الجمهورية الجزائرية الديمقراطية الشعبية
REPUBLIQUE ALGERIENNE DEMOCRATIQUE ET POPULAIRE
وزارة التكوين والتعليم المهنيين
Ministère de la Formation et de l'Enseignement Professionnels

Centre National de l'Enseignement Professionnel à Distance (CNEPD)

المركز الوطني للتعليم المهني عن بعد (م.و.ت.م.ب)

لغة انجليزية

الهدف الرئيسي من دراسة هذه المادة

عند الانتهاء من دراسة هذه المادة، يجب أن يكون المتربص قادرا على

استعمال الوثائق التقنية المحررة باللغة الانجليزية وتطوير لغته الانجليزية للتواصل من خلاله شفهيا و كتابيا .

WWW.DZPEN.COM | قلم الجزائر

LEÇON N°01 : ORTHOGRAPHE ANGLAISE ET PRONONCIATION

OBJECTIF DE LA LEÇON N°01: A l'issue de cette leçon le stagiaire doit être capable de développer l'expression orale et écrite en anglais.

PLAN DE LA LEÇON N°01 :

INTRODUCTION

I- LES VOYELLES ANGLAISES

II- LES DIPHTONGUES ANGLAISES

III- LES TRIPHTONGUES

IV- LES CONSONNES ANGLAISES

WWW.DZPEN.COM | قلم الجزائر

INTRODUCTION :

L'orthographe anglaise n'indique pas la prononciation. La même lettre représente souvent des sons différents et le même son est aussi souvent représenté par des lettres, ou groupes de lettres différents. De plus, de nombreuses lettres ne se prononcent pas du tout.

Par exemple la lettre a est prononcée différemment dans chacun des mots suivants :

Cat [kæt], cart [kɑ:t], wash [woʃ], talk [tɔ:k] :
Came [keim], chocolate [□tʃɔkɔl:t], an [ən]

Les lettres soulignées dans les mots qui suivent ne sont pas prononcées :

Cupboard [ˈkʌbəd], raspberry [ra:zbri], knife [naif] ,climb [klaim],
listen [lisn], daughter [ˈdɔ:tə]

L'alphabet phonétique :

L'alphabet phonétique permet de transcrire la prononciation. En plus des 26 lettres de l'alphabet ordinaire. Il dispose de symboles supplémentaires nécessaires à la transcription de tous les sons émis en langue anglaise.

Pour les voyelles, ces symboles sont :

1) [i:], 2) [i], 3) [e], 4) [æ], 5) [a:], 6) [o], 7) [ɔ :] 8) [u],
9) [u:], 10) [ʌ], 11) [ə:], 12) [ə],

Pour les consonnes, les symboles nouveaux sont :

1) [θ], 2) [ð], 3) [ʃ], 4) [tʃ], 5) [ʒʃ], 6) [dʒ], 7) [ɧ],

Remarques importantes :

1- On ne sert jamais de majuscules en phonétique.

Exemples: London [ˈlʌndən] , John Bull [ˈdʒɔnˈbul]

2- Ne pas écrire la phonétique liée comme l'écriture cursive ordinaire, mais en séparant les symboles.

Exemples : green [gri:n] , believe [biˈli:v]

3- La syllabe accentuée est indiquée en la faisant précéder d'un accent.

Exemples : answer [ˈa:nsə] , tobacco [təˈbækou] , afraid [əˈfreid]

Il est essentiel d'étudier correctement et attentivement l'ensemble des symboles utilisés dans l'alphabet phonétique. Il y sera fait appel à chaque jour qu'une difficulté majeure ou spécifique surgira en matière de prononciation et d'orthographe.

I- LES VOYELLES ANGLAISES :

Il existe en anglais deux voyelles [i] que nous représentons.

- par [i:] = voyelle longue comme dans le mot arabe [في]
- par [i] = voyelle brève comme dans le mot arabe [من]

Les symboles suivis de deux points indiquent des voyelles longues.

[i:] comme dans [si:t] = seat

En orthographe ordinaire, se son s'écrit fréquemment [ee] ou [e].

Exemples : see [si:], green [gri:n], feet [fi:t], tree [tri:],

knee [ni:], be [bi:], cedar [ˈsi:d∂], eve [i:v], fourteen [fɔ:ˈti:n]

WWW.DZPEN.COM | قلم الجزائر

Mais il s'écrit aussi [ea],[ie],[ei], et [i]

Exemples : tea [ti:], dream[dri:m], eat [i:t] , meat [mi:t] field [fi:ld] , believe [b'ili:v] , celling [′si.liŋ], machine [ma'ʃ i:n]

EXERCICE de lecture :

Lisez la liste des mots suivants en prononçant le son [i] correctement, n'oubliez pas que c'est une voyelle longue.

