to accept the decision of an arbitration board of three selected members as final. Each of the contracting parties will select one person and the two selected will select the third person to form this board.

K. Violations of this contract by either party will be considered cause for termination.

L. The statement below transfers the responsibility for forest practices under the 1991 Streamside Management Zone Law from the seller to the contractor:

The contractor is responsible for conducting logging operations in compliance with all laws relating to forest practices in the state of Montana. The contractor will be responsible for all penalties that result from violations of these laws.

Signed this _____ day of _____, 20_____

SELLER _____

CONTRACTOR _____

Witness: _____

Witness: _____

(This contract is to be used as a **SAMPLE COPY ONLY**. Obtain services from your State Service Forester, Consultant Forester, attorney and/or tax consultant.)

TEXTS for READING

Acquaint yourself with the forestry requirements. There is a guide of Natural Forest Standard Requirements that you should be aware of.

1. Before reading, you might need to know the translation of the following words:

governing body – керуючий орган	exclude – вилучати
oversight – нагляд	registered – зареєстрований
recognize – впізнавати	eligibility – прийнятність
complement – доповнювати	criteria – критерій
verification – засвідчення	scope – масштаб, межі
review – огляд	intended – навмисний
validation – затвердження	extraction – походження, добування
collate – співставляти	input – вхідні дані
stakeholder – акціонер	interactive – взаємодіючий
assured – запевнений	integrity - чесність
issuance – випуск	acronym – акронім

Read and translate the following document.

Natural Forest Standard (NFS) is an independent, voluntary carbon market crediting program for REDD + carbon projects. Ecosystem Certification Organization is the governing body of the Natural Forest Standard (NFS) providing the overall responsibility, oversight and management of the program, in operation since 2011.

Introduction

The Natural Forest Standard is a global Standard for the quantification of carbon and associated ecosystem benefits resulting from the conservation and restoration of natural forests at risk from deforestation and degradation. It is aimed at certifying the carbon benefits, and biodiversity impacts of medium to large-scale projects, within the context of appropriate social safeguards and economic development.

The Natural Forest Standard (NFS) recognizes the global importance of natural forests in climate regulation and maintenance of biodiversity and has been designed to complement the current array of carbon standards and forest initiatives. The Standard enables projects that effectively conserve or restore natural forests at risk of deforestation and degradation to be issued with Natural Capital Credits (NCCs), denominated in tonnes of CO₂e (tCO₂e) of avoided GHG emissions and rated in terms of biodiversity. NCCs are only issued ex-post and following independent, third-party verification.

This Standard document sets out the normative requirements for projects within the NFS. Further information on the requirements of the NFS can be found in the NFS Guidance Document and on the NFS website.

Objectives of the Standard

The Natural Forest Standard integrates social, biodiversity and carbon values in the conservation and restoration of natural forests. By designing a Standard that is specific to natural forest projects and excludes commercial resource extraction, and by focusing on biodiversity and social values in addition to carbon, the Natural Forest Standard will help to conserve those forests that are most ecologically and culturally significant.

Scope and Intended Users

The Natural Forest Standard is intended for use by developers of medium and large-scale projects (see “Eligibility Criteria”) who wish to conserve and restore natural forests at risk from deforestation and degradation in areas that are not under community or smallholder control or management. The NFS is specific to natural forest projects which exclude commercial resource extraction.

Development of the Standard

The Natural Forest Standard has been developed by Ecosystem Certification organization (ECO); a not for-profit organization registered in the UK together with Ecometrica. The NFS aims to provide an efficient NFS V1.2.1_1024 2

Natural Forest Standard: Version 1 .2.1 and effective mechanism for crediting the carbon and ecosystem benefits resulting from the avoided deforestation and degradation of large-scale natural forest projects.

In developing the NFS in 2011, ECO has reviewed and drawn upon the work of: The American Carbon Registry Forest Carbon Project Standard v2.1 (ACR), Carbon Fix Standard v3.1 (CFX), Climate Action Reserve Forest Project Protocol Version 3.2 (CAR), Climate Community and Biodiversity Alliance Standards v2.0 (CCB), Global Conservation Standard v1.2 (GCS). Plan Vivo Standard 2008 (PVS), Verified Carbon Standard v3.0 and Agriculture, Forestry and other Land Use (AFOLU) Requirements v3.0 (VCS), Social Carbon Standard v4.2 (SCS), and REDD+ Social and Environmental Standards v1 (SES).

A review of existing standards and literature was conducted to focus the purpose and aims of the Standard.

Maintenance of the Natural Forest Standard

Revision of the Standard will be an interactive process; project developers, carbon buyers, validation teams and local stakeholders will be asked to provide feedback on the Standard as it is being used; suggestions and comments will be collated by the NFS Technical Advisory Panel, and periodically the Standard shall be updated based on this input.

