

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) : **skoot**
 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**

2. Ordering – La commande



goods	marchandise	rebate	remise
item	article	discount	réduction
stock	l'inventaire, le stock	defective (adj)	défectueux
supplier	fournisseur	complimentary (adj)	offert
retailer	détaillant	refund (n / vb)	remboursement / rembourser
wholesaler	grossiste		
purchaser	acheteur (d'une société)		
quote	devis	click and collect (vb)	commander en ligne et retirer au magasin
warranty	garantie	place an order (vb)	passer commande
after sales service	SAV, service après-vente	return (vb)	retourner (un article)
batch	lot		
deadline	date butoir, date limite		

Exercice 5 Les mots à connaître : Ordering

► Corrigé p. 239

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

- All of our are covered by a 5 year on parts and labor*.
- If you are not entirely satisfied with the Ergo desk chair, please it and you will receive a complete
- A sells to the general public, whereas a sells to shops.
- Our chief is retiring next year, so one of the assistant buyers will replace her.
- All headphones with the number W1651 are Could you please contact the for an exchange?
- Receive a digital radio for every 4 boxes of pens ordered.
- Send the voucher, along with proof of purchase*, to receive a \$50 off the cost of our new laptop.
- is a very useful time-saving service. You on the Internet and then go to the store to pick up the
- I'm afraid the shipping you charged* me for does not correspond to the amount on the I received before ordering.
- Our of spare parts* is getting low, we need to contact our to place a new order.
- To receive a special 5%, you must take our survey* before the of May 4th.

*Mots & expressions	labor : main d'œuvre proof of purchase : preuve d'achat charge : facturer spare part : pièce détachée survey : sondage
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Exercice 6 Les familles de mots

► Corrigé p. 239

Complétez chaque phrase avec le mot qui convient.

- One of the most common is a failure to turn off automatically.
 - defect
 - defective
 - defected
 - defects
- Mr. Delfino is responsible for the department.
 - purchase
 - purchased
 - purchaser
 - purchasing
- I would like to return the because it is faulty.
 - good
 - goods
 - merchandise
 - merchandising

- 4 Our latest desk lamp model at \$29.99.
- (A) retail
(B) retails
(C) retailer
(D) retailing
- 5 The is void if the seal is broken.
- (A) warrant
(B) warranted
(C) warranty
(D) warrantee
- 6 Since the new opened directly opposite our store, sales have dropped dramatically.
- (A) discount
(B) discounter
(C) discounted
(D) discounting
- 7 During, every piece of stock must be counted.
- (A) stocking
(B) stockholding
(C) stockbroking
(D) stocktaking
- 8 The price you us is double the estimate we received from the competition!
- (A) quote
(B) quoted
(C) quotation
(D) quota
- 9 When an increase in prices is announced, people have a tendency to basic nonperishable goods.
- (A) stock
(B) stocking
(C) stocker
(D) stockpile
- 10 The CEO paid our department a by choosing us as the example to follow.
- (A) compliment
(B) complimentary
(C) complement
(D) complementary

Exercice 7 Les prépositions

► Corrigé p. 240

Complétez les phrases avec les prépositions de la liste.

in – on – out of – in

- 1 Excuse me, I'm looking for the Shredder 3000. Do you have any stock?
- 2 I'm terribly sorry, Madam. The Shredder 3000 is stock at the moment. Would you like to preorder one?
- 3 You can purchase this mattress a trial basis. If you don't like it, then return it to us within 30 days and get a full refund.
- 4 It's generally cheaper to buy things like rice and cereal bulk rather than in small packets.

Exercice 8 Les synonymes

► Corrigé p. 240

Trouvez un synonyme du mot entre parenthèses dans l'encadré *Ordering* p. 50.