Keep [ki:p]	Clean [kli:n]	leaf [li:f]
Leap [Li:p]	feed [fi:d]	keen [ki:n]
Seek [si:k]	neat [ni:t]	weak [wi:k]
Seep [si:p]	geese [gi:s]	leak [li:k]
sleep [sli:p]	cease [si:s]	lean [li:n]
need [ni:d]	fleet [fli:t]	mean [mi:n]
lead [li:d]	sheep [ʃi:p]	seed [si:d]

:]sit [comme dans sit] i [

ORTHOGRAPHE :

Les lettres i et y se prononcent i l'orsque elles sont brèves.

Exemples : Lift [lift], mix [miks], pity ['piti] , syrup ['sirəp]
physics [fiziks], chicken [′tʃikin]

La lettre e (et parfois a) se prononcent [i] dans un grand nombres de syllabes non accentuées.

Exemples : begin [bi′gin], beside [bi′said], prepare [pri′peə] , remember [ri′membə] , december [di′sembə] horses [hɔ:siz] , mistresses [′mistrisiz] , village [′vilidʒ] , cabbage [′kæbidʒ]

WWW.DZPEN.COM قلم الجزائر

Aussi dans les présents et participes passés, finissant par ied, et ceux dont le ed est précédé de t ou d.

Exemples : married [ˈmærid], buried [ˈberid], carried [ˈkærid]
visited [ˈvizitid], parted [ˈpaitid] , needed [ˈni:did] ,
Moulded [ˈmouldid] , etc…

Exercice de lecture :

sit [sit]	skin [skin]	win [win]
lip [lip]	sick [sik]	Link [link]
cliff [klif]	live [liv]	silly [ˈsili]
sin [sin]	king [kiŋ]	lily [ˈlili]
limb [lim]	miss [mis]	English [ˈiŋgliʃ]
fit [fit]	mix [miks]	Mers [ˈmisiz]
it [it]	slim [slim]	Fifty [ˈfifti]
fish [fiʃ]	ship [ʃip]	Women [ˈ wɔmin]
	sing [siŋ]	

Exercice de lecture sur [i:] et [i] :

leave [li:v]	seep [si:p]	ceiling [ˈsi:liŋ]
live [liv]	sip [sip]	easy [i:zi]
lead [li:d]	eat [i:t]	easily [ˈi:zili]
lid [lid]	it [it]	believe [biˈli:v]
Leap [li:p]	feet [fi:t]	secret [ˈsi:krit]
lip [lip]	fit [fit]	sea-sick [ˈsi:sik]
seek [si:k]	leak [li:k]	Leaving [ˈli:viŋ]
sick [sik]	lick [lik]	sheepskin [ˈʃi:pskin]
sleep [sli:p]	sheep[ʃi:p]	meaning [ˈmi:niŋ]
slip [slip]	ship [ʃip]	

[e] comme dans set [set] :

Cette voyelle ressemble au [ˈe] français du mot "été"

Orthographe :

Ce son [e] est souvent représenté par la lettre [e]

Exemples: bed [bed] , ten [ten] , red [red], very [ˈveri]
empty [ˈemti] ….etc

Ce son peut être aussi representé par [ea] comme dans les exemples suivants : head [hed] , bread [bred] ,breakfast [brekfast]
threat [θret] , meadow [ˈmedou] ... etc

Exercice de lecture:

let [let]	egg [eg]	west [west]
left [left]	get [get]	vest [vest]
leg [leg]	wet [wet]	yes [jes]

Exercice de lecture sur [i] , [i] et [e] :

lead [li:d]	sleep [sli:p]	leap [li:p]
lid [lid]	slip [slip]	lip [lip]
led [led]	slept [slept]	leapt [lept]
seek [si:k]	eat [i:t]	seen [si:n]
sick [sik]	it [it]	sin [sin]
said [sed]	ate [et]	set [set]

[æ] comme dans cat [kæt] :

Orthographe :

Ce son est toujours représenté par la lettre [a]

Exemples : hat [hæt] , cap [kæp], pan [pæn] , back [bæk] , black [blæk] , man [mæn], bag [bæg] , catch [kæt ʃ] etc….

Exercice de lecture : glad [glæd], fact [fækt] , map [mæp] cab [kæb], van [væn], lad [læd], sat [sæt], mad [mæd]

WWW.DZPEN.COM | قلم الجزائر

[a:] comme dans caim [ka:m] :

a devant un L muet se prononce [a :]

a se prononce ordinairement a : dans une syllabe accentuée.