The revisions and updates to the Standard will focus on improving the usability and practicality of the Standard; the Standard should provide simple, easy-to-follow instructions for all aspects of the project cycle. Where there are areas identified with potential for improvement, review of the Standard shall be a deliberative multi-stakeholder process, with the aim of providing a better service for users of the Standard.

Updated guidance will be reviewed by independent experts to ensure the robustness of the Standard. The NFS will take account of developments in the international REDD+ framework, and in voluntary carbon markets.

ECO will continue to maintain and improve the NFS in consultation with project investors, developers, public bodies, NGOs, experts and other stakeholders.

Assurance of Permanent Carbon Benefits

The Natural Forest Standard will be operated to ensure the permanent integrity of additional carbon benefits. The permanence of carbon benefits will be assured by the maintenance of a reserve of credits held in a general reserve account, to cover against the risk of potential future losses.

The proportion of credits to be held in the buffer account will be determined by an independent risk panel, with a mandate to ensure the integrity of Natural Capital Credits. The risk panel will have the authority to determine, for any project, the level of credits to be held within the reserve account.

Successful completion of the processes set out in the Standard result in the issuance of Natural Capital Credits (NCCs). NCCs will only be issued to project operators' accounts on the NFS Registry. All transactions, including retirement, of

NCCs will be securely recorded on the registry to provide assurance of unique ownership and integrity of application.

Definitions

All relevant definitions, acronyms and terms are set out in the NFS Glossary of Terms.

1.2. Before reading, you might need to know the translation of the following words:

legal – юридичний, законний law – закон right – право ownership – володіння ratified – затверджений treaty – договір jurisdictional authority – юридична влада, права consent – згода; дозвіл dispute – дискусія, суперечка resolution – рішення; резолуція leakage – витік інформації; розкриття mitigation measures – заходи пом'якшення	evidence – доказ comply – дотримуватися stewardship – управління partnership – партнерство relevant – актуальний complaint – скарга concern – стосуватися prior – попередньо assumption – припущення assessment – оцінка quantification – кількісна оцінка outcome – прибуток, результат sequestration – секвестр
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Natural forest standard requirements

1.0 Eligibility criteria

1.1 Project Activities

1.1.1 The project shall plan to avoid deforestation and degradation of natural forests, and/or restore degraded natural forest within a defined project area or project areas.

1.1.2 The project shall conserve an area of natural forest of no less than 10,000 hectares.

1.1.3 Project activities shall not include commercial timber extraction.

1.2 Legal Status

1.2.1 The project operator shall comply with all applicable laws, regulations and nationally ratified international treaties conventions and agreements.

1.2.2 The project operator shall hold evidence of the necessary use rights, including carbon rights and/or ownership of the project area.

1.3 Additionality

- 1.3.1 The project shall demonstrate additionality relative to existing policies.
- 1.3.2 Any restoration activities that are legal requirements shall not be eligible for crediting.

1.4 Timescale

- 1.4.1 The project period shall be for a minimum period of 20 years.

1.5 Jurisdictional Design and Operation

- 1.5.1 Projects should be designed, developed and operated in collaboration or partnership with relevant jurisdictional authorities and institutions accountable for forest and land stewardship.
- 1.5.2 Project management areas shall be clearly defined and shall exclude any areas that are subject to other land use carbon crediting programs.

2.0 Governance, social and biodiversity impacts

2.1 Free, Prior and Informed Consent

- 2.1.1 The project shall obtain Free, Prior and Informed Consent of the carbon rights holders and any communities living or having land use rights within the project area whose activities will be affected or constrained by the project. This shall be obtained prior to the date of validation and be reviewed no less frequently than every 10 years.

2.2 Benefit Mechanism

- 2.2.1. The project shall establish a mechanism to benefit local people and support the sustainable management of ecosystems.

2.3 Communication

- 2.3.1 The project shall establish and maintain regular channels of communication with stakeholders to allow exchange of information on the progress of the project.

2.4 Dispute Resolution

- 2.4.1 The project shall establish and maintain mechanisms for dealing with complaints and concerns of stakeholders, including allowance for an independent arbitration process.

2.5 Biodiversity Maintenance

- 2.5.1 The project shall take appropriate measures to maintain and enhance existing biodiversity.

3.0 Project management, monitoring and reporting

3.1 Project Management Plan

3.1.1 The project shall develop and maintain a management plan describing the measures to be taken to reduce deforestation and degradation of natural forests, and/or to restore degraded forests within the project area. The plan shall include appropriate leakage mitigation measures, and measures planned to benefit biodiversity and local communities.

3.2 Project Monitoring System

3.2.1 Projects shall establish and maintain a monitoring system describing the activities to be undertaken to monitor carbon stocks, and the impacts on local communities and biodiversity.

3.3 Project Reporting

3.3.1 The project shall make clear and accessible Project Implementation Reports (PIR) publicly available describing the progress of the project, the project and monitoring activities that have been implemented in the project area and the outcomes of such activities. The PIR shall also include the quantification of carbon benefits, the biodiversity rating, social impact information and general progress of the project including resources deployed into the project.

