

Exercice 1 Les mots interrogatifs

Lisez les réponses et les indices puis complétez les questions avec les mots interrogatifs suivants.

How often	When	Which
Where	Why	How many
Who	What	How long
How	Whose	What time
How much	How far	What... like

Questions

- 1 was the first person to arrive today?
- 2 can I find some photocopy paper?
- 3 / is the meeting?
- 4 didn't you call me yesterday?
- 5 applicant did you prefer?
- 6 did you eat?
- 7 is Kim traveling to Cleveland?
- 8 is the new boss
- 9 is the blue car parked outside?
- 10 people are attending the meeting?
- 11 time do we have?
- 12 is it to the post office?
- 13 is the mail collected?
- 14 have you been waiting?

Réponses

- It was Sally.
 We keep it in the cabinet on the left.
 Early tomorrow morning.
 I forgot!
 I liked the first one best.
 We all had the chicken.
 He's flying.
 She's young and very dynamic.
 It's mine!
 Five.
 Not very much.
 Only about half a mile.
 Three times a day.
 Only a few minutes.

Indices

- Une personne
 Un endroit
 Une heure
 Une raison
 Un choix
 Un objet
 Un moyen
 Une description
 Le propriétaire
 Une quantité
 Une quantité
 Une distance
 Une fréquence
 Une durée

Grammaire Express Les adverbes de fréquence

Une question peut porter sur la fréquence d'un événement (**How often...**).

- La bonne réponse pourra comporter un **adverbe de fréquence**; les plus courants sont :

always toujours
usually d'habitude
often souvent
sometimes parfois

occasionally de temps en temps
rarely/seldom rarement
hardly ever presque jamais
never jamais

- Les adverbes de fréquence se placent :

— **avant le verbe principal :**

Ex. : He **always** arrives on time.

He **hardly ever** arrives on time.

Does she **usually** work in this office?

Il arrive toujours à l'heure.

Il n'arrive presque jamais à l'heure.

Est-ce qu'elle travaille dans ce bureau d'habitude ?

— **ou après un auxiliaire :**

Ex. : They are **sometimes** behind schedule.

They have **always** lived in this town.

Ils ont parfois du retard sur le planning.

Ils ont toujours habité dans cette ville.

- Tous les adverbes de fréquence **s'utilisent avec le présent simple** à l'exception de **always** qui peut aussi être employé avec le présent V + **-ing**, mais cela modifie un peu le sens.

Ex. : She **always has** coffee at 10 o'clock.

Elle prend toujours un café à 10h.

(C'est une habitude.)

She **is always having** coffee at 10 o'clock!

Elle est toujours en train de prendre un café à 10h.

(«et ça m'agace !» est sous-entendu).

Exercice 2 Les questions ouvertes

► Corrigé p. 228



Écoutez l'enregistrement et cochez la bonne réponse à chacune de ces dix questions ouvertes.

- | | | | | | | | |
|---|-----|-----|-----|----|-----|-----|-----|
| 1 | (A) | (B) | (C) | 6 | (A) | (B) | (C) |
| 2 | (A) | (B) | (C) | 7 | (A) | (B) | (C) |
| 3 | (A) | (B) | (C) | 8 | (A) | (B) | (C) |
| 4 | (A) | (B) | (C) | 9 | (A) | (B) | (C) |
| 5 | (A) | (B) | (C) | 10 | (A) | (B) | (C) |

Tip!
Si la voix monte en fin de phrase, l'énoncé est une question ; si elle descend, c'est une phrase déclarative !

2. Les questions fermées

- Une question fermée démarre par un **auxiliaire conjugué** (*be, have, do*) ou par un **auxiliaire modal** (*can, could, will, would...*).

Ex. : *Are you coming to the book fair?*
Does she travel a lot?
Would you be willing to help me?

Venez-vous au salon du livre ?
Est-ce qu'elle voyage beaucoup ?
Seriez-vous d'accord pour m'aider ?

- En général, la réponse à une question fermée démarre par **Yes** ou **No** ou par une expression qui a le même sens : *That's right..., Of course..., Sure..., I'm sorry but...*

Ex. : *Is this a good time to talk?*
Yes, let's go over the latest figures.
Sure, what did you want to know?
I'm afraid not, I'll be in a meeting soon.
I'd love to but I must phone Tim first.

Est-ce le bon moment pour discuter ?
Oui, examinons les derniers chiffres.
Bien sûr, que vouliez-vous savoir ?
Désolé, je vais bientôt entrer en réunion.
J'aimerais bien mais je dois d'abord appeler Tim.

- Parfois, **Yes, No** ou une expression qui a le même sens n'apparaissent pas dans les propositions de réponses ; la bonne réponse est **indirecte**, ce qui augmente la difficulté de faire le bon choix.