- 1 A rival firm is selling exactly the same product at a massive (reduction).
- 2 Our current electricity (provider) is running a promotional campaign.
- 3 There are 5 (articles) in your virtual cart. Go to checkout?
- 4 It is essential to ask for a shipping (estimate) before signing any contract.
- 5 We undertake to replace or refund any (faulty) product, no questions asked.
- 6 Buy 3 pots of special bathroom paint and get a (free) one!

3. Invoicing – La facturation

bill (n / vb)	addition, facture / facturer	fine	amende
invoice (n / vb)	facture / facturer	payable (adj)	payable
terms of payment	modalités de paiement	pending (adj)	en attente
letterhead	en-tête, papier à en-tête	void (adj / vb)	nul, caduc
creditor	créancier	outstanding (adj)	en retard, impayé
shipping and handling	port et manutention	within (prep)	dans les (30 jours...)
units	unités		
amount due	somme due	disregard (vb)	ne pas tenir compte de
fine print	petits caractères	charge (vb)	facturer
fee	frais	issue (vb)	publier, éditer, faire (un chèque)
reminder	rappel		

Exercice 9 Les mots à connaître : Invoicing

► Corrigé p. 240

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

- If you use ink* from another manufacturer, the warranty for your printer will be
- I forgot to pay the electricity and received a from the company.
If I don't pay 7 days, they will cut off* my power!
- The reminder letter said to it if I had already paid.
- Make sure you send all our official correspondence using our company
- When you a cheque, don't forget to get the manager to sign it.
- The should be easily visible in any invoice, but in this document, they are at the end, in the
- Please make your check to ABC Ltd.
- We have a lot of débt's that we must pay in order to avoid* problems with our main
- Do you a in the event of late payment?
- The is \$525 including using our preferred carrier.
- Payment is, we are just waiting for the bank to clear* the check.
- There is a for ordering below a certain number of
- Could you please give me your number?

*Mots & expressions	ink : encre cut off : couper avoid : éviter clear : accepter
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Exercice 10 Les familles de mots

► Corrigé p. 240

Complétez chaque phrase avec le mot qui convient.

- We will send you the invoice for your as soon as you return the form.
 - (A) subscribe
 - (B) subscribed
 - (C) subscriber
 - (D) subscription
- a client is much more problematic than the opposite, as the store loses money.
 - (A) Charging
 - (B) Overcharging
 - (C) Recharging
 - (D) Undercharging
- The building me of where I went to college.
 - (A) remind
 - (B) reminded
 - (C) reminder
 - (D) reminiscent

- 4 The of the check must have sufficient funds to cover its amount.
- (A) issue
 - (B) issues
 - (C) issuer
 - (D) issuing
- 5 Please contact the service if you have any questions regarding your payment.
- (A) bill
 - (B) invoice
 - (C) invoicing
 - (D) billed
- 6 Your was not properly packaged.
- (A) ships
 - (B) shipping
 - (C) shipment
 - (D) shipped
- 7 Could you please phone us today your order?
- (A) regard
 - (B) regarding
 - (C) disregard
 - (D) regardless
- 8 It is to your that you wish to continue your education.
- (A) credit
 - (B) credits
 - (C) creditor
 - (D) credited
- 9 There is one that is malfunctioning.
- (A) unitary
 - (B) unity
 - (C) unite
 - (D) unit
- 10 on the amount due, you will have to pay either in cash or by credit card.
- (A) Append
 - (B) Dependent
 - (C) Pending
 - (D) Depending

Exercice 11 Les mots qui ont plusieurs sens

► Corrigé p. 240

Trouvez un mot dans l'encadré *Invoicing* p. 52 qui correspond à tous les sens de chaque ligne.