4.0 Quantification of carbon benefits

4.1 Factors, Assumptions and Data

4.1.1 All factors and assumptions used to describe carbon stocks and supporting evidence for baseline emissions and additionality shall be transparently reported.

4.1.2 All data used to quantify carbon benefits shall be recorded electronically, with details of time, location, method and identity of the data provider.

4.2 Carbon Pools

4.2.1 The carbon stored in above-ground tree biomass at the start of the project shall be quantified using internationally recognized GHG inventory methods or approaches.

4.2.2 Carbon in a) Above-ground non-tree biomass; b) Below-ground biomass; c) Dead wood; d) Soil organic carbon; and e) forest products shall be quantified where project activities are likely to reduce these stocks.

4.3 Baseline Assessment

4.3.1 The project shall use only approved models and methods to provide a credible baseline scenario that describes a conservative estimate of emissions from deforestation and degradation in the absence of project activities.

4.3.2 The project baseline and underlying assumptions shall be reviewed every 5 years.

4.4 Leakage

4.4.1 Project management plans shall include measures to minimize leakage from the shifting of local subsistence and traditional forest use or commercial agricultural activities.

4.4.2 A -5% leakage adjustment shall be applied to take account of any residual leakage impacts.

4.5 Non-Permanence Risk

4.5.1 The project shall hold a reserve of Natural Capital Credits in a buffer account sufficient to cover risks of non-permanence, as determined by the NFS Risk Panel.

4.6 Quantification of Emission Reductions

4.6.1 The project shall use approved methods to quantify emission reductions from avoided deforestation and degradation, and carbon sequestration in areas under restoration, on an annual basis taking account of estimates for leakage, the risk of reversals and uncertainty.

5.0 Biodiversity assessment

5.1 Normative Biodiversity Metric

5.1.1 The biodiversity rating assessment of the project shall be calculated using the Normative Biodiversity Metric.

1.3. Before reading, you might need to know the translation of the following words:

guidance – керівництво safeguard – захист avoided – уникаючий denominate – домінувати achieve – досягати submission – подання initial – початковий submit – подавати template – шаблон validation – перевірка indigenous – природний, вроджений, місцевий	appropriate – відповідний conformity – відповідність addenda – доповнення available – доступний description – опис engage – залучати summary – підсумок, резюме eligibility – прийнятність developer – розробник mandatory – обов’язковий disclosure – розкриття discrepancy – розбіжність, суперечність
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NFS Guidance for Standard Requirements Version 1.4

Introduction

The Natural Forest Standard is a global Standard for the quantification of carbon and associated ecosystem benefits resulting from the conservation and restoration of natural forests at risk from deforestation and degradation. It is aimed at certifying the carbon benefits, and biodiversity impacts of medium to large-scale projects, within the context of appropriate social safeguards and economic development.

The Natural Forest Standard (NFS) enables projects that effectively conserve or restore natural forests at risk of deforestation and degradation to be issued with Natural Capital Credits, denominated in tonnes of CO₂e (tCO₂e) of avoided GHG emissions and rated in terms of biodiversity. NCCs are only issued ex-post and following independent, third-party verification.

This Guidance document is designed as a guide for developing a Natural Forest Standard project and is provided to assist project developers in meeting the normative requirements of the Standard and for validators and verifiers to assess the conformity of projects to the Natural Forest Standard.

The guidance is divided into the following sections:

1. Project Eligibility
2. Governance, Social and Biodiversity Impacts
3. Project Management and Monitoring
4. Methodologies for Quantification of Natural Capital Credits
5. Biodiversity Assessment

Users of this document should also ensure that they consult and apply any published Addenda in accordance with the provisions of this guidance document. Addenda shall be made available in the Documentation Download section of the NFS website.

The guidance and published Addenda should be interpreted in a pragmatic, professional and balanced manner to address aspects of project design and management that are important for achieving effective forest conservation and restoration in ways that benefit local and indigenous people.

This Guidance document will be reviewed as part of an on-going process to reflect any clarifications made to the Standard, incorporating lessons learned and good practice developed by NFS projects, and to reflect developments in good practice used by other forest conservation and restoration initiatives.

There are further guidance tools on the NFS website. These documents are designed to assist project developers in completing the documentation for presentation within the NFS process.

Definitions

All relevant definitions, acronyms and terms are set out in the NFS Glossary of Terms.

Project Process

This section describes the required process for projects engaging with the Natural Forest Standard, from submission of the Project Idea Note through to Natural Capital Credit (NCC) Issuance.

Stage 1: Project Idea Note

The initial stage of registering a project with the Natural Forest Standard is to submit a Project Idea Note (PIN). This is a short document that provides a brief summary of the intended project and identifies and determines the main features and objectives of the project, the parties involved and the proposed project activities.

The purpose of submitting a PIN is to confirm that the project is suitable for the Natural Forest Standard, that it meets the eligibility criteria of the standard and that the aims and activities of the project are feasible. A PIN template is available on the NFS website.