Ex. : *Is the air conditioning system working again?*
It has just been fixed.
The technician is coming tomorrow.

La climatisation fonctionne-t-elle à nouveau ?
Elle vient juste d'être réparée.
Le technicien viendra demain.

Exercice 3 Les formes conjuguées de *be, have, do*

► Corrigé p. 230

Cochez la bonne réponse à chacune de ces questions fermées.

- | | |
|--|--|
| 1 Is the office manager available? | (A) No, she's out of the office today. |
| | (B) They are. |
| | (C) The office is free. |
| 2 Were those people the new office workers? | (A) Yes, he was. |
| | (B) All new workers must attend a meeting. |
| | (C) No, they were cleaners. |
| 3 Weren't you going to hire two new workers? | (A) It certainly was. |
| | (B) I decided to hire three. |
| | (C) Prices are higher this year. |
| 4 Does the new assistant live nearby? | (A) I'll need your assistance. |
| | (B) She's leaving in five minutes. |
| | (C) Yes, just five minutes away. |
| 5 Don't you have a green car? | (A) My car is in the garage. |
| | (B) No, mine's blue. |
| | (C) Green cars have more accidents. |
| 6 Did you arrive on time? | (A) Yes, we got there just at the last minute. |
| | (B) A rival company is dangerous. |
| | (C) He always arrives on time. |

- 7 Didn't they send the invoice? (A) Clients must pay within 60 days.
(B) It arrived this morning.
(C) My voice is tired today.
- 8 Isn't she going to be late if she leaves now? (A) You're right, it's getting dark.
(B) The bus is always late.
(C) Not if she takes a taxi.
- 9 Has the photocopier been fixed? (A) It's working perfectly now.
(B) I have a lot of photocopies to do.
(C) My copy has disappeared.
- 10 Haven't you finished the report yet? (A) The airport isn't finished yet.
(B) I didn't have enough time.
(C) No thank you, not today.

Exercice 4 Les questions fermées

► Corrigé p. 230



Écoutez l'enregistrement et cochez la bonne réponse à ces dix questions fermées.

- | | | | | | | | |
|---|-----|-----|-----|----|-----|-----|-----|
| 1 | (A) | (B) | (C) | 6 | (A) | (B) | (C) |
| 2 | (A) | (B) | (C) | 7 | (A) | (B) | (C) |
| 3 | (A) | (B) | (C) | 8 | (A) | (B) | (C) |
| 4 | (A) | (B) | (C) | 9 | (A) | (B) | (C) |
| 5 | (A) | (B) | (C) | 10 | (A) | (B) | (C) |

3. Les tags

Les questions terminées par un **tag** sont très proches des questions fermées : on s'attend à une réponse **Yes/No** ou à une confirmation de ce qui a été dit.

Exemple :

That is a big difference, isn't it?

- (A) The different people are arriving.
(B) It is significant.
(C) I beg to differ.

Cela fait une grande différence, n'est-ce pas ?

- (A) Les différentes personnes arrivent.
(B) Elle est significative.
(C) Je ne suis pas du même avis.

Réponse (B)

(B) **Significant** : important, significatif ; c'est la bonne réponse. En (A) et en (C), attention à ne pas rapprocher **different** et **differ** de **difference** dans l'énoncé.

Grammaire Express Les question tags

- Un **tag** est une question courte formée avec **be, have, do** ou un auxiliaire modal (**will, can, could, should**, etc.).
- On ajoute un **tag** en fin de phrase pour demander à quelqu'un son accord ou son avis, ou pour obtenir une confirmation.
- Le **tag** reprend l'auxiliaire de la phrase à la forme inversée :
— si l'auxiliaire de la phrase est à la forme affirmative, le **tag** est à la forme négative :

La phrase contient	Le tag est formé avec	Exemples
be	be	We're closing early today, aren't we? Nous fermons tôt aujourd'hui, n'est-ce pas ?
have	have	They have received a new offer, haven't they? Ils ont reçu une nouvelle offre, non ?
un auxiliaire modal	le même modal	<ul style="list-style-type: none"> • (will) – The two companies will merge, won't they? Les deux sociétés vont fusionner, non ? • (should) – You should check with the airline, shouldn't you? Vous devriez vérifier auprès la compagnie aérienne, non ? • (could) – We could arrive the next morning, couldn't we? Nous pourrions arriver le lendemain matin, non ?
un verbe	do	You drink tea, don't you? Vous buvez bien du thé ?