Exemples : arm [a:m] ,dark [da:k] ,farm [fa:m] ,heart [ha:t,] large [la:dz] ,yard [ja:d] ,car [ka:] ,cigar [siga:] Caif [ka:f] , classe [kla:s], sharp [ʃa:p], glas [gla:s] , guard [ga:d], mast [ma:st] , art [a:t]

Exercice de lecture sur [æ] et [a:] :

lad [læd] lard [la:d] mash [mæʃ] marsh [ma: ʃ]	match [mætʃ] march [ma:tʃ] cat [kæt] cart [ka:t]	massage ['mæsa:ʒ] back-yard [′bæk′ja:d] fat-calf [′fætka:f] gladheart [′glædha:t]

[ɔ] not [nɔt] :

Orthographe :

La lettre o , lorsque e a un son bref, et a la lettre précédé de w se prononcent souvent ɔ

Exemples : knot [nɔ] ,hot [hɔt] ,clock [klɔk] ,across [a'krɔs], fond [fɔnd] ,donkey [dɔnki] ,what [wɔt] , watch [wɔtʃ] , wash [wɔʃ:] , wander [wɔndə] , want [wɔnt]

WWW.DZPEN.COM | قلم الجزائر

Exercice de lecture :

cost [kɔst]	fog [f ɔg]	lot [lɔt]
cough [kɔf]	fox [fɔ ks]	on [ɔn]
cod [kɔd]	god [gɔd]	shop [sɔp]
dog [dɔg]	long [lɔŋ]	soft [sɔft]
		song [sɔn]

[ɔ :] comme dans saw [sɔ :]

aw et au se prononcent généralement [ɔ:]
or (suivi ou non de consonne) et a (suivi d'un l final ou d'un l et d'une consonne) se prononcent souvent [ɔ :]

Exemples : saw [sɔ:], draw [drɔ:], canght [kɔ:t]
autumn [ɔ:təm], August[o:gəst], saucer [s'ɔ:sə] etc…
for [f ɔ:], born [bɔ:n], morning ′[′mɔ:niŋ]
all [ɔ:l], corner [′kɔ:nə], always [′ɔ:lwəz]
also ['ɔ:lsou] , chalk [tʃɔ:k], george [dzɔ:dz]

Exercice de lecture :

cause [kɔ:z]	walk [wɔ:k]
form [fɔ:m]	shore [ʃɔ:]
lard [lɔ:d]	lawn [lɔ:n]
cork [kɔ:k]	four [fɔ:]

Exercice sur [ɔ]et [ɔ :] et sur [a:] et [ɔ:]

cock [kɔ k]	lot [lɔt]	cart [ka:t]	Far [fa:]
cork [kɔ:k]	lard [lɔ:d]	court [k ɔ:t]	Four[f ɔ:]
not [nɔt]	clod [klɔd]	farm [fa:m]	Park [pa:k]
naught [nɔ:t]	claude [klɔ:d]	form [f ɔ:m]	pork [p ɔ:k]

[u] comme dans le mot arabe [يو]

La lettre u se prononce aussi [u] dans certains mots.

oo , suivis de K , out aussi le son [U]

Exemples: put [put] , full [ful], bull [bul], book [buk],
hook [luk], foot [fut],good [gud]

EXERCICE de lecture:

good [gud], cook [kuk], shook [ʃuk]

wood [wud] , look [luk], bush [buʃ]

[U :] comme dans le mot arabe [

La lettre u se prononce parfois [U :] ou [ju:]

Exemples : rule [ru:l], prune [pru:n], june [dʒu:n]
true [tru:], due [dju:] , mute [mju:t], huge [hju.dʒ]

oo (non suivis de r ou K) se prononcent généralement [u:] et souvent aussi la lettre o

Exemples : moon [mu:n] ; noon [nu:n]; soon [su:n], roof [ru:f],

Exercice de lecture:

food [fu:d]; zoo [zu:], : flu [flu:], soup [su:p]
moon [mu:n] , soon [su:n] , shoot [ʃu:t], too [tu:]

[Λ] comme dans up [Λ p]

WWW.DZPEN.COM | قلم الجزائر

C'est l'un des deux sons brefs de la lettre | u |

Exemples : cup [kʌp] , sun [sʌn], bus [bʌs] , fun [fʌn],

La lettre | o | se prononce parfois | ʌ |

Exemples : come [kʌm] , son [sʌn], love [lʌv], one [wʌn],
one [wʌn], glove [glʌv], confort [kʌmf ət],
mother [mʌðə].

Le groupe | ou | se prononce parfois [ʌ]

EXERCICE de lecture:

Luck [lʌk] Cut [kʌt] Gun [gʌn]	Slum [slʌm] Cump [kʌmp] Sum [sʌm]	Young [jʌŋ] Lung [lʌŋ] Mach [mʌtʃ]	music [mʌsk] numb [nʌm] money[mʌni]

[ə] comme dans forget [fəˈget]

Cette voyelle ne s'emploie jamais dans une syllabe accentuée.

Exemples : banana [bəˈna:nɔ], monotonons [məˈnɔtənəs],
breakfast [ˈbrekfast], policeman [pəˈli:sman],
again [əˈgen].

Les lettres | a | , | e | , | o | et | u | , se prononcent fréquemment [ə] dans une syllabe non accentuée et tout particulièrement dans les préfixes et suffixes.

Exemples : about [ˈəbaut], answer [ˈa:nsə], forgive[f əˈgiv], circus [ˈsə: kas]

WWW.DZPEN.COM | قلم الجزائر

Les lettres i; et y peuvent aussi se prononcer] ə] dans les mêmes conditions.