PIN documents should be submitted to the NFS Secretariat, who will carry out a desk-based review based on the information provided in the PIN document. The review will provide feedback to the Project Developer on the eligibility of the project for the Natural Forest Standard. Once accepted, a PIN will be listed in the Project Index section of the NFS website.

Stage 2: Project Design Document

The next stage is the submission of a Project Design Document (PDD). A PDD is a detailed description of the proposed project explaining how it has been designed, how it will be implemented and how the project conforms to the Natural Forest Standard.

The PDD shall include detailed summaries that address each of the NFS normative requirements, together with supporting documentation being provided where necessary.

A fully completed PDD should be submitted to the NFS Secretariat, which should be made publicly available in an accessible form, at least 30 days prior to the completion of validation.

Stage 3: Engagement of the Validation/Verification Body (VVB)

The project proponent shall select an appropriate independent third-party validation/verification organization to carry out the validation/verification process. Validation/verification shall be undertaken by a VVB that is accredited by a national accreditation body and eligible to validate/verify projects under ISO 14064-3. Once the VVB has been appointed, the PDD, as well as any other appropriate documentation shall be submitted to the VVB for commencement of validation/verification.

Stage 4: Validation

Projects shall be validated to determine that the project design conforms to the Natural Forest Standard requirements. Validation shall be carried out by an

independent third-party validation/verification body (VVB) and shall assess whether the project conforms to the Natural Forest Standard requirements. The validation shall be carried out to a limited level of assurance according to the ISO 14064-3. A guidance document is available outlining the expectations and requirements of the validation and verification process.

The objective of the independent third-party validation process is to ensure that the proposed project meets the requirements set out by the Natural Forest Standard. The validator shall confirm that the project design document and supporting documentation meet the relevant criteria. The validation process shall result in a final validation report being produced, describing the findings related to the conformance of the project and identifying any non-conformities or clarification requests, together with a final validation statement confirming the outcome of the validation.

Stage 5: Registration

Upon the finalized validation report and statement being submitted and accepted by the Governance Board and Technical Panel, the project shall be registered as active by the NFS Secretariat on the NFS Project Index.

Stage 6: Verification

Project implementation shall be verified by an independent third-party verification organization according to the validated PDD and the criteria outlined in the Natural Forest Standard requirements and NFS approved methodology. A separate guidance document is available outlining the expectations and requirements of the periodic verification process.

Project proponents shall select an appropriate independent third-party VVB to undertake the verification process, as per the process for validation, set out in Stage 3. The same VVB may be engaged for verification that carried out validation, or it can be carried out by an alternative independent third-party organisation that is appropriately accredited.

Once the VVB has been appointed, the PIR, as well as any other appropriate documentation shall be submitted to the VVB for commencement of verification.

The assertion of carbon benefits shall be independently verified to a reasonable level of assurance, according to ISO 14064-3 prior to credit issuance. Initial verification shall involve a site visit to the project area and subsequent verification audits shall involve a site visit to the project area at intervals no greater than 5 years. Periodic verification of carbon assertions shall be carried out as a desk-based audit, prior to credit issuance. A separate guidance document is available outlining the expectations and requirements of the periodic verification process.

Major discrepancies identified by the verifier shall be addressed prior to credit issuance. Minor discrepancies identified by the verifier shall be addressed within a timescale agreed with the verifier. Verifiers shall have discretion to raise minor

discrepancies to the status of major discrepancies if they are not adequately addressed within the agreed time frame.

The verification process shall result in a verification report and statement which should confirm that the PDD, PIR and internal Management Plan meet the requirements of the NFS and should confirm the carbon assertions of the quantification period.

Stage 7: Credit Issuance

All NCC issuance is ex-post. Following the submission of the final verification report and statement, and subsequent acceptance by the Governance Board and Technical Panel, the corresponding number of Natural Capital Credits shall be issued by the NFS Secretariat to the project's account on the NFS Registry within 30 days of completion of verification. Credit issuance is dependent on an annual report being submitted for the time frame corresponding to the quantification time period.

A fixed 10% risk buffer contribution shall be deducted from the total Natural Capital Credits issued to a project for the initial crediting period. The risk buffer contribution shall be retained and maintained in a reserve account on the NFS Registry. This contribution is subject to increase during this period if deemed appropriate by the independent Risk Panel, through carrying out their annual review process. Following the initial contribution of 10% in Year 1, all subsequent Risk Buffer contributions from Year 2 onwards shall be subject to review by the NFS Risk Panel, and based on the project performance over time.

Stage 8: Project Implementation

Reporting Active NFS projects shall publish clear and accessible project implementation reports (PIR) quantifying the carbon benefits and biodiversity rating and describing monitoring and implementation activities, social impacts and general progress of the project. PIRs should describe the progression that a project has made while also demonstrating that the project remains active. All active NFS projects must submit PIRs corresponding to the respective verification period. Project Implementation Reports shall be made publicly available on the NFS Project Index.