- 1 a problem / supply (vb) / a copy of a magazine :
- 2 late, unpaid / excellent :
- 3 ask for payment / replenish a battery / officially accuse someone of a crime :
- 4 canceled or expired / lacking / empty :
- 5 a financial penalty / good (weather) / small :

Exercice 12 Les synonymes

► Corrigé p. 240

Trouvez les cinq paires de synonymes parmi les mots suivants.

bill	charge	overdue	fee	outstanding
invalid	disregard	invoice	void	ignore

- =
- =
- =
- =
- =



4. Delivery – La livraison

carrier	transporteur	shipment, consignment	expédition, cargaison
courier	coursier	freight	fret, cargaison
recipient	destinataire	forklift truck	chariot élévateur
postal worker	employé de la poste	rush fee	frais d'envoi en express
warehouse	entrepôt	overnight (adj)	en 24 heures
storage	stockage, garde-meuble	pack (vb)	emballer
crate (n / vb)	caisse en bois / mettre en caisse	weigh (vb)	peser
package (n / vb)	colis / emballer	dispatch (vb)	expédier
stack (n / vb)	pile / empiler	drop off (vb)	déposer
load (n / vb)	chargement / charger	pick up (vb)	passer prendre

Exercice 13 Les mots à connaître : *Delivery*

► Corrigé p. 241

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

- If you want your urgent parcel to get there, you will have to pay a
- A bicycle is much more efficient at delivering small packages in a city.
- Make sure you your carefully to minimise breakage.
- The operator used the to stack the crates in the
- I'm not satisfied with our current, which never the shipments when it says it will.
- Take your parcel to the post office, where a will it to check that it isn't too heavy.
- It was easier to put the furniture in than to try to sell it.
- If the truck's is too heavy, there can be problems.
- We shipped the precious statue in a wooden, surrounded by packing peanuts.
- Excuse me, madam, the must sign for this registered
- The train company is responsible for all trains.
- Please don't things on top of this box, as the contents are fragile.
- In order for us to the delivery on time, it must be before midday.

Exercice 14 Les familles de mots

► Corrigé p. 241

Complétez chaque phrase avec le mot qui convient.

- Dairy products must be kept in cold to stop them from going bad.
 - (A) store
 - (B) stored
 - (C) story
 - (D) storage
- When we received the consignment, the was damaged.
 - (A) pack
 - (B) unpack
 - (C) packaged
 - (D) packaging
- costs get higher and higher every year.
 - (A) Ship
 - (B) Shipped
 - (C) Shipment
 - (D) Shipping
- We need to calibrate our scales because the post office says the is different.
 - (A) weigh
 - (B) weight
 - (C) weighed
 - (D) weighing

- 5 The bay is behind the warehouse.
 (A) load
 (B) unload
 (C) loading
 (D) loaded
- 6 We bought these special crates which are designed to be
 (A) stack
 (B) stacks
 (C) stacking
 (D) stackable
- 7 The forgot to pay a rush fee, so it will take longer to arrive.
 (A) dispatch
 (B) dispatched
 (C) dispatcher
 (D) dispatching
- 8 The of the award should contact us in order to organize delivery of their trophy.
 (A) receipt
 (B) receiver
 (C) receive
 (D) recipient
- 9 Are you sure you should that on your own?
 (A) carry
 (B) carrier
 (C) carried
 (D) carry-on
- 10 The choice of carriers is too big, I can't just one!
 (A) pick over
 (B) pick up
 (C) pick out
 (D) pick off

Exercice 15 Les prépositions

► Corrigé p. 241

Complétez les phrases avec les prépositions de la liste.

by – by – in – in – up

- Pierre put all his furniture storage when he moved to Australia for a one-year contract.
- Do you think it is possible to pick the parcel before 10 o'clock?
- I sent you the document to sign courier. You should have it this afternoon.
- Please stack the pallets a tidy pile.

Exercice 16 Les synonymes

► Corrigé p. 241

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

- wrap – pkca
- consignment – stipnemh
- parcel – pcgkaea
- transporter – criarer
- send – dpachtis

- 7 Jane should be here any minute.
(A) In an hour or so.
(B) I heard you loud and clear.
(C) Good, then we can get started.

Jane devrait arriver d'un instant à l'autre.