SALES – Les ventes



1. Retail – La vente au détail

store, outlet	magasin, point de vente	coupon	bon (de réduction)
mall	centre commercial	markdown	réduction
store associate	employé de magasin	sale / sales	promotion / soldes
cashier	caissier, caissière	appliance	appareil électroménager
shelf stocker	employé qui remplit le rayon	dairy products	produits laitiers
loyalty	confiance, fidélité de la clientèle	produce	fruits et légumes
aisle	allée	browsing	à chercher, à jeter un coup d'œil
cart	chariot		
checkout, cash register	caisse	display (vb / n)	exposer / présentoir
receipt	ticket de caisse	carry (vb)	vendre
change (indénombrable)	monnaie		

Exercice 1 Les mots à connaître : Retail

► Corrigé p. 238

Complétez les phrases avec tous les mots de l'encadré en les conjuguant ou en les mettant au pluriel si nécessaire.

- When you have finished shopping, please pay at the
- You will find the cheese and other at the end of number 3.
- Ms. Woods was so embarrassed* when she knocked over the with her cart!
- We pride ourselves on having the freshest in town!
- Mr. Khan asked the where to find the refrigerators.
- "Sorry, Sir, our store does not refrigerators or any other"
- Sun Market thanks you very much for your continued We hope to see you again soon in our
- Before the store opens, the have to make sure they have enough in their cash registers.
- A replenishes* the shelves at least once a day.
- Fiona likes to spend her lunch break in the mall. She rarely buys anything, though.
- One of the hourly tasks of the store associate is to make sure the have been returned to their correct place in the parking lot.
- The high-end boutique is having a at the moment. All footwear has a 50% !
- Did you see the plans for the new? In addition to the usual stores, it will house* a movie theater, a bowling alley and a restaurant.
- Collecting to get your groceries at a reduced price has almost become a national sport!
- Refunds will only be issued* upon presentation of the, so make sure you keep it.

*Mots & expressions	embarrassed : gêné replenish : remplir house : accueillir issue : délivrer
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Exercice 2 Les familles de mots

► Corrigé p. 239

Complétez chaque phrase avec le mot qui convient.

- Thank you, I don't need any help, as I'm just
 (A) browse
 (B) browser
 (C) browsed
 (D) browsing
- We need to hire a part-time for the holiday period to take the pressure off the full-timers.
 (A) cash
 (B) cashed
 (C) cashier
 (D) cashing
- If you are lucky, you can find designer clothes on at the end of the season.
 (A) sale
 (B) sell
 (C) seller
 (D) sales

- 4 This store trains the cashiers to place the on the counter and not in the customer's hand.
 (A) change
 (B) changed
 (C) changeling
 (D) changes
- 5 Most of our kitchen come with a 2-year warranty.
 (A) apply
 (B) appliances
 (C) applications
 (D) applicants
- 6 It is important to eat a variety of fresh in order to remain healthy.
 (A) producer
 (B) product
 (C) production
 (D) produce
- 7 Mr. Singh was disappointed with the customer service and decided to take his elsewhere.
 (A) business
 (B) businesses
 (C) businessman
 (D) businesswoman
- 8 A well- supermarket never runs out of milk.
 (A) stock
 (B) stocked
 (C) stocker
 (D) stocking
- 9 Yoko checked her carefully to make sure she hadn't paid too much.
 (A) receive
 (B) recipe
 (C) recipient
 (D) receipt
- 10 Please return your shopping to the appropriate place before leaving the premises.
 (A) cart
 (B) carton
 (C) carted
 (D) carter

Exercice 3 Les verbes à particules

► Corrigé p. 239

Ajoutez une préposition de la liste à chaque verbe pour qu'il corresponde à la définition donnée.

out – down – down – off – on – around

- 1 close : to close definitively
 2 mark : to reduce a price
 3 try : see if an item of clothing fits before you buy it
 4 shop : visit different shops to find the best price for an item
 5 sell : to sell an item at a reduced price to make shelf space
 6 sell : to sell all of a product; to have none left

Exercice 4 Les synonymes

► Corrigé p. 239

Remettez les lettres dans l'ordre pour trouver le synonyme de chaque mot.

- 1 carry (vb) : **skcot**
 2 mall : **sohginpp crneet**
 3 appliances : **weith gosdo** ← (indice : pensez à la couleur de ces appareils)
 4 markdown : **rteonucdi**
 5 store : **oltteu**
 6 cash register : **touchcek**

LISTENING TEST

Sales Part 1



► Corrigé p. 242



- 1 (A) (B) (C) (D)

Sales Part 2



► Corrigé p. 242

- 2 (A) (B) (C)
3 (A) (B) (C)
4 (A) (B) (C)
5 (A) (B) (C)
6 (A) (B) (C)

