

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

<b>From:</b>	Human Resources director
<b>To:</b>	Managers
<b>Re:</b>	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?
  - Only Helen's department
  - All the employees in the company
  - All the managers of the company
  - Only the team members of one department
- What is implied about last year's event?
  - Everybody enjoyed it.
  - It was held on the coast.
  - It was the first time they had a team-building event.
  - It was a disaster.
- What will participants need to bring?
  - Formal clothing
  - The schedule
  - Baking ingredients
  - Sports equipment
- What does Helen mean when she says "feel free to drop by" at the end of the e-mail?
  - Come to see me when you like.
  - Please make an appointment to see me.
  - Please bring me a document.
  - 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 ?

## IT DEPARTMENT TRAINING DAY

Thursday 17<sup>th</sup> 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

*Coffee break*

11 – 12.30 Workshop – Understanding the client's specifications Alison Mumraz

*Lunch in staff canteen*

2 – 4 Workshop – practical programming Romano Vargas

4 – 5 Feedback and questions Meg Cherwell

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

► Corrigé p. 334

PART 7

### Exercice 15 La compréhension

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

**GRYPHON CONDOMINIUM GROUP TO INAUGURATE NEW APARTMENT COMPLEX**

By Dawne Cooley

The Gryphon Condominium Group, one of the largest property development consortiums in the downtown Miami area, has announced the grand opening of its newest apartment complex. The Orange Grove Apartments complex will be unveiled to the public this Friday with the Mayor of Miami in attendance. Already major players in the market for building primarily for young urban professionals and the first-time homeowner sector, Gryphon announced that, with their newest apartment complex, they are aiming for new concept altogether.

"Low-energy housing is the future," said Gina Hidalgo, chief architect for the Gryphon Group.

"We tried to build somewhere that is user-friendly and yet

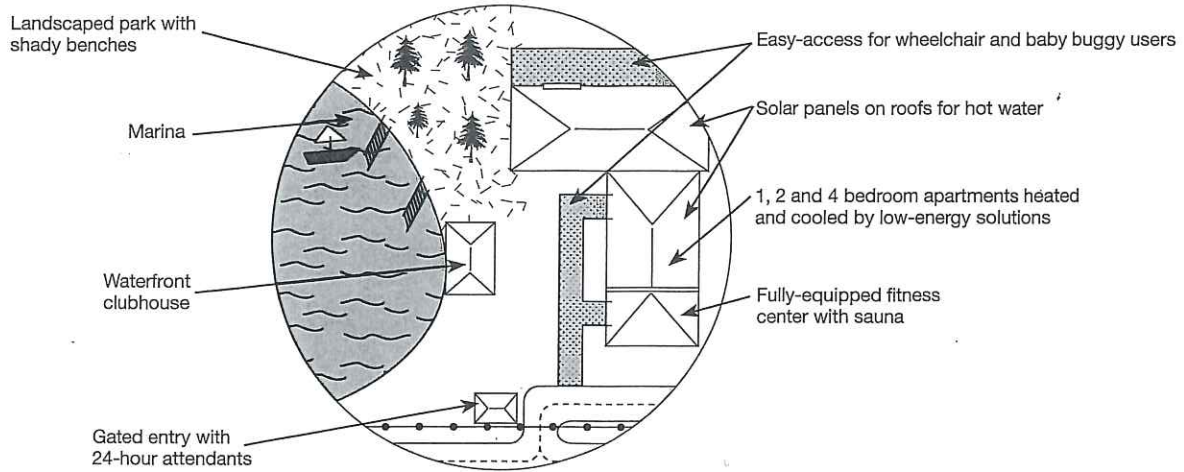
still a fun place to live in, with all those lifestyle options that the buyer would associate with a Gryphon property. So we still have the marina and the clubhouse, sure, but we have totally re-thought how to provide power for all our facilities without compromising our low-energy ideal. Solar panels, wind turbines and geothermal energy exchange are our solutions."

Certainly, with the downtown commercial and residential real estate market in Miami in full expansion at this time, there is an increasing demand for housing which requires a minimum of energy usage in order to air-condition them in Miami's rigorous climate. Gryphon stands to become the biggest player in a lucrative sector that shows no signs of slowing down.

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**ORANGE GROVE APARTMENTS – Prime Real Estate in Miami's Downtown Area**

The Gryphon Group Invites You to Come See Their New Look!