The NFS Guidance for Annual Reporting document provides further details regarding the submission requirements for project reporting and is available on the NFS website. A recommended annual report template is also available to download from the NFS website.

Disclosure of Project Stage

The NFS will clearly indicate the stage each project has reached within the Project Index on the Natural Forest Standard website.

Publicly Available Project Documentation

All relevant project documentation shall be transparently published and made readily accessible on the Natural Forest Standard website. Each project's documentation can be found within the Project Index for easy reference.

The documents required to be made publicly available for each NFS project are:

- Project Idea Note (PIN)
- Project Design Document (PDD)
- Validation Report
- Validation Statement
- Verification Report for each verification period
- Verification Statement for each verification period
- Project Implementation Reports for each verification period.

1.4. Before reading, you might need to know the translation of the following words:

proponent – захисник	settlement – поселення,
strata – нашарування, відкладання	заселення
порід	extent – поширювати
tenure – власність, землеволодіння	disturb – турбувати
customary – звичайний	regenerate – виробляти
activity – діяльність	maturity – зрілість
restoration – відновлення	deliberate – обачно
framework – структура	timescale – часовий проміжок

Guidance for natural forest standard requirements

1. Project eligibility

1.1 Defining the Project

Prior to developing a project under the Natural Forest Standard (NFS) the project proponent should understand the requirements of the Standard and ensure the project meets the eligibility criteria. To assess whether a project is eligible under the NFS requirements, the project should first define the specific project area and scope of activities. It is recommended that the project area is mapped, and if appropriate for management purposes, divided into zones or strata. The project objectives, carbon rights ownership and management structures should be clearly described.

The project map-set should include:

- Project area and boundaries
- Vegetation types
- Where relevant to the objectives of the project, land use should be included
- Nearby population centers and settlements in and near the project

- Roads, tracks and rivers
- Ownership and tenure (including customary and relevant land use rights).

The fully defined project area should be provided in geospatial data files covering the spatial extent of the project area to enable project area check for double counting.

1.2 Project Activities

1.2.1 Does the Project Conserve or Restore Natural Forest?

The first aspect of eligibility to assess is whether the forest designated by the project to be protected or restored is natural forest, as defined by the NFS (see box 1 below).

Definition: natural forest

“Natural Forests are forest ecosystems with most of the principal characteristics and elements of native ecosystems such as complexity, structure and diversity.

They include:

- Primary Forest - Naturally regenerated forest of native tree species, where there are no clearly visible indications of human activities, and the ecological processes are not significantly disturbed (FAO 2020)
- Naturally Regenerating Forest - Forest predominantly composed of trees established through natural regeneration (FAO 2020)
- Managed Natural Forest - Forest in which sustainable timber and non-wood harvesting (e.g. through integrated harvesting and silvicultural treatments), wildlife management and other uses have resulted in changes of forest structure and species composition (UNFCCC 2001)
- Semi-Natural Forest - Managed forests modified by man through silviculture and assisted regeneration (ITTO 2002)
- Forest established through planting or seeding which at stand maturity resembles or will resemble naturally regenerating forest (FAO 2020).

They exclude:

- Plantation Forest - Forest predominantly composed of trees established through planting and/or deliberate seeding that is intensively managed and meets all the following criteria at planting and stand maturity: one or two species, even age class, and regular spacing (FAO 2020).

The project should provide evidence in the form of maps and vegetation surveys or descriptions to demonstrate that the project area conforms to the NFS definition of natural forest.

1.2.2 Restoration

Activities Project areas that are to be subject to restoration activities should be identified. Guidance on restoration should be obtained from organisations or individuals with relevant expertise, and restoration activities should be designed with the objective of restoring the original forest structure, which should be still present in other areas of the forest or local region.

1.2.3 Minimum Project Area

The minimum total project area of 10,000 hectares has been adopted by the NFS to allow a statistically valid risk assessment. This minimum requirement will be reviewed periodically by the Technical Advisory Panel.

1.2.4 Commercial Timber Extraction

While commercial timber extraction is not permitted within the NFS project areas, this should not prevent the sustainable use of forest resources by local communities.

Timber extraction is considered commercial when it exhibits any of the following characteristics:

- Conducted by a commercial business.
- Use of heavy machinery for extraction and transport.
- Use of contracted/hired labour.
- Construction of skid-tracks, extraction roads and landings.
- Logs taken to an industrial sawmill.

1.3 Legal Status

1.3.1 Does the Project have a Legal Basis?

The project proponents should be able to demonstrate they have the necessary rights to carbon and land use to implement the project, and transact Natural Capital Credits. Documents regarding the project area should be reviewed by legal advisors and a summary statement of this review should be presented in the Project Design Document. The project proponents should hold the necessary legal rights to perform the project activities for the entire crediting period. The directors of the project should warrant that the project and/or organisation is not in violation of any applicable laws, regulations and relevant environmental treaties and agreements. As such, it will be important for the project operators to demonstrate an understanding of the national and local regulatory requirements relevant and applicable to the project.

