

## КОНСПЕКТ ЗА ПИСМЕН ИЗПИТ

1. Office documents – order form, memo, fax, receipt
2. Business letters – style and structure
3. Phone calls – business etiquette – how to make polite phone calls
4. Making appointments
5. Writing invitation – style and structure
6. Using computers – how to prepare and process documents on the computer
7. Word processing – style and specific terminology in word processing
8. Writing a “memorandum” – memo – style and structure
9. Meetings – organizing and holding a meeting
10. Official letters – style and structure
11. Telecommunications
12. Business abbreviations
13. Writing a CV – style and structure
14. Writing a cover letter – style and structure
15. Presentation – how to make a successful presentation
16. Job interview
17. Body language

### Препоръчителна литература:

Secretarial – издателство Career paths  
Business English - издателство Career paths



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