

Un document *Answer the questions which refer to the following e-mail*

From:	Human Resources director
To:	Managers
Re:	Team Building Activity

Dear all,
 Our annual team building weekend is fast approaching. After last year's , you will be pleased to learn that this year we will be spending the weekend at the coast!
 We have a fun variety of activities planned, some running about in the dunes, some baking, some more sport to burn off the calories after eating what you baked! I'm sure that everybody will enjoy themselves this year.
 Please bring formal for the Saturday evening dinner, which will be hosted at the very exclusive Atlantic City Carrington Resort. Also note that some light sporting activities are planned, so bring clothing for the rest of the weekend.
 Please find attached the for the weekend.
 If you have any restrictions or any questions, please feel free to drop by my office.
 Helen

Exercice 9 Le vocabulaire

► Corrigé p. 331

Complétez le courriel avec les mots suivants.
 dietary – attire – fiasco – appropriate – schedule

Exercice 10 La compréhension

► Corrigé p. 331

Choisissez la bonne réponse à ces questions sur le courriel.

- Who probably received this e-mail?
 - (A) Only Helen's department
 - (B) All the employees in the company
 - (C) All the managers of the company
 - (D) Only the team members of one department
- 2 What is implied about last year's event?
 - (A) Everybody enjoyed it.
 - (B) It was held on the coast.
 - (C) It was the first time they had a team-building event.
 - (D) It was a disaster.
- 3 What will participants need to bring?
 - (A) Formal clothing
 - (B) The schedule
 - (C) Baking ingredients
 - (D) Sports equipment
- 4 What does Helen mean when she says "feel free to drop by" at the end of the e-mail?
 - (A) Come to see me when you like.
 - (B) Please make an appointment to see me.
 - (C) Please bring me a document.
 - (D) Stop all work when you like.

Tip!

Si vous ne connaissez pas le sens d'une expression, vous pouvez souvent le déduire en observant le contexte : le texte exprime-t-il un sentiment positif ou négatif ? un ordre ou une interdiction ?

Deux documents Answer the questions which refer to the following schedule and e-mail

Exercice 14 Lire en diagonale

► Corrigé p. 333

Lisez les deux questions, puis essayez de repérer rapidement les réponses dans les documents.

- 1 Trouvez deux modifications apportées au planning original.
- 2 Combien de pauses sont prévues pendant la journée?

Tip!Cherchez les mots-clés
recently, just, lately...

1

IT DEPARTMENT TRAINING DAY		
Thursday 17 th April		
8.30 – 9	Welcome coffee and program for the day with IT department head	
9 – 10.45	Choosing the right software for your client	Jack Staub
<i>Coffee break</i>		
11 – 12.30	Workshop – Understanding the client's specifications	Alison Mumraz
<i>Lunch in staff canteen</i>		
2 – 4	Workshop – practical programming	Romano Vargas
4 – 5	Feedback and questions	Meg Cherwell

2

From: Meg Cherwell
To: IT department staff
Dear all,

As you know, our quarterly training day takes place tomorrow. There have however been a few modifications made to the schedule that was circulated recently.

The start-of-day coffee will still be hosted by myself, as planned. It will however start fifteen minutes later and the whole morning will be affected by this delay. Afternoon events will be back on schedule again after the end of lunch.

As Romano Vargas's wife has just given birth to their first child (congratulations, Romano!), Jack Staub will take on his workshop, in addition to his own presentation.

Have a good evening and see you all tomorrow, bright and early!
Meg

Exercice 15 La compréhension

► Corrigé p. 334

Choisissez la bonne réponse à ces questions sur les deux documents qui précèdent.

- 1 Who is head of the IT department?
 - (A) Jack Staub
 - (B) Alison Mumraz
 - (C) Romano Vargas
 - (D) Meg Cherwell
- 2 How many training days per year does the company provide?
 - (A) 1
 - (B) 2
 - (C) 3
 - (D) 4
- 3 Which activity will be shorter than planned?
 - (A) Jack Staub's presentation
 - (B) Lunch
 - (C) The programming workshop
 - (D) The feedback session
- 4 Who will give the afternoon workshop?
 - (A) Jack Staub
 - (B) Alison Mumraz
 - (C) Romano Vargas
 - (D) Meg Cherwell
- 5 In document 2, second paragraph, the expression "on schedule" is closest in meaning to:
 - (A) delayed
 - (B) scheduled
 - (C) as planned
 - (D) estimated

Deux documents Answer the questions which refer to the following letter and invoice

Exercice 19 Lire en diagonale

► Corrigé p. 337

Lisez les trois questions, puis essayez de repérer rapidement les réponses dans les documents qui suivent.