- (A) Dans une heure environ.
(B) Je vous reçois cinq sur cinq.
(C) Bon, alors nous pouvons commencer.

Réponse (C)

(A) et (B) ne répondent pas à la question.

- 8 We really need to rethink our marketing strategy.
(A) There is no such thing.
(B) It's a niche market.
(C) I've been saying so for months.

Nous devons vraiment revoir notre stratégie marketing.

- (A) Nous n'avons rien de tel.
(B) C'est un marché de niche.
(C) Cela fait des mois que je le dis.

Réponse (C)

En (A), attention aux mots similaires *rethink* et *thing*.
(B) ne répond pas à la question.

- 9 Let's go to the cinema tonight!
(A) Great idea!
(B) I have already seen it.
(C) Leslie is busy.

Allons au cinéma ce soir!

- (A) Bonne idée!
(B) Je l'ai déjà vu.
(C) Leslie ne peut pas venir.

Réponse (A)

Car (A) répond avec enthousiasme à la proposition.
(B) renvoie à un film déjà vu, mais l'énoncé ne mentionne pas de film spécifique.

- 10 I got the promotion!
(A) Let's buy three!
(B) That's terrible.
(C) I'm happy for you.

J'ai été promu!

- (A) Achetons-en trois!
(B) C'est une catastrophe.
(C) Tu m'en vois ravi.

Réponse (C)

(A) fait référence à une promotion dans un magasin, pas au travail.
En (B), *terrible* est un faux-ami. Le sens positif de « c'est terrible » (= c'est super) se rend en anglais par *it's terrific*, et non pas *it's terrible*.

PART 2 – VOCABULAIRE

Exercice 1 Les mots à connaître : Retail

► Énoncé p. 48

- 1 When you have finished shopping, please pay at the **checkout** / **cash register**.
- 2 You will find the cheese and other **dairy products** at the end of **aisle** number 3.
- 3 Ms. Woods was so embarrassed when she knocked over the **display** with her cart!
- 4 We pride ourselves on having the freshest **produce** in town!
- 5 Mr. Khan asked the **store associate** where to find the refrigerators.
- 6 "Sorry, Sir, our store does not carry refrigerators or any other **appliances**".
- 7 Sun Market thanks you very much for your continued **custom**. We hope to see you again soon in our **store**.
- 8 Before the store opens, the **cashiers** have to make sure they have enough **change** in their cash registers.
- 9 A shelf **stocker** replenishes the shelves at least once a day.
- 10 Fiona likes to spend her lunch break **browsing** in the mall. (...)
- 11 One of the hourly tasks of the store associate is to make sure the **carts** have been returned to their correct place in the parking lot.
- 12 The high-end boutique is having a **sale** at the moment. All footwear has a 50% **markdown**!
- 13 Did you see the plans for the new **mall**? In addition to the usual stores, it will house a movie theater, a bowling alley and a restaurant.
- 14 Collecting **coupons** to get your groceries at a reduced price has almost become a national sport!
- 15 Refunds will only be issued upon presentation of the **receipt**, so make sure you keep it...