Les finales non accentuées en er , ar , or , o , ur se prononcent [ə]. Il en est de même pour celles en ous on , a , ion et as etc….

Exemple : butcher [′butʃə], sugar [′ʃugə], doctor [′doktə] neighbar [′neibə], litérature[′litritʃə], enormous [′inɔ:məs], permission [pə′miʃ∂n], religion [ri′lidzan],
important [im′pɔ:tant].

Les articles the et a se prononcent [ð∂] et [∂] devant une consonne.

Exercice de lecture :

Clever [′klevə]	england [′iŋgl∂nd]	number [′nΛmbə]
Common [′kɔmən]	Compass [′kΛmpə]	summer [′sΛmə]
Consider [kɔn′sidə]	colour [′kΛlə]	wonder [′wΛndə]

[ə:] comme dans first [fə:st]

Ce son est toujours représenté par une voyelle (on 2 voyelles) suivie de r

Exemples : person [pə:sn] , nurse [nə:s] , surface [′sə:fis] aussi ,ir , ea et or et biens que moins fréquemment.

Exemples : girl [ga:l] , earth [ə:θ] , work [wə:k]

Exercice de lecture :

firm [fə:m]	first [fə:st]	earn [ə:n]	worst [wə:st]
learn [lə:n]	shirt [ʃə:t]	firm [fə:m]	nerve [nə:v]
sir [sə:]	surf [sə:f]	worm [wə:m]	verse [və:s]

Le son de voyelle [a] ne s'emploie pas seul en anglais et ne sert qu'à former les deux diphtongues [ai] et [au]

Il en est de même pour le son de voyelle [o] qui entre seulement dans la composition de la diphtongue [ou], et du son [ɛ] dans la diphtongue [ɛə]

II- LES DIPHTONGUES ANGLAISES :

Un diphtongue est un double son de voyelle. Les deux sons de voyelles ne sont pas juxtaposés, mais on glisse du 1er au 2ème d'une manière continue.

Il existe en anglais neuf (09) diphtongues, chacune représenté en phonétique par les deux symboles des voyelles qui les composent. Ce sont :

[ai], [au], [ei] , [ou] , [ɔi] , [ia] ,[ɛə] ,[ua] , et [ɔə]

Sur ces 9 diphtongues[ei] , [ou], [əi] et [əu] sont celles qui se rencontrent le plus fréquemment en anglais.

[əi] comme dans fly [fləi] :

Ce son de diphtongue est presque toujours représenté par les lettres [i] , on [y] , en orthographes ordinaire et quelques fois par [ie] et [ei] .

Exemples :

write [rait] , china [ˈtʃainə], guide [gaid] night [nait]
sky [skai], spy [spai]

WWW.DZPEN.COM | قلم الجزائر

EXERCICE de lecture :

my [mai] like [laik] white [wait]	why [wɔ̃i] wide [waid] wife [waif]	Wine [wɔ̃in] Right [rait] Blind [blaind]	either [ɔ̃iðə] cycle [saikl] shy [ʃai] tie [tai]

[au] comme dans now [nau]

Ce son est très souvent représenté par les lettres [ou] et aussi [ow]

Exemple : house [haus], sound [saund], south[sauθ]
brown [braun] , crown [kraun] , town[taun]

Exercice de lecture :

mouse [maus] cow [kəu] cloud [klaud]	scout [skaut] out [aut] gown [gaun]	bow [bau] found [faund] count [kaunt]

[ei] comme dans name [neim]

Ce son de diphtongue est ordinairement représenté par la lettre [a] et quelques fois aussi par [ei] et [ey] et [ai] ou [ay]

Exemples : bake [beik], shape [ʃeip] , slate [sleit] , aid [eid] , wait [weit] , stay [stei] , way [wei] , eigh [eit] , neighbour [ˈneibə] , grey[grei]

Exercice de lecture:

aim [eim] cake [keik] case [keis]	claim [kleim] fame [feim] gain [gein]	lay [lei] safe [seif] shade [ʃeid]	shave [ʃeiv] snake [sneik] weight[weit]

Exercice sur [e] et [ei]:

get [get] gate [geit]	wet [wet] wait [weit]	let [let] late [leit]	met [met] mate[meit]

Exercice sur [ai] et [ei] :

clumb[klaim] claim [kleim]	fight [fait] fate [feit]	Line [lain] lake [lein]	Like[laik] lake[leik]	why [wai] way[wei]

[ou] comme dans go [gou] :

Ce son s'écrit le plus souvent o , mais est aussi fréquemment représenté par les lettres oa , ou par ow .
Parfois aussi [ou] et [oe]

Exemples : boat [bout] , blow [blou], old [ould] bone , [boun] scope [skoup] , soap [soup] , to row [rou], oak [ouk] ,dough [dou], joe [dzou], toe [tou] , poultry [ˈpoultri]