- 1 Quel est le rapport entre Mme Micelli et M. Hendricks ?
- 2 Qu'est-ce qui s'est passé ? Quand ?
- 3 Quel est le problème avec la société de M. Hendricks ?

1

Policy Number: 256 B O392
 Name of Insured: ABD Services Ltd
 Address of Insured Property: 2 Geese St, Miami
 Date: February 9

Dear Mr. Hendricks,

The purpose of this letter is to request full reimbursement for our company premises which were destroyed on August 10th by fire. The total value of repairs and items that were deemed a total loss is \$380,000. As you know, we have answered every request for information. We have made the premises available for inspection multiple times and cooperated fully in providing documentation of our losses.

We understand that Florida Union's policy is to hold back full payment until after we replace each item and submit receipts. However, we are anxious to put this painful experience behind us, get back on our feet and start doing business again. Having to continually submit receipts to your company and wait for reimbursement seems unfairly time-consuming and complex in our current situation.

We are therefore asking Florida Union to pay a lump sum upfront instead of reimbursing each new item purchased.

I look forward to Florida Union's timely response. Thank you for your anticipated cooperation in this matter.

Sincerely,
 Michelle Micelli, CEO
 ABD Services Ltd

2

Florida Union
 St Petersburg
 Policy number: 256 B O392
 Policy period: From 03/15/20-- to 03/14/20--
 Insured: ABD Services Ltd, 2 Geese St, Miami

Premises covered by insurance: as above
 Coverage is provided if payment is received on or before policy renewal date.
 Flood coverage is not provided as a part of this policy.

- SECTION ONE COVERAGE:

A. Building	\$ 250,000
B. Other structures	nil
C. Contents	\$ 125,000
D. Loss of use	\$ 56,000

- SECTION TWO COVERAGE:

A. Personal liability (coverage for bodily injury and property damage sustained by others on your property.)	\$ 100,000
B. Medical payments (see annex)	\$ 10,000

- LOSS ASSESSMENT: \$ 1000

- ANNUAL PREMIUM: \$ 1,680

Coverage has been increased in order to keep up with rising replacement costs.

Your premium change is: +\$ 230

Exercice 20 Le vocabulaire

► Corrigé p. 337

Trouvez la traduction des mots suivants dans le premier document p. 190.

chronophage, très long	time consuming
retenir (verbe à particule)	hold back
jugé, estimé	deemed
à l'avance	up front
dans les meilleurs délais	timely
versement unique (2 mots)	lump sum

Exercice 21 La compréhension

► Corrigé p. 337

Choisissez la bonne réponse à ces questions sur les deux documents qui précèdent.

- What type of business is Florida Union?
 - A medical center
 - A consultancy firm
 - An insurance company
 - A real estate company
- How long has Ms. Micelli been waiting for payment?
 - About 2 months
 - About 6 months
 - About 9 months
 - About one year
- How does Ms. Micelli probably feel?
 - relieved
 - angry
 - reassured
 - sincere
- How much did Ms. Micelli pay for the insurance?
 - \$230
 - \$1000
 - \$1680
 - \$2680
- What is NOT covered by the insurance policy?
 - Flood damage
 - A garage
 - Damage to the building
 - Damage to contents

Exercice 26 Le vocabulaire

Trouvez la traduction des mots suivants dans les 2^e et 3^e documents.

ci-jointattached.....
charmantdelightful.....
culpabilitéguilt.....
précédentprevious.....
erreur de jugementmisjudgment.....
numéro (d'un magazine)issue.....
à moins queunless.....

Exercice 27 La compréhension

Choisissez la bonne réponse à ces questions sur les trois documents qui précèdent.

- What language is the film in?
 - No language
 - English
 - French
 - German
- What category of film is Ms. Stark presenting?
 - A micro film
 - A short film
 - A mid-length film
 - A feature film
- What does Ms. Walonka suggest Ms. Stark do?
 - Publish the judge's comments
 - Contact the judge for more information
 - Enter the competition again
 - Refuse the publication of the judge's comments
- What is implied about Ms. Stark?
 - That she has a good future as a film-maker
 - That she does not know how to tell a story
 - That she won a place in the competition
 - That she should change animation technique
- What did the judge say about the film?
 - The animation was acceptable at best.
 - The film was too long.
 - It was a live-action film.
 - It was the director's first film.

