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• OBCHODNÍ DOPIS

Zásady:

- Obchodní dopis je typem formálního dopisu (viz str. 14).

- Do adresy člověka, se kterým jednáte, uveďte jeho pozici. Pokud nepíšete konkrétní osobě, použijte frázi *To Whom It May Concern: (K rukám osoby, které se to týká)*.

- Pokud odpovídáte na dopis, u něhož bylo uvedeno jednací číslo, napište jej pod svoji adresu. Pokud nikoli, začněte dopis např. frází: *With reference to your letter/e-mail dated...* (V odpovědi na Váš dopis/e-mail z ...), nebo *With reference to our telephone conversation of...* (V odpovědi na náš telefonický rozhovor z ...)

- V prvním odstavci uveďte účel dopisu, můžete jej uvést např. *I am writing to inform you that...* (Píši Vám, abych Vás informovala, že ...).

- V dalším odstavci poskytněte bližší informace, popř. svoje stanovisko.

- V posledním odstavci shrňte, o co se vám jedná.

- Pokud jsou součástí dopisu přílohy, nezapomeňte je zmínit.

- Obchodní dopis by měl být jasný a stručný s použitím formálního jazyka.

- Obchodní dopis nikdy nepište rukou.

Mrs Mary Duff
Customer Service Manager
Home Appliances, Ltd.
3 Penny Lane
London

28th January 2015

Marcus Granger
63 Magnolia Rd.
Bath

Dear Mr Granger:

Thank you for your letter of 2nd December enquiring about our goods. Recently we have been introducing a number of new products on the market. I enclose our current price guide. Our company has been manufacturing high quality home appliances for 15 years now and we offer our customers a wide range of products. We can also advise you on the selection and installation of our products at your home.

We guarantee delivery within 2 working days from the date that we receive your order.

If you have any further questions please do not hesitate to contact me via telephone (+44(0)207 631 5600) or email (mary.duff@homeappliances.co.uk).

I look forward to your reply.

Yours sincerely,
Mary Duff
Customer Service Manager

• EUROPASS



Europass Curriculum Vitae

Personal information

Surname(s) / First name(s)

Address(es)

Telephone(s)

Mobil(s)

E-mail(s)

Nationality(-ies)

Date of birth

Gender

**Desired employment /
Occupational field**

Work experience

Dates

Occupation or position
held

Main activities
and responsibilities

Name and address of employer

Type of business or sector

Education and training

Dates

Title of qualification awarded

Main subjects / Profession skills

Jakub Mácha

Dlouhá 13, 741 01 Jičín,
Czech Republic

(+420) 656 070 123

(+420) 757 180 602

jakub.ma@centrum.cz

Czech

16 February 1979

male

Tourism management

September 2009 to present
Customer service manager

Head of department with
eight full-time staff members
dealing with requests for
information, bookings,
complaints etc. from
customers of a large
Czech travel agency

Sim-Tour, Lhota 9-11,
741 01 Jičín,
Czech Republic

Tourism

September 1998-June 2003

Magister (equivalent to MA)

Economics for Services
and Tourism

Name and type of organization providing education and training

Prague University of Economics

Level in national or international classification

ISCED 5B

Personal skills and competences

Mother tongue(s)

Czech

Other language(s)

English, German

Self-assessment

European level(*)

English
German

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	
C1 advanced	B2 upper intermediate	B1 upper intermediate	B1 intermediate	B1 intermediate
B1 intermediate	B1 intermediate	B1 lower intermediate	B1 intermediate	A2 elementary

(* Common European Framework of Reference (CEFR) level)

Social skills and competences

I have good interpersonal skills and enjoy working both on my own and with a team.

Organisational skills and competences

I am punctual, conscientious, and have a good eye for detail. I work well to deadlines.

Computer skills and competences

I am familiar with most common computer and web applications and have experience of website design.

Other skills and competences

I am a qualified football referee. I am fond of ballroom dancing and cross-country skiing. I am a trained sushi chef.

Driving licence(s)

category B vehicles (private cars)

Additional information

marital status – married

Additional information

copy of school-leaving certificate and certificate of master's degree

KITCHEN - KUCHYŇ



painting obraz

table stůl

chair židle

chandelier lustr

curtain závěs

dish nádobí



dishwasher myčka



blender mixér



frying pan pánev



dinnerware set sada nádobí



cutlery příbor



pot hrnec