Exercice 2 Les familles de mots

► Énoncé p. 48

- 1 Thank you, I don't need any help, as I'm just **(D)** browsing.
Merci, je n'ai pas besoin d'aide, je ne fais que regarder.
- 2 We need to hire a part-time **(C)** cashier for the holiday period to take the pressure off the full-timers.
Nous devons engager un caissier à temps partiel pour la période des fêtes afin de soulager les temps pleins.
- 3 If you are lucky, you can find designer clothes on **(A)** sale at the end of the season.
Si on a de la chance, on peut trouver des vêtements de marque en soldes en fin de saison.
- 4 This store trains the cashiers to place the **(A)** change on the counter and not in the customer's hand.
Ce magasin entraîne les caissières à placer la monnaie sur le comptoir et non dans la main du client.
- 5 Most of our kitchen **(B)** appliances come with a 2-year warranty.
La plupart de notre électroménager pour la cuisine est vendu avec une garantie de 2 ans.
- 6 It is important to eat a variety of fresh **(D)** produce in order to remain healthy.
Il est important de manger des fruits et légumes frais variés afin de rester en bonne santé.
- 7 Mr. Singh was disappointed with the customer service and decided to take his **(A)** business elsewhere.
M. Singh était déçu du SAV et a décidé de changer de magasin.
- 8 A well- **(B)** stocked supermarket never runs out of milk.
Un supermarché bien approvisionné n'est jamais à court de lait.
- 9 Yoko checked her **(D)** receipt carefully to make sure she hadn't paid too much.
Yoko a bien vérifié son ticket de caisse pour être sûre de ne pas avoir trop payé.
- 10 Please return your shopping **(A)** cart to the appropriate place before leaving the premises.
Veuillez retourner votre chariot à l'endroit indiqué avant de quitter les lieux.

Exercice 3 Les verbes à particules

► Énoncé p. 49

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

Exercice 4 Les synonymes

► Énoncé p. 49

- | | |
|----------------------------|----------------------------|
| 1 carry (vb) : stock | 4 markdown : reduction |
| 2 mall : shopping center | 5 store : outlet |
| 3 appliances : white goods | 6 cash register : checkout |

Exercice 5 Les mots à connaître : *Ordering*

► Énoncé p. 50

- 1 All of our goods are covered by a 5 year warranty on parts and labor.
- 2 If you are not entirely satisfied with the Ergo desk chair, please return it and you will receive a complete refund.
- 3 A retailer sells to the general public, whereas a wholesaler sells to shops.
- 4 Our chief purchaser is retiring next year, so one of the assistant buyers will replace her.
- 5 All headphones with the batch number W1651 are defective. Could you please contact the after sales service for an exchange?
- 6 Receive a complimentary digital radio for every 4 boxes of pens ordered.
- 7 Send the voucher, along with proof of purchase, to receive a \$50 discount off the cost of our new laptop.
- 8 Click and collect is a very useful time-saving service. You place an order on the Internet and then go to the store to pick up the item.
- 9 I'm afraid the shipping you charged me for does not correspond to the amount on the quote I received before ordering.
- 10 Our stock of spare parts is getting low, we need to contact our supplier to place a new order.
- 11 To receive a special 5% rebate, you must take our survey before the deadline of May 4th.

Exercice 6 Les familles de mots

► Énoncé p. 50

- 1 One of the most common **(D)** defects is a failure to turn off automatically.
L'un des défauts les plus courants est une panne de la déconnexion automatique.
- 2 Mr. Delfino is responsible for the **(D)** purchasing department.
M. Delfino est responsable du service des achats.
- 3 I would like to return the **(C)** merchandise because it is faulty.
Je voudrais retourner la marchandise car elle est défectueuse.
- 4 Our latest desk lamp model **(B)** retails at \$29.99.
Notre nouvelle lampe de bureau se vend 29,99 \$.
- 5 The **(C)** warranty is void if the seal is broken.
La garantie est caduque si le sceau est rompu.
- 6 Since the new **(B)** discounter opened directly opposite our store, sales have dropped dramatically.
Depuis l'ouverture du nouveau magasin discount juste en face de notre magasin, les ventes ont baissé de façon spectaculaire.
- 7 During **(D)** stocktaking, every piece of stock must be counted.
Pendant un inventaire, chaque article en stock doit être listé.
- 8 The price you **(B)** quoted us is double the estimate we received from the competition!
Le montant donné dans votre devis est deux fois plus élevé que le devis de votre concurrent !
- 9 When an increase in prices is announced, people have a tendency to **(D)** stockpile basic nonperishable goods.
Quand on annonce une hausse des prix, les gens ont tendance à faire des réserves de produits de base non-périssables.
- 10 The CEO paid our department a **(A)** compliment by choosing us as the example to follow.
Le PDG a fait un compliment à notre service en nous désignant comme l'exemple à suivre.