Exercice de lecture:

cost [koust] float [flout] know [nou]	nose [nouz] phone [foun] slow [slou]	smoke [smouk] snow [snou] soak [souk]	zone [zoun] coke [kouk] code [koud]

Exercice sur [ou] , [ɔ :] et [u:] :

boat [bout] bought [bɔ:t] boot [bu:t]	mode [moud] maud [mɔ:d] mood [mu:d]	sow [sou] saw [sɔ:] soon [su:n]	coat [kout] caught [kɔ:t] cool [ku:l]

WWW.DZPEN.COM | قلم الجزائر

[ɔi] comme dans boy [bɔi]

Ce son est toujours représenté par [oi] et [oy]

Exemple : join [dʒɔin] , boil [bɔil] , joy [dʒɔi] , oil [ɔil], toy [tɔi], choice[tʃɔis], voice [vɔis]

Exercice de lecture :

coin [kɔin] noise [nɔiz]	destroy[dis'tɔi] foil [fɔil]	void [vɔid] loyd [lɔid]	loin [lɔin] moist[mɔist]

Exercice sur [∂i]et [ɔi]:

buy [bai] boy [bɔi]	Kind [kaind] coin [kɔin]	nice [nais] noise [nɔiz]	line [lain] loin[lɔin]

[iə] comme dans fear [fiə] :

Ce son s'écrit le plus souvent [ear] [eer] ou [er] .

Exemples : hear [hiə] , tear [tiə], beer [biə] , cheer [tʃiə] , hero [′hiərou], here [hiə], zero [′ziərou]

Exercice de lecture:

ear [iə] clear [kliə] fer [fiə]	fierce [fiəs] near[niə] sneer [sniə]	mere [miə] grear [giə] queer [kwiə]	leer [liə] shear [ʃiə] smear [smiə]

[ɛə] comme dans mare [mɛə] :

WWW.DZPEN.COM | قلم الجزائر

Ce sont s'écrit le plus souvent en orthographe ordinaire [air] et [are] et aussi [ear] , dans certains mots.

Exemples : chair [tʃɛə] , dairy ['dɛəri] , hair [hɛə],pair [pɛə] , rare [rɛə], dare [dɛə], hare [hɛə] , spare [spɛə] swear [swɛə] , tear [tɛa], pear [pɛə] ,wear [wɛə]

Exercice de lecture :

air [ɛə] care [k ɛə]	fare [f ɛə] share [ʃ ɛə]	square [skwɛə] where [wɛə]	scare [skɛə] claire [kiɛə]

[uə] comme dans poor [puə]

Cette diphtongue, pas fréquente en anglais, s'écrit le plus souvent [oor] et [ure]

Exemples : endure [in'djuə], jury ['dʒuəri], ensure [in'ʃuə] cure [kjuə], fewer [fjuə] , moor [muə]

[ɔə] comme dans floor [flɔə]

Cette diphtongue n'est pas indispensable car elle peut être remplacée par le son de voyelle [ɔ:] : elle est souvent représentée par les lettres [oar] ou [ore]

Exemple : board [bɔəd] , roar [rɔə] , store[sɔə] , car [kɔo] , Shore [ʃɔə] , snore [snɔə] , more [mɔə] , soar[sɔə]

Exercice sur [ɔ:] et [ɔə]:

sauce [sɔ:s] source[ʃɔəs]	drawn [drɔ:] drawer [drɔo]	flaw [flɔ:] floor [flɔə]	daw [dɔ:] door [dɔə]

WWW.DZPEN.COM | قلم الجزائر

Les mots du bas peuvent se prononcer comme ceux du haut (source [sɔ:] par exemple). Mais la réciproque n'est pas vraie et les mots du haut ne peuvent pas se prononcer avec [ɔə].

III- LES TRIPHTONGUES :

Une triphtongue est un triple son de voyelles prononcées dans une seule émission de voix. Les triphtongues anglaises s'obtiennent en ajoutant [ə] à une diphtongue.

Les principal triphtongues sont [aiə] et [auə]. Il existe également les triphtongues [eiə] , [ɔiə], et [ouə], mais elles se rencontrent beaucoup moins fréquemment que les deux précédents.

[aiə] comme dans tire [

Elle s'écrit de nombreuses manière mais le plus souvent [ia]ou[ire].

Exemples : dial [daiəl], diamond ['daiəmand] ,
enquire [in′kwaiə] , désire[diz′aiə], iron [arən],
liar[laiə]

[auə] comme dans flower [flauə]

Cette triphtongue est représentée le plus souvent par [owe] ou [ou]

Exemple : power [pawə] , flour[flauə] , tower [tauə] .

[eiə] , [ouə] et [ɔiə]

Exemples : prayer[preiə] , slower[slouə], soya [sɔiə]

Exercice de lecture:

Fire [faioə] player [pleiə]	lion [laiən] lower [louə]	wire [wəiə] hour [əuə]	payer ['peiə] towel [tauəl]

IV- LES CONSONNES ANGLAISES :

[p] comme dans part [pa:t] :

La lettre [p] se prononce ordinairement [p].