1.3.2 Carbon Ownership

The Standard requires project developers to hold evidence of necessary use rights to the project area; this includes the carbon rights and/or ownership of land for the project area. Carbon rights holders are: individuals, institutions, groups or communities that have rights to the benefits (and liabilities) associated with carbon sequestration within a defined area. Where the ownership of carbon benefits is not

legally defined, contractual mechanisms apportioning benefits shall be acceptable. This can be established without a formal legal framework, although a formal legal framework defining rights is preferable. All activities should be informed by the principles of FPIC (see section 2.1 for FPIC guidance).

This will involve project developers determining who owns the carbon rights and if necessary determining the correct process for obtaining the carbon rights. Figure 1 is indicative of a process that a project might go through to determine how carbon rights might be allocated in the project area. In the first instance projects should determine if the host country has a nationally approved mechanism for the allocation of carbon rights

Where the law does not explicitly allocate carbon rights, applicable laws for the host country should be assessed to determine if the rights can belong to the person or government that holds the rights to land and forests in the project area. If this is not provided within the legal framework (including customary law) of the host country then private contractual agreements between the claimants can improve legal certainty. In this instance if tree or land ownership is not clear within the project area then the project will need to work with communities, using participatory processes, to establish clear maps of tenure, territory and resource use rights, and from this work with relevant stakeholders to define carbon rights within the area. To address the possibility of multiple claims for carbon rights to be made within any area, projects should obtain explicit contractual agreements with all potential claimants. Paths to different understandings of carbon rights for the project, through full and effective participation of those impacted by the project, are illustrated in USAID Working Paper on Carbon-Rights Framework pg. 61. Further guidance on land tenure and carbon rights is provided in the section 2.

1.4 Additionality

1.4.1 Can the Project Demonstrate Additionality?

Projects activities should be considered additional if they are taking place as a consequence of the existence of the NFS standard or the possibility of obtaining carbon finance, and would not have taken place in its absence.

Definition: additionality

Additionality describes the extent to which activities, and resulting outcomes, occur as a consequence of an intervention, such as the resource flows generated from carbon certificates, made possible by the existence of a standard and a market for certificates. A proposed activity is additional if the activity occurs as a consequence of the application of the NFS2 . The activity must be taking place as a result of the NFS, and would not have taken place in the baseline situation – defined as the absence of the Standard. The definition of additionality often seen in other standards – ‘would the activities have taken place in the absence of the project?’ – is not sufficient; the activities of a project are indistinguishable from the existence of the project, so framing the question in this way produces a meaningless answer 3.

In cases where forest is not legally protected the following indicators in Figure 2 may be used to demonstrate additionality, and the corresponding evidence should be provided to support each indicator.

In cases where forests are officially protected or subject to protective regulations, additionality may be demonstrated by showing that forests are inadequately protected and at risk of deforestation and degradation. In cases where legal protections on forests exist, the following indicators and evidence in Figure 3 may be used to demonstrate that the existing protection measures are not sufficient to address the threats to forests, in addition to those included in Figure 2.

In addition to demonstrating current and future threats to forests, the project proponent should explain how the planned intervention of the project will mitigate the identified threats to the project area.

1.4.2 Forest Restoration

In the case of forest restoration activities, the project developer and verifier should confirm that these are not being undertaken to fulfil a legal requirement. Verifiers should be satisfied that the project developer has not manipulated local agents or institutions to increase the level of threat to any forest area in order to make a case for additionality.

1.5 Timescale

The Standard requires that projects shall have a minimum duration of 20 years and up to a maximum of 100 years. Project periods of less than 100 years can be renewed to cover a total period of up to 100 years. Projects should be designed to be consistent with permanent conservation and carbon storage.

1.6 Jurisdictional Design and Operation

The project management areas should include as much of the natural forest within the jurisdiction boundaries as is feasible, taking account of relevant land titles and laws, and reasons should be provided for exclusions of natural forest areas within the jurisdiction. The roles and responsibilities of the project operator, jurisdictional authorities and any other organizations involved in the project should be documented within a project framework agreement. The project framework agreement should be reviewed and kept up to date to reflect any changes to roles and responsibilities.

MODULE TEST I

1. Match the courtesy title with its definition.

Mr	addressed to a company
Mrs	when unsure whether you are addressing male or female
Miss	female -name not known
Ms	male - name not known

Sir	married or unmarried female
Madam	unmarried female
Sir /Madam	married female
Sirs	married or unmarried male

2. Match the courtesy title with the right complimentary close.

if letter begins Dear Sir, Dear Sirs, Dear Madam, or Dear Sir or Madam	Best wishes / Yours truly or Truly yours
If the letter begins with a personal name	Yours sincerely
If the letter begins with the medical / academic / military title, e.g. Dr / Professor / General	Yours sincerely
If the letter begins with someone's name that you know well may close with	Yours faithfully

3. Match the letter parts with their right order in the business letter.

1	Signature
2	complimentary close
3	body of the letter
4	Salutation
5	attention line
6	inside address
7	Date
8	sender's address

4. 'ASAP' is an acronym for:

- ☐ a. After school activities program
- ☐ b. As simple as possible
- ☐ c. As soon as possible.
- ☐ d. Always send all papers

5. A 'Proposal' in business correspondence is:

- ☐ a. A notice of termination
- ☐ b. A summary of expenses
- ☐ c. A request for a meeting

- ☐ d. A document suggesting a plan or idea for consideration

6. Complete the letter phrase with the appropriate variant.

Please find the attachment of the project proposal for your _____.