Trois documents Answer the questions which refer to the following menu, review and e-mail

Exercice 28 Lire en diagonale

Lisez les trois questions, puis essayez de repérer rapidement les réponses dans les documents qui suivent.

- Qui sont Theresa Tran et Sihoon Jeong ?
- Quelle est la nature du deuxième document ?
- Quel est le sentiment du propriétaire du restaurant ?

Tip!

Lisez toutes les questions, car on peut y trouver des indices : ici, la 3^e question sous-entend que l'une des personnes est propriétaire du restaurant, ce qui aide à répondre à la 1^{re} question.

Seoul Food Korean Restaurant

Kalbi	Choice beef short ribs marinated in Korean BBQ sauce. Served with rice and vegetables.	9.95
Bilgogi	Choice beef rib-eye steak sliced thin, marinated in Korean BBQ sauce. Served with rice and vegetables.	8.95
Takoritang	Spicy braised chicken and potatoes served over rice.	8.95
Jap chae	Stir-fry glass noodles served with mushrooms.	6.95
Fried Mandoo	Fried dumplings accompanied by spicy dipping sauce.	5.95
Mandoo soup	Spicy dumpling soup with prawns and chives.	7.95
BiBimBap	Traditional Korean rice dish. Served with ten different toppings including sautéed vegetables and a fried egg.	7.95
All dishes served with kimchee.		
• Special discovery offer (evening only): Choose any 3 dishes to sample.		11.95

2

Seoul Food: Comfort food Seoul style

Theresa Tran, June 6

The new Korean restaurant in the center of town, Seoul Food, has been open now for 6 months and this was my first visit. Why?, you may ask. New restaurants often take some time to find their groove, ~~establish~~ a clientele and make their menu definitive. In this case, I need not have waited, as all I have heard about Seoul Food since the ~~opening~~ was how good it was. I was not ~~disappointed~~. Specializing in comfort food that every Korean child is brought up on, Seoul Food offers simple dishes with ultra-fresh ingredients prepared with care.

For those who are not ~~familiar~~ with Korean cuisine, go ahead and try the special offer. You won't regret it. It is very good value for money – indeed, you get almost double the quantity of food you get when you order a single dish for only a little more money. For the record, I had the special offer with Mandoo Soup, BiBimBap and Kalbi and my dining partner ordered the chicken.

If I had to find one criticism, it would be the kimchee. A restaurant of this ~~caliber~~ really should be offering home-made kimchee, as time-consuming as it is to make it.

3

From:	Sihoon Jeong
To:	Theresa Tran
Date :	June 7, 6.24 P.M.
Subject:	Your review

Dear Ms. Tran,

As the owner and chef of Seoul Food, I am writing to thank you for your review which appeared in last night's Melbourne Herald. Already, our bookings have tripled as if by magic. As a new restaurant, we are very reliant on word-of-mouth to establish our reputation, and your review will contribute to that.

There is however just one point that I would like to correct. We do normally offer artisanal kimchee, but due to the high cost of cabbage this winter, we were temporarily out of stock. Your visit to our restaurant coincided with the one day we had to serve inferior kimchee. But as a meal without kimchee is not a meal for a Korean, it was necessary.

Again, thank you for your positive comments. I hope to see you again soon at Seoul Food.

Regards,
Sihoon Jeong

Exercice 29 Le vocabulaire

► Corrigé p. 342

Complétez le deuxième document avec les mots suivants.
familial – establish – opening – caliber – disappointed

Exercice 30 La compréhension

► Corrigé p. 343

Choisissez la bonne réponse à ces questions sur les trois documents qui précèdent.

1. What is suggested about the restaurant?
 (A) It is inexpensive.
 (B) The ingredients are sourced in Korea.
 (C) The service is of high quality.
 (D) It specializes in sophisticated food.

2. Why did Mr. Jeong write the e-mail?
 (A) To order some kimchee
 (B) To complain about a mistake in the review
 (C) To justify a decision
 (D) To offer a free meal

3. How much did Ms. Tran probably pay for her meal?
 (A) 8.95
 (B) 11.95
 (C) Around 20.00
 (D) Around 35.00

4. What does Ms. Tran mean when she says "I need not have waited" in document 2?
 (A) She is happy she didn't go before now.
 (B) It was a mistake to wait so long.
 (C) She could have gone later.
 (D) She needed to wait a little longer.

5. In text 3, the word "artisanal" in the second paragraph is closest in meaning to:
 (A) traditional
 (B) mass-produced
 (C) authentic
 (D) hand-made