Exemples : paper ['peipə] , pipe [paip] , puppy[′pΛpi] .

Mais [p] est généralement muet dans les mots commençant par [pt], [pn] et [ps].

Exemples : pneumatie [nju'mætik] , psychology [sai'kɔledʒi] , cupboard[kΛbəd] , empty [' emti] , pear [pɛə] , pig [pig] , pain [pein] , pen [pe:n], pan [pæn] , pet [pet] , put [put] , paint [peint] .

[b] comme dans bed [bed] :

La lettre b se prononce habituellement b

Exemples : bread [bred] , blind [blaind] , boat [bout] , baby [′beibi]

Cette lettre b est cependant muette dans les mots se terminant en mbb et dans leurs dérives, ainsi que devant t dans certains mots.

WWW.DZPEN.COM | قلم الجزائر

Exemples : lamb [læm] , climb [klaim], thumb [θΛm]
plumber[′plΛmə] ,bebt [det] , doubt [daut] ,
subtle [sΛtl] .

Exercice de lecture :

bag [bæg] back[bæk]	bus [bΛs] black [blæk]	bomb[bɔm] book [buk]	bake [beik] bone[boun]	beam[bi:m] bean [bi:n]

[t] comme dans ten [ten]

La lettre [t] se prononce ordinairement [t]

Exemples : tap [tæp], ten [ten], town [taun], tart [ta:t]

Le son [t] est exceptionnellement représenté par [th], dans certains mots et aussi par [ed] après certains consonnes sourdes. Thames [temz], thomas [tɔməs] , anthony[′ætani]

La lettre [t] est muette dans les finales en [stle] et [sten]

Exemples : castle [ka:sl], fasten ['fa:sn] , listen [lisn] ,
often [ɔ:fn]

Exercice de lecture : tip [tip] , tea [ti:] , time [taim] , tie [tai] twing [twig], top [tɔp] , too [tu:] , tyre [taiə],tide [taid] , tub [tΛb] ,

[d] comme dans day [dei]

La lettre [d]se prononce [d]

Exemples: desk [desk] , dog [dɔg] , do [ou]

Cette lettre est muette dans certains mots.

WWW.DZPEN.COM | قلم الجزائر

Exemples : handsome [hænsam], grandfather [grænfa:ðə] ,
Wednesday [′wenzdi]

Prononciation du [ed] du prétérit et du participe passé

Le [ed] prétérit est du participe passé se prononce [id] après [t] et un [d].

Exemples : divides [di′vaidid], visited [′vizitid], ended ['endid],

Autrement , ce ed se prononce toujours [t] ou [d] , à savoir :

- [t] après une consonne sourde, c'est-à-dire après (p), (k), (f), (o) (s) ou (h)

- [d] dans tous les autres cas.

Exemples : brushed [brΛʃt] , picked [pikt] , pressed [prest]
phoned [pound] , loved [lΛvd] , hanged [hæŋgd]

Exercice de lecture sur son (d) :

dark [da:k] deaf [def]	deep [di:p] dove[dΛv]	die[dai] dig[dig]	dust [dΛst] daddy [′dædi]

[k] comme dans cat [kæt] :

La lettre [k] se prononce[k] .

Exemples : kick [kik], king [kiŋ] , book [buk]

La lettre [c] se prononce également [k], lorsqu'elle est suivie de [a], [o],[u], ou d'une consonne ainsi qu'**en position finale**.

WWW.DZPEN.COM | قلم الجزائر

Exemples : cap [kæp] , code [koud] , cup[kʌp]
clever [klevə] , magic ['mædʒik]
[ch] , se prononce également [k] , dans certains mots.

Exemples : chemist ['kemist], orchestra [ɔ:kistrə], school [sku:l]

[qu] se prononce ordinairement [kw] mais parfois aussi [k]

Exemples : quick [kwik] , quite [kwait] , enquire [in′kwaiə]
quay [ki:]

[x] se prononce [ks]en syllabe accentuée ou devant une consonne.

Exemples : fox [fɔks], tax [tæks], excellent [′eksələnt],
Exercise [′eksəsaiz], exploit [′eksploit]

La lettre [k] est muette dans les mots commençant par [kn] :

Exemple : know[nou], knife [naif] , knot[nɔt] , etc…..

Exercice de lecture :

coat [kout] cake [keik]	cook [kuk] queen [kwi:n]	six [siks] kanowledje ['nɔlidʒ]	Christmas ['krismas] conquer ['kɔŋkə]

[g] comme dans go [gou] :

La lettre [g] , suivie de [a], [o], [u] , ou d'une consonne, ainsi qu'en position **finale** se prononce ordinairement [g].

Exemples : goat [gout], grass[gra:s], pig [pig] , good [gud]

Aussi devant [e], et [i] dans certains mots

Exemples : gertrude [ˈg əːtruːd] , geese [giːs] , hunger[huŋgə]
gift [gift] , girl [gəːl] , begin [biˈgin]

ex] suivi d'une voyelle accentuée se prononce ordinairement [igz].