Exercice 7 Les prépositions

► Énoncé p. 51

- 1 Excuse me, I'm looking for the Shredder 3000. Do you have any **in** stock?
- 2 I'm terribly sorry, Madam. The Shredder 3000 is **out of** stock at the moment. Would you like to preorder one?
- 3 You can purchase this mattress **on** a trial basis. If you don't like it, then return it to us within 30 days and get a full refund.
- 4 It's generally cheaper to buy things like rice and cereal **in** bulk rather than in small packets.

Exercice 8 Les synonymes

► Énoncé p. 51

- 1 A rival firm is selling exactly the same product at a massive **discount**.
- 2 Our current electricity **supplier** is running a promotional campaign.
- 3 There are 5 **items** in your virtual cart. Go to checkout?
- 4 It is essential to ask for a shipping **quote** before signing any contract.
- 5 We undertake to replace or refund any **defective** product, no questions asked.
- 6 Buy 3 pots of special bathroom paint and get a **complimentary** one!

Exercice 9 Les mots à connaître : Invoicing

► Énoncé p. 52

- 1 If you use ink from another manufacturer, the warranty for your printer will be **void**.
- 2 I forgot to pay the electricity **bill** and received a **reminder** from the company. If I don't pay **within** 7 days, they will cut off my power!
- 3 The reminder letter said to **disregard** it if I had already paid.
- 4 Make sure you send all our official correspondence using our company **letterhead**.
- 5 When you issue a cheque, don't forget to get the manager to sign it.
- 6 The **terms of payment** should be easily visible in any invoice, but in this document, they are at the end, in the **fine print**.
- 7 Please make your check **payable** to ABC Ltd.
- 8 We have a lot of **outstanding** debts that we must pay in order to avoid problems with our main **creditor**.
- 9 Do you **charge** a **fine** in the event of late payment?
- 10 The **amount due** is \$525 including **shipping and handling** using our preferred carrier.
- 11 Payment is **pending**, we are just waiting for the bank to clear the check.
- 12 There is a **fee** for ordering below a certain number of units.
- 13 Could you please give me your **invoice** number?

Exercice 10 Les familles de mots

► Énoncé p. 52

- 1 We will send you the invoice for your **(D)** **subscription** as soon as you return the form.
Nous vous enverrons la facture pour votre abonnement dès que vous aurez retourné le formulaire.
- 2 **(D)** **Undercharging** a client is much more problematic than the opposite, as the store loses money.
Sous-facturer un client est bien plus problématique que le contraire, car le magasin perd de l'argent.
- 3 The building **(B)** **reminded** me of where I went to college.
Le bâtiment m'a rappelé l'endroit où je suis allé à l'université.
- 4 The **(C)** **issuer** of the check must have sufficient funds to cover its amount.
L'émetteur du chèque doit disposer de suffisamment d'argent pour couvrir son montant.
- 5 Please contact the **(C)** **invoicing** service if you have any questions regarding your payment.
Veuillez contacter le service facturation si vous avez des questions concernant votre paiement.
- 6 Your **(C)** **shipment** was not properly packaged.
Votre envoi n'a pas été conditionné comme il faut.
- 7 Could you please phone us today **(B)** **regarding** your order?
Pourriez-vous nous appeler aujourd'hui au sujet de votre commande ?
- 8 It is to your **(A)** **credit** that you wish to continue your education.
Le fait que vous souhaitiez continuer votre éducation est tout à votre honneur.
- 9 There is one **(D)** **unit** that is malfunctioning.
Il y a un élément qui fonctionne mal.
- 10 **(D)** **Depending** on the amount due, you will have to pay either in cash or by credit card.
En fonction de la somme due, vous aurez à payer soit en espèces, soit par carte de crédit.