- ☐ a. perusal
- ☐ b. entertainment
- ☐ c. leisure
- ☐ d. enjoyment

7. Complete the letter phrase with the appropriate variant.

I apologize for any inconvenience caused by the delay and appreciate your _____.

- ☐ a. happiness
- ☐ b. involvement
- ☐ c. patience
- ☐ d. excitement

8. Find the definition for appendix in the business letter.

- ☐ a. a small bag of tissue that is attached to the large intestine. In humans, the appendix has no clear function.
- ☐ b. a piece of land that is surrounded by a fence or wall and is used for a particular purpose
- ☐ c. something that is placed in an envelope with a letter
- ☐ d. a section giving extra information at the end of a book or document

9. Find the definition for the Latin word memorandum (memo).

- ☐ a. an official note from one person to another in the same organization
- ☐ b. a letter that a shop gives you when you have returned something and that allows you to have goods of the same value in exchange
- ☐ c. information that you write down when somebody is speaking, or when you are reading a book

10. In the context of email etiquette, 'Clarity' means:

- ☐ a. Keeping the email short

- ☐ b. Attaching all necessary documents
- ☐ c. Ensuring the message is easy to understand
- ☐ d. Responding within 24 hours

11. The 'CC' in an email stands for:

- ☐ a. Carbon Copy
- ☒ b. Confidential Copy
- ☐ c. Close Correspondence
- ☐ d. Copy to Consider

12. The abbreviation p.p. (per pro) means:

- ☐ a. yearly
- ☐ b. beforehand
- ☐ c. for and on behalf of

13. The Latin phrase per capita means:

- ☐ a. yearly
- ☐ b. beforehand
- ☐ c. "by heads" or "for each head", and idiomatically used to mean "per person"

14. The Latin phrase priori means:

- ☐ a. beforehand
- ☐ b. per person
- ☐ c. yearly

15. What does the word "fax" mean?

- ☐ a. a message
- ☐ b. an original
- ☐ c. handwriting
- ☐ d. an exact copy or reproduction of a document

16. What is the purpose of a 'Minutes' document?

- ☐ a. To bill a client for services rendered
- ☐ b. To propose a new business strategy
- ☐ c. To outline the agenda of a meeting
- ☐ d. To record the discussions and decisions of a meeting

17. What messages are used in email correspondence?

- ☐ a. confidential information
- ☐ b. posting on social media in a professional context
- ☐ c. short and everyday correspondence

18. When writing a business email, what does 'Brevity' refer to?

- ☐ a. Including all relevant details
- ☐ b. Using polite language
- ☐ c. Being overly formal
- ☐ d. Being concise and to the point

19. Which complimentary close is more informal ?

- ☐ a. Best wishes
- ☐ b. Yours faithfully
- ☐ c. Yours sincerely

20. Match the right order of the inside or envelope addresses.

1	- Name of country
2	- Name of town or city and postcode
3	- Number of building and name of street, road, avenue, etc.
4	- Name of house or building

MODULE TEST II

1. Fill in the most appropriate word:

Our team is prepared to out a comprehensive market research for better understanding of the customer preferences.

- ☐ a. spill

- ☐ b. carry
- ☐ c. fill

2. Fill in the most appropriate word:

Due to unexpectedly high demand, we've out of our most popular product, and restocking is underway

- ☐ a. spill
- ☐ b. run
- ☐ c. fill

3. Fill in the most appropriate word:

To survive in the challenging economic climate, the company had to cut across various departments.

- ☐ a. costs
- ☐ b. budget
- ☐ c. expenses

4. Fill in the right preposition:

We can rely a good partner.

- ☐ a. about
- ☐ b. on
- ☐ c. in

5. Fill in the right preposition:

What we like our QA team, is that they always stick to deadlines.

- ☐ a. to
- ☐ b. for
- ☐ c. about

6. Fill in the right preposition:

It's crucial to regularly back your e-commerce website data to prevent data loss in case of technical issues.

- ☐ a. up
- ☐ b.in
- ☐ c. for

7. Fill in the right preposition:

It's best to take care of such issues an early stage before they become bigger problems.

- ☐ a. at
- ☐ b. in
- ☐ c. on

8. Choose the correct form of the verb:

Spotify currently _____ more than 340 million active users.