Exemples : exact [igˈzækt], exam [igˈzæm], exaggerate [igˈzæ dzareit]

La lettre [g] est muette dans les mots commençant par [gn]

Exemples : gnarled [naːld] , gnat [næt], gnaw [nɔː]

Exercice de lecture :

gone [gɔn] gun [gʌn]	guard [gaːd] Gum [gʌm]	glad [glæd] gleam [gliː]	bag [bæg] glove [glʌv]

[f] comme dans foot [fut] :

Les lettres [f] , [ph] et parfois [gh] se prononcent [f]

Exemples : fit [fit] , fifteen[ˈfifti:n] , phrase[freiz],
photograph [ˈfoutəgraːf] , phantom[ˈfæntam]
rough [rʌf] , enough[inʌf], laugh [laːf]

Exercice de lecture :

Fate [feit] foot [fut]	phone [foun] half [haːf]	fit [fit] though [tʌf]	draught [draːft] first [fəːst]

[v] comme dans vest [vest] :

Le son [v] est représenté par la lettre V :

WWW.DZPEN.COM | قلم الجزائر

Exemples : velvet [velvit] , vase [va:z] , five [faiv],
save [seiv] ,valve [vælv] , vivid ['vivid] .

[θ] comme dans thin [θin] [ث] :

[θ] est l'un des deux sons du "th" anglais [th] se prononce [θ] au début et à la fin d'un mot et à l'intérieur des mots qui ne sont pas d'origine germanique(exception faite des pronoms commençant par[th] et quelques autres mots).

Exemples : thik [θik],thank [θænk], thumb[θΛm], month [mΛnθ] path [pa:θ] , south [sauθ] , mathematics [mæθmætiks] , method[′meθad]

Exercice de lecture :

thief [θi:f] thirst [θə:st]	thin [θin] third [θə: d]	north [nɔ: θ] mouth [mauθ]	bath [ba: θ] enthusiasm [in□θu:ziæzm]

[ð]comme dans this [[ðis] , [ذ] :

[ð] est le deuxième son du th anglais.

[th] se prononce [ð] , dans les pronoms commençant par ces lettres et à l'intérieur des mots d'origine germanique.

Exemples : they [ðei] , that [ðæt] , then [ðen]
father [fa: ə ð ə], weather ['weðə]

Exercice de lecture:

WWW.DZPEN.COM | قلم الجزائر

this [ðis] there [ðɛə]	those [ðouz] thus [ðΛs]	though [ðou] mother ['mΛðə]

[s] comme dans sun [sΛn] :

La lettre S se prononce toujours [S] au début d'un mot.

Exemples: six [siks], source [sɔ:s], sir [sə:]

Au milieu ou, à la fin d'un mot, [s] se prononce parfois [s], parfois [Z] On l'apprendra à l'usage car il n'existe pas de règle simple à ce sujet.

[z] comme dans nose [nouz] :

La lettre [z] se prononce [z] .

Exemples : zoo [zu], zebra ['zi:brə] , zero ['ziərou] se prononce aussi [z] :

Le [s] du pluriel et de la 3ème personne du singulier de l'indicatif présent.

Exemples : bees [bi:z] , (he) sees [si:z] , brushes [□brΛʃiz] does [dΛz]

Le [s] dans et a la fin de nombreux mots.

Exemples : praise [preiz], busy ['bizi] , his [hiz], Mrs [misiz]

Le [x] en début de mots.

Exemples : xavier ['zeiviə] , xylophone ['zailəfoun]

WWW.DZPEN.COM | قلم الجزائر

Exercise de lecture :

zoo [zu:] please [pli:z]	sneeze [sni:z] cheese [tʃ i:z]	buses [bʌsiz] kisses [kisiz]	misery [ˈmizəri] zinc [ziŋk]

[ʃ] comme dans ship [ʃip] [ش]

[sh] se prononce [ʃ]

Exemples : shape [ʃeip], dish [diʃ] , fish [fiʃ] , si [ci]
[sci] , [ti] ,se prononcent souvent [ʃ]

Exemples : version [ˈvəːʃən] , official [əˈfiʃəl]
conscience [ˈ kɔnʃəns] , friction [ˈfrikʃən]
[ch] et [tch] se prononcent d'ordinaire[tʃ] .

Exemples : china [ˈtʃain] , teacher [ˈti:tʃə], catch [ˈkætʃ]
fetch [fetʃ]

Exercice de lecture :

shop [ʃ ɔp] shut [ʃʌt]	shy [ʃai] chope [tʃop]	chair [tʃ ɛə] church [tʃəːtʃ]	station [ˈsteiʃən] nation [ˈneiʃən]

[ɛ] comme dans pleasure ['pleʒə] = [j français] :

[s] et [si] se prononcent [ʒ] dans de nombreux mots :

Exemples : leisure ['leʒə] , invasion [inveiʒan],

La lettre [j] et [g] devant [e] ,[i], ou [y] se prononcent ordinairement [dʒ] = [ج] en arabe.

