

## ★ L'enjeu

Savoir identifier et comprendre ce qui se passe dans un bureau.

## ▶ 1. La liste à mémoriser

Avant tout exercice, mémorisez bien la liste en suivant les conseils donnés en partie 1 du livre !

<i>A shelf</i>	Une étagère
<i>A desk</i>	Un bureau
<i>A memo</i>	Une note interne
<i>Office supplies</i>	Fournitures de bureau
<i>A briefcase</i>	Un attaché-case
<i>A stapler</i>	Une agrafeuse
<i>An eraser</i>	Une gomme
<i>A copier</i>	Une photocopieuse
<i>Correction fluid</i>	Du blanc correcteur
<i>A file</i>	Un dossier
<i>Stationery</i>	Papier à lettre
<i>A paper clip</i>	Un trombone
<i>A schedule</i>	Un emploi du temps
<i>A bulletin board</i>	Un tableau d'affichage
<i>A thumb tack</i>	Une punaise
<i>A laptop</i>	Un ordinateur (portable)
<i>A computer</i>	Un ordinateur (fixe)
<i>A folder/a binder</i>	Un dossier/un classeur
<i>To complain</i>	Se plaindre
<i>To make arrangements for</i>	Organiser/faire le nécessaire pour
<i>To enclose</i>	Joindre (fichier)
<i>To tidy</i>	Ranger
<i>To check</i>	Vérifier
<i>To require</i>	Exiger

<i>To take a coffee break</i>	Faire une pause-café
<i>To interrupt</i>	Interrompre
<i>To do overtime</i>	Faire des heures supplémentaires
<i>To do a poll/survey</i>	Faire un sondage
<i>To convene</i>	Réunir, convoquer
<i>To cancel</i>	Annuler
<i>To schedule an appointment/workshop</i>	Fixer un rendez-vous/planifier un atelier
<i>To be available/busy</i>	Être disponible/occupé
<i>To do a task</i>	Remplir une tâche
<i>To borrow from/to lend to</i>	Emprunter/prêter
<i>To proofread</i>	Relire/corriger
<i>To file</i>	Classer

## ▶ 2. Now you need to practise ! “Practice makes perfect”

Voici donc quelques exercices ... GRISEZ les cases réponses

1.1	A	B	C	D
2.1	A	B	C	D
3.1	A	B	C	D
3.2	A	B	C	D
4.1	A	B	C	D
4.2	A	B	C	D

### ◆ LISTENING Part 1 : “Photographs”

1.1 *The ..... is on the desk* → Pensez : Que peut-il y avoir sur un bureau ?

- a. the bulletin board
- b. task
- c. appointment
- d. file

### ◆ LISTENING Part 2 : “Question-Response”

2.1 *What are you doing in my office ?* → Pensez : quelle réaction possible ?

- a. I am lending it!
- b. I am checking you’ve completed the file
- c. I am cancelling it!

### ◆ LISTENING Part 3 : “Conversation”

Voici le script, **que vous n’aurez pas le jour J, « of course! »**, mais qui vous permet de travailler votre esprit d’analyse !

**Script**

Woman : I am happy to have an office overlooking the park! Look at all these trees!  
 Man : Sure! It must help you have a clear mind to schedule meetings. My office is ugly!  
 Woman : Don't complain! It is scheduled to change soon!  
 Man : What?!? Tell me which office I will get!

3.1 What is the woman doing at the beginning?

- a. She is complaining
- b. She is admiring the man's suit
- c. She is scheduling a meeting
- d. She is admiring the view.

3.2 What are the man's feelings at the end?

- a. He is surprised
- b. He is angry
- c. He is sad
- d. He is busy

◆ **LISTENING Part 4 : "Talks"**

Voici le script, que vous n'aurez pas le jour J, « of course!», mais qui vous permet de travailler votre esprit d'analyse !

**Script**

Woman : Did you order office supplies last Monday?  
 Man : Yes but there has been a delay for some. I will call them this afternoon to check what is missing.  
 Woman : I hope the delivery for my computer paper has not been delayed!  
 Man : You're lucky! It is the only thing that has arrived! But you will have to wait for your new stapler and folders!

4.1 What didn't the woman order?

- a. a stapler
- b. paper
- c. folders
- d. erasers

4.2 What is the problem?

- a. they delivered the wrong items
- b. they didn't deliver all the products
- c. the delivery man had a wrong address
- d. a briefcase is missing

▶ **3. CHRONO : READING**

Prenez 4 minutes maximum pour faire ces exercices de "Reading" et remplissez la grille ci-dessous pour vous habituer !

5.1	A	B	C	D
6.1	A	B	C	D
6.2	A	B	C	D
7.1	A	B	C	D
7.2	A	B	C	D

◆ **READING Part 5 : “Incomplete Sentences”**

5.1 Ms Rippel can ..... her laptop to Mr Coales for the meeting

- a. lend                      b. cancel                      c. borrow                      d. enclose

◆ **READING Part 6 : “Text completion”**

To : Jenny Andrews  
From : Tim Taylor  
Date : June 15<sup>th</sup>, 2017

Jenny,

I have a problem. My office is being refurbished and I have no desk at the moment. Could you be so kind as to allow me to use your office to ...6.1... for next week's convention?

Besides, I would also need access to your ...6.2... this afternoon as the documents for tomorrow's meeting haven't been typed yet!

Regards,

Tim

6. 1

- a. require  
b. make arrangements  
c. check  
d. complain

6. 2.

- a. schedule                      b. stapler                      c. computer                      d. brief case

◆ **READING Part 7 : Reading Comprehension**

**ADVERTISEMENT : Position of Personal Assistant**

Insurance firm hiring a serious, hard-working P.A. Responsibilities include filing, proofreading, scheduling meetings and workshops  
3 years experience required. Good salary and benefits. Overtime possible.