Call for information: 555-554-5454  
5863 Orange Grove Boulevard, MIAMI 09800

## Exercice 18 La compréhension

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

- 1 What sort of company is Gryphon Condominium Group?
  - (A) A real estate agency
  - (B) A property developer
  - (C) An architecture consultancy
  - (D) A homeowner association
  
- 2 How is water heated for the apartments?
  - (A) By burning wood
  - (B) By the wind
  - (C) By the sauna
  - (D) By the sun
  
- 3 What is NOT true according to the article?
  - (A) The Mayor will be present at the opening.
  - (B) Gryphon is a new company.
  - (C) The complex aims at using a minimum of energy.
  - (D) The complex is in the center of Miami.
  
- 4 According to the brochure, where is the clubhouse?
  - (A) Next to the fitness center
  - (B) In the middle of the park
  - (C) Opposite the entrance
  - (D) By the marina
  
- 5 In document 1, last paragraph, the word "lucrative" is closest in meaning to:
  - (A) declining
  - (B) profitable
  - (C) sensitive
  - (D) renewable

*Tip!*

Il y a plusieurs niveaux de difficulté dans ces questions ; dans le test **TOEIC**, il est rare que toutes les questions d'une série soient difficiles.

- Hi. I'm Anita. How can I help you today?
- *Hi, I was using my Brewster coffee machine and it stopped working.*
- Can you tell me exactly what happened?
- *I put the coffee in, then poured in the water. When I tried to turn it on, the light didn't come on.*
- Did you check if the machine is plugged in?
- *Yes it is.*
- And you put the coffee in before the water?
- *Yes.*
- Did you clean the filter? It needs clearing out periodically.
- *No, I didn't know you were supposed to do that. It doesn't say so in the manual.*
- I'm sorry, we had a batch which had the wrong instructions included. You must have bought one of those.  
If you can scan and send us a copy of your warranty by e-mail, we will issue a full refund of your money.
- *I'd prefer a replacement.*
- If you send us a registered letter requesting a replacement, it is possible.
- *OK, thanks for your help.*
- My pleasure.

#### Brewster Coffee Maker Manual

How to make a great cup of coffee:

- 1) Place the correct amount of coffee in the .....
- 2) Add the appropriate quantity of water. Do not .....  
the red line.
- 3) Push the button.
- 4) Wait four minutes and enjoy your great cup of Brewster coffee!

#### Safety Instructions

To clean, ..... gently with a soft cloth.

Do not submerge in water.

Do not use if cord is damaged.

Do not ..... to open base.

Use in well-ventilated area.

2-year warranty will automatically become ..... if these safety instructions are not followed.

#### \*\*\*\* stars

I gave the Brewster after-sales service 4 stars out of five. The after-sales staff member who helped me was polite and efficient. She found a solution almost immediately. I took one star off simply because I found it strange that the company proposes a refund rather than a replacement. If you want a replacement for a faulty article, you have to specify that in a registered letter, which of course costs money. But I chose that option because I was very satisfied with the product. Still waiting for it to arrive.

**Exercice 23 Le vocabulaire**

Complétez le deuxième document à l'aide des mots suivants.  
void – recipient – wipe – exceed – attempt

**Exercice 24 La compréhension**

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

- 1 What caused the problem?
  - (A) The client put the water in first.
  - (B) The client put too much water in.
  - (C) The client didn't clean part of the machine.
  - (D) The client didn't plug in the machine.
  
- 2 Which of the following actions will NOT cancel the warranty?
  - (A) Trying to open the machine.
  - (B) Using the machine when it is damaged.
  - (C) Using the machine in an enclosed space.
  - (D) Wiping the machine.
  
- 3 Why did the client give a less than perfect score?
  - (A) The helpdesk staff member was rude.
  - (B) He didn't want to spend money.
  - (C) He was not happy with the coffee maker.
  - (D) He found the process too long.
  
- 4 What will probably happen next?
  - (A) The client will receive a package.
  - (B) The client will receive a refund.
  - (C) The client will receive a registered letter.
  - (D) The client will scan a warranty card.
  
- 5 In the review, the word "faulty" is closest in meaning to:
  - (A) guilty
  - (B) expensive
  - (C) defective
  - (D) undelivered

**Tip!**

Pour répondre aux questions qui demandent ce qui va probablement se passer ensuite, cherchez les phrases qui commencent par *I'll* ou autre forme future, ou les demandes polies (*can you..., may I...*).



**Exercice 26 Le vocabulaire**

Trouvez la traduction des mots suivants dans les 2<sup>e</sup> et 3<sup>e</sup> documents.

ci-joint	.....
charmant	.....
culpabilité	.....
précédent	.....
erreur de jugement	.....
numéro (d'un magazine)	.....
à moins que	.....

**Exercice 27 La compréhension**

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

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