Exercice 11 Les mots qui ont plusieurs sens

► Énoncé p. 53

- 1 a problem / supply (*vb*) / a copy of a magazine : **issue**
- 2 late, unpaid / excellent : **outstanding**
- 3 ask for payment / replenish a battery / officially accuse someone of a crime : **charge**
- 4 canceled or expired / lacking / empty : **void**
- 5 a financial penalty / good (weather) / small : **fine**

Exercice 12 Les synonymes

► Énoncé p. 53

bill – invoice
charge – fee
overdue – outstanding

invalid – void
disregard – ignore

Exercice 13 Les mots à connaître : *Delivery*

▶ Énoncé p. 54

- 1 If you want your urgent parcel to get there **overnight**, you will have to pay a **rush fee**.
- 2 A bicycle **courier** is much more efficient at delivering small packages in a city.
- 3 Make sure you **pack** your **shipment** carefully to minimise breakage.
- 4 The operator used the **forklift truck** to stack the crates in the **warehouse**.
- 5 I'm not satisfied with our current **carrier**, which never **picks up** the shipments when it says it will.
- 6 Take your parcel to the post office, where a **postal worker** will **weigh** it to check that it isn't too heavy.
- 7 It was easier to put the furniture in **storage** than to try to sell it.
- 8 If the truck's **load** is too heavy, there can be problems.
- 9 We shipped the precious statue in a wooden **crate**, surrounded by packing peanuts.
- 10 Excuse me, madam, the **recipient** must sign for this registered **package**.
- 11 The train company is responsible for all **freight** trains.
- 12 Please don't **stack** things on top of this box, as the contents are fragile.
- 13 In order for us to **drop off** the delivery on time, it must be **dispatched** before midday.

Exercice 14 Les familles de mots

▶ Énoncé p. 54

- 1 Dairy products must be kept in cold **(D)** **storage** to stop them from going bad.
Les produits laitiers doivent être gardés au frais pour les empêcher de tourner.
- 2 When we received the consignment, the **(D)** **packaging** was damaged.
Quand nous avons reçu l'envoi, l'emballage était endommagé.
- 3 **(D)** **Shipping** costs get higher and higher every year.
Les coûts d'expédition augmentent d'année en année.
- 4 We need to calibrate our scales because the post office says the **(B)** **weight** is different.
Nous devons calibrer notre balance car le bureau de poste dit que le poids est différent.
- 5 The **(C)** **loading** bay is behind the warehouse.
L'aire de chargement se trouve derrière l'entrepôt.
- 6 We bought these special crates which are designed to be **(D)** **stackable**.
Nous avons acheté ces caisses spéciales qui sont conçues pour être empilables.
- 7 The **(C)** **dispatcher** forgot to pay a rush fee, so it will take longer to arrive.
Le distributeur a oublié de payer des frais d'envoi en express, donc il faudra plus longtemps pour que cela arrive.
- 8 The **(D)** **recipient** of the award should contact us in order to organize delivery of their trophy.
La personne récompensée doit nous contacter pour organiser la livraison de son trophée.
- 9 Are you sure you should **(A)** **carry** that on your own?
Êtes-vous sûr que vous devriez porter cela tout seul ?
- 10 The choice of carriers is too big, I can't **(C)** **pick out** just one!
Le choix de transporteurs est trop grand, je ne peux pas en sélectionner un seul !

Exercice 15 Les prépositions

▶ Énoncé p. 55

- 1 Pierre put all his furniture **in** storage when he moved to Australia for a one-year contract.
- 2 Do you think it is possible to **pick up** the parcel before 10 o'clock?
- 3 I sent you the document to sign **by** courier. You should have it **by** this afternoon.
- 4 Please stack the pallets **in** a tidy pile.

Exercice 16 Les synonymes

▶ Énoncé p. 55

- 1 wrap – pack
- 2 consignment – shipment
- 3 parcel – package
- 4 transporter – carrier
- 5 send – dispatch