7. 1. What is one responsibility for this job?

- a. buying stationery  
b. interrupting interns  
c. doing surveys  
d. filing

7. 2. Who can apply for this job?

- a. a graduate  
b. someone who loves coffee breaks  
c. someone who likes organizing  
d. someone who complains a lot

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**+** **Pour faire la différence : the TIP**

Bien mémoriser le vocabulaire en visualisant les objets et les actions pour les avoir en tête le jour J !

# Métiers et Lieux dans l'entreprise

## *Jobs and places in a company*

### ★ L'enjeu

Maîtriser le vocabulaire de l'entreprise.

### ► 1. La liste à mémoriser

Avant tout exercice, mémorisez bien la liste en suivant les conseils donnés en partie 1 du livre !

<b>DEPARTMENTS</b>	<b>SERVICES</b>
<i>Human resources Department/HR Management</i>	Les Ressources Humaines
<i>Accounting and Finance Department</i>	Service Comptabilité Finance
<i>Purchasing Department</i>	Service des achats
<i>Research and Development or R&amp;D</i>	Service recherche, développement
<i>The information technology (IT) department</i>	Service informatique
<i>The supply chain management department</i>	Service De Gestion de la chaîne logistique
<i>Customer service department</i>	Service relation clients
<i>Organization chart</i>	Un organigramme
<i>Places</i>	Des lieux
<i>A facility</i>	Une Installation/équipement
<i>An assembly line</i>	Une chaîne de montage
<i>A storage room</i>	Une salle de stockage
<i>A level</i>	Un niveau
<i>A public utility</i>	Service public/fournisseur d'eau, gaz, électricité
<i>Utilities</i>	Les charges
<i>A utility room</i>	Une buanderie
<i>An elevator</i>	Un ascenseur
<i>A warehouse</i>	Un entrepôt

<i>Headquarters or HQ</i>	Le siège (social)
<i>A branch</i>	Une filiale/agence/succursale
<i>An office</i>	Un bureau
<i>Boardroom (board of directors)</i>	Salle du conseil (conseil d'administration)
<i>A shareholder</i>	Un actionnaire
<i>The premises</i>	Les lieux/les locaux/les bâtiments

<b>POSITION(S)</b>	<b>EMPLOI(S)</b>
<i>Occupation(s)</i>	Une(des) Profession(s)
<i>CEO</i>	PDG
<i>A boss</i>	Un patron
<i>HRM (manager)</i>	Directeur des RH
<i>An executive</i>	Un cadre
<i>A team leader</i>	Un chef d'équipe
<i>A floor manager</i>	Un chef de rayon
<i>A sales assistant/salesperson</i>	Un vendeur
<i>A cashier</i>	Un caissier
<i>A sales representative</i>	Un représentant de commerce
<i>A flight attendant</i>	Une hôtesse/un steward
<i>A tour guide</i>	Guide touristique
<i>A spokesperson</i>	Un porte-parole
<i>An accountant</i>	Un comptable
<i>A lawyer</i>	Avocat
<i>A bank teller</i>	Employé de banque
<i>A clerk</i>	Employé de bureau
<i>A Security-guard</i>	Un garde
<i>A technician</i>	Un technicien
<i>A (factory) worker</i>	Un ouvrier
<i>A warehouseman</i>	Un manutentionnaire
<i>A truck driver</i>	Un chauffeur poids lourd
<i>A temporary worker</i>	Un travailleur temporaire
<i>A newbie, a new hire Or a new employee</i>	Un nouveau/nouvel employé

## ▶ 2. Now you need to practice ! CHRONO : READING

Prenez 5 minutes maximum pour faire ces exercices de "Reading" et remplissez la grille ci-dessous pour vous habituer !

Part 5.1	A	B	C	D
5.2	A	B	C	D
5.3	A	B	C	D
Part 6.1	A	B	C	D
6.2	A	B	C	D
6.3	A	B	C	D

### ◆ Reading Part 5 : "Incomplete Sentences"

5.1 *the ... will be locked from July 1<sup>st</sup> to July 17<sup>th</sup> due to renovation works*

- a. premises
- b. shareholder
- c. HRM
- d. CEO

5.2 *The ..... ensured legal advice was provided to every employee*

- a. technician
- b. lawyer
- c. warehouse
- d. organization chart

5.3 *All the ... were interested in increasing their wages through bonuses*

- a. branches
- b. headquarters
- c. executives
- d. facilities

### ◆ Reading Part 6 : "text completion"

*Classified ad : for a position as a ...6.1...*

*Position Overview : Performs professional accounting work including compilation, consolidation and analysis of financial data.*

*Main responsibilities :*

- *Financial Management & Control : Performs simply financial monitoring tasks set by the .....6.2 ..... Department, in charge of payroll*
- *Document Preparation : Prepares moderately complex documents by using multiple computer applications (such as Microsoft Office), while also gathering and summarizing data for reports.*
- *Client & Customer Management : Carries out prescribed internal client management activities and provides support to others by following existing procedures helping the ...6.3... department*

*Experience required*

- *General Experience : Sound experience and understanding of straightforward procedures or systems (6 to 12 months)*
- *Managerial Experience : None*

6. 1.

- a. an accountant
- b. a security guard
- c. a technician
- d. a floor manager


6. 2.

- a. R&D
- b. accounting and finance
- c. The supply chain management
- d. The IT

6. 3.

- a. R&D
- b. accounting and finance
- c. The supply chain management
- d. The IT

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 ***Pour faire la différence : the TIP***

Regroupez les professions et les départements pour mémoriser plus facilement, par association d'idées. Et associez les gens que vous connaissez à leur nom de métier en anglais !