- ☐ a. have got
- ☐ b. is having
- ☐ c. has

9. Choose the correct form of the verb:

Nearly half of all businesses in India _____ robotic automation by 2024.

- ☐ a. will implement
- ☐ b. will have implemented
- ☐ c. is implementing
- ☐ d. will be implementing

10. Choose the correct form of the verb:

YouTube _____ a new feature that would help parents to control what their kids watch.

- ☐ a. developed
- ☐ b. is being developing
- ☐ c. develops

- ☐ d. has developed

11. You are attending a networking event for business professionals. During the event, you have the opportunity to introduce yourself to others and make a positive impression. Please choose the most appropriate self-presentation from the options below.

- ☐ a. "Hello, my name is Anna. I have a diverse background in finance and marketing, and I'm passionate about helping businesses grow. I'm excited to connect with like-minded professionals here."
- ☐ b. "Hey there, I'm Anna. I don't really have much experience or achievements to speak of, but I thought I'd come and see if I can find any opportunities."
- ☐ c. "Hi, I'm Anna. I'm not sure why I'm here, but I thought it would be a good chance to socialize and maybe stumble upon something interesting."
- ☐ d. "Hey there, I'm Anna. I have an incredible background in finance and marketing, and I'm all about making businesses skyrocket. I'm so thrilled to meet ambitious professionals here."

12. You work in a client-facing role and are responsible for managing client projects. Unfortunately, there has been a delay in delivering a project to one of your clients. Please choose the most appropriate excuse for the delay from the options below.

- ☐ a. "Sorry for the delay. Our company's management made some poor decisions that affected the project's progress. We are currently reevaluating our processes to prevent similar issues in the future"
- ☐ b. "Apologies for the delay. Our team has been understaffed, which has impacted our ability to meet the deadline. We are actively hiring and addressing the resource shortage."
- ☐ c. "I'm sorry for the delay. We encountered some technical difficulties that were beyond our control, but we're working hard to resolve them."
- ☐ d. "We apologize for the delay. First, there was a miscommunication internally, and then it caused a delay in the project timeline. We have taken steps to ensure better coordination moving forward."

13. You are participating in a business meeting where four different team members are presenting their positions on a particular topic. Please choose the most appropriate position argumentation from the options below:

- ☐ a. "My idea is worth considering. It may have the potential to work and deliver positive outcomes. If you're open to it, we can give it a try and see what happens."
- ☐ b. "I believe my idea is the best. I have confidence in its potential. You may find it to be a strong contender as well."
- ☐ c. "In my opinion, my idea is the strongest. It has been thoughtfully researched, taking into account market trends and valuable customer feedback. Moreover, it aligns perfectly with our company's long-term goals."
- ☐ d. "I'm not entirely certain about my idea, but I thought it would be valuable to share it with you. It may offer some unique perspectives or insights for our consideration."

14. The only grammatically correct sentence is :

- ☐ a. Our data analysis team will sharing a comprehensive report shortly with detailed insights and recommendations to address the issue effectively.
- ☐ b. Our data analysis team will be share a comprehensive report shortly with detailed insights and recommendations to address the issue effectively.
- ☐ c. Our data analysis team will share a comprehensive report short with a detailed insights and recommendations to address the issue effectively
- ☐ d. Our data analysis team will share a comprehensive report shortly with detailed insights and recommendations to address the issue effectively

15. The only grammatically correct sentence is :

- ☐ a. Dear BA team, we are scheduling a meeting to address critical errors in the product descriptions. Your participation is crucial for a promptly resolution.
- ☐ b. Dear BA team, we are scheduling a meeting to address critical errors in the product description. Your participation is crucial for a prompt resolution.
- ☐ c. Dear BA team, we are scheduling a meeting to address critical errors at product description. Your participation is crucial to a prompt resolution.
- ☐ d. Dear BA team, we are scheduling a meeting to address critical errors of the product description. Your participation is crucially for a promptly resolution

**16. Find the word that makes up a collocation:
to schedule ...**

- ☐ a. an agenda
- ☐ b. an agreement

- ☐ c. a meeting
- ☐ d. an objection

17. The only grammatically correct sentence is :

- ☐ a. We are pleased to inform you that our customer support team has successfully resolved your recent query
- ☐ b. We pleased to inform you that our customer support team have successful resolve your recent query
- ☐ c. We are pleased informing you that our customer support team have successfully resolve your recent query

18. Find the word that makes up a collocation:

to increase ...

- ☐ a. sales department
- ☐ b. sales report
- ☐ c. sales achievement
- ☐ d. sales revenue

19. Fill in the most appropriate word:

Despite all the challenges, the team managed to the deadline for delivering the client's project on time.

- ☐ a. come across with
- ☐ b. go by
- ☐ c. meet

20. Saying email addresses. How would you read the following email address: manager@beachhotelbern.com.

- ☐ a. at manager beachhotelbern dot com
- ☐ b. dot com manager at beachhotelbern
- ☐ c. manager at beachhotelbern dot com

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