Sales Part 3▶ *Corrigé p. 243*

- 7 What problem does the man have?
- (A) An article didn't arrive.
 - (B) An article was not invoiced.
 - (C) An article was not ordered.
 - (D) An article was too expensive.
- 8 When will the driver come?
- (A) Later in the morning
 - (B) After lunch
 - (C) After dinner
 - (D) Tomorrow
- 9 What does the woman tell the man to do?
- (A) Pay an invoice
 - (B) Send a letter
 - (C) Ignore the first invoice
 - (D) Drop off the goods

Sales Part 4▶ *Corrigé p. 244*

- 10 Why did the man leave a message?
- (A) He didn't receive his sofa bed.
 - (B) He was not happy with the delivery.
 - (C) He didn't receive everything he needed.
 - (D) He didn't want to assemble the sofa bed.
- 11 When did the man receive his order?
- (A) Last week
 - (B) Yesterday morning
 - (C) Yesterday afternoon
 - (D) This morning
- 12 What does the man mean when he says "I had to give up in the end"?
- (A) He stopped doing something.
 - (B) He had a lot of issues.
 - (C) He only finished one end.
 - (D) He gave it to the delivery person.

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READING TEST

Sales Part 5

► Corrigé p. 245

Select the best answer to complete each sentence.

- 13 I need to contact the to alter our order.
 (A) supply
 (B) supplies
 (C) supplier
 (D) supplement
- 14 The shoes were down from \$100 to \$30.
 (A) mark
 (B) marked
 (C) marking
 (D) marks
- 15 The furniture store thanked its loyal customers for their
 (A) patron
 (B) patronize
 (C) patronizing
 (D) patronage
- 16 A driver who parks in an unauthorized parking spot will probably get a
 (A) fee
 (B) fine
 (C) payment
 (D) cost
- 17 I left the empty coffee packet on the bench as a to buy some more!
 (A) remind
 (B) reminded
 (C) reminder
 (D) reminding

Sales Part 6

► Corrigé p. 246

Questions 18-21 refer to the following letter.

Dear Mr. Fratelli,

Thank you very much for to take care of our needs at such short notice.
18 **19**

We particularly appreciate your prompt reply as our business is time sensitive. We must deliver our goods to our clients as soon as possible, we risk losing them.
20

In exchange for your help in this matter, we would like to take this opportunity to offer you a 20% discount on all orders should you yourself have need of office equipment in the next 12 months.

.....
21

We look forward to working with your company,

Yours sincerely,
 Esteban Jones

- 18 (A) to offer
 (B) offered
 (C) offer
 (D) offering
- 19 (A) freights
 (B) freighted
 (C) freighter
 (D) freightage
- 20 (A) either
 (B) however
 (C) otherwise
 (D) or
- 21 (A) Do you understand the consequences?
 (B) When you wish to benefit from this discount, please contact me personally.
 (C) We highly recommend you.
 (D) Could you please send me your sales catalogue?

Sales Part 7

Questions 22-23 refer to the following advertisement.

Tina's on Main

Ready to change your wardrobe, but not sure where to start?

Come on down to **Tina's on Main**.

Here at **Tina's on Main** we offer you personal coaching to help you determine what you should or should not be wearing. Our staff are fashion experts who know it all – colours, styles, sizes, and more!

Book an appointment with a coach this week and pay nothing!

Tina's on Main
268 Main Street
Pettraville

Open till 9 P.M. every weeknight.

22 What sort of business is Tina's on Main?

- (A) A furniture store
- (B) A fitness center
- (C) A clothing store
- (D) A hair salon

23 On what days is the store open until 9 P.M.?

- (A) Every day of the week
- (B) Monday to Friday
- (C) Monday to Saturday
- (D) Saturday and Sunday

Go on to the next page

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DELIVERY FAQ

1 When will I receive my delivery?

When you place your order, you will receive an estimated delivery date.

Please note that this is not a guaranteed delivery date for your order. – [1] –

Some areas may take longer due to the frequency of deliveries to the delivery zip code. The time it takes you to receive your order includes order processing, packaging, transit time to the delivery provider, and transit time to the delivery address. – [2] –

When the carrier receives your order and is ready to schedule a delivery date, they will attempt to contact you at the telephone number that you provided in your order. – [3] – At that time, they will let you know on what days of the week they are able to deliver to your area. Deliveries will be made between the hours of 8 A.M. and 8 P.M. on the day you select. – [4] – The delivery company will make every effort to deliver within the time window provided.

24 What is NOT a factor in determining delivery times?

- (A) The carrier chosen
- (B) Order processing
- (C) Delivery to the carrier
- (D) Packaging

25 When do clients choose a delivery date?

- (A) Before they pay
- (B) When they validate the order
- (C) The morning of the delivery
- (D) When the carrier receives the goods

26 In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

“The delivery company will call you the morning of the scheduled delivery and will provide you with an approximate time window.”

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]