WWW.DZPEN.COM | قلم الجزائر

Exemples : joy [dʒɔi], japan [dʒ∂pæn], ginger ['dʒindʒə],
gymnastic [dʒim'næastik]

Exercice de lecture : Treasure['tereʒə], jam [dʒæm], john [dʒɔn] james [dʒeimz], judge [dʒndʒ], george [dʒɔidʒ], jean [dʒi:m] , gentle ['dʒentl]

[r] comme dans red [red] :

Le son[r] est toujours représenté par la lettre [r]

Exemples : rich[ritʃ] , rope [roup] , rain [rein], write [rait]

La lettre [r] ne se prononce pas lorsqu'elle est suivie d'un son de consonne.

Exemples : bird [bə:d], farm [fa:m], particularly[pa′tikjulali]

Elle ne se prononce pas en fin de mot, sauf lorsque le mot suivant commence par un son de voyelle et qu'il y a liaison avec ce dernier.

Exemples : poor [puə], fire [faiə] , far [fa:], letter [′letə], … etc

Do it for me [′du it fə′mi:],
Do it for us [′du it fər′Λs],

Exercice de lecture :

dream [dri:m] dress [dres]	dry [drai] drop [drop]	drive [draiv] rat [ræt]	road [roud] railroad [′reilroud]

Bien que la lettre[r] non suivie de voyelle ne se prononce pas, elle Exercise cependant une influence sur la prononciation elle indique souvent un allongement de la voyelle précédente ou un [∂] final.

WWW.DZPEN.COM | قلم الجزائر

Exemples :

pot [pɔt] port [pɔ:t]	shot [ʃɔt] short [ʃɔ:t]	beard [biəd] pear [pɛə]	moor [muə] care [kɛə]

Exercice de lecture :

glare [glɛə] guard [ga:d]	stair [stɛə purse [pə:s]	former ['fɔ:mə] murder [ˊmə:də]	armchair ['a:mtʃɛə] cardboard ['ka:dbɔ:d]

[h] comme dans hot [hɔt] = [ـهـ]

La lettre h se prononce [h]

Exemples : hive [haiv] , hole [houl], house[haus]

[h] peut disparaître dans une syllabe inaccentuée :

Exemples : shepherd ['ʃepəd], vehicle ['vi:kl], exhort [ig'zɔ:t]
exhibition [eksi'biʃən], nothingham ['nɔtiŋem]
forehead ['fɔrid] etc……..

Exercice de lecture :

home [houm] Hair [hɛo] perhaps [pohæps]	Half [ha:f] ham [hæm] hill [hiə]	hand [hænd] hard [ha:d] here [hiə]	head [hed] Heart [ha:t] hypocrisy [hi'pɔk:rəsi]

[m] comme dans man [mæn]

WWW.DZPEN.COM | قلم الجزائر

La lettre [m] se prononce [m].

Exemples : moon[mu:n] , mother [mʌðə] , map [mæp]

[n] comme dans no [nou] :

Le son [n] est représenté par la lettre [n]

Exemple : nun [nʌn] , noon [nu:n] , name [næm]

Exercice de lecture :

mouth [mauθ] north [nɔ :θ]	timid ['timid] honey ['hʌni]	mouse [maus] nice [nais]

[ŋ] comme dans sing [siŋ]

Le groupe [ng] se prononce [ŋ] en fin de mot.

Exemples : bring [briŋ] , young [jʌŋ] , thing [θiŋ]

La lettre n se prononce [ŋ] devant un son [k] ou [g]

Exemple : pink [piŋk] , anger [æŋgə] , single [siŋgl]

[l] comme dans belle [bel] :

Le son [l] est toujours représenté par la lettre [L]

Exemples : lid [lid] , lamb [læm] , lip[lip] , learn[lə:n]

La lettre [l] suivie de [m] est souvent muette.

Exemples: calm [ka:m], almond['a:mənd], salmon[ˈsæmən],
de même dans : should [ʃud], would [wud], could [kud

WWW.DZPEN.COM | قلم الجزائر

chalk [tʃɔ:k], walk [wɔ:k], colonel ['kə:nl]

Exercice de lecture :

bill [bil] mill [mil] luck [lΛk]	ball [bɔ:l] call [kɔ:l tool [tu:l]	full [ful] file [fail] silk [silk]	mail [meil] milk [milk] belt [belt]

[j] comme dans yes [jes] = [ي] :

La lettre [y] suivie d'un son de voyelle se prononce [j]

Exemples : yet [jet] , you [ju:], young [jΛŋ] , yellow[′jelou]

[i] et [e] se prononcent souvent [j]devant le son [∂]

On ajoute parfois [j] devant la voyelle [u:]

Exemples : humour [′hju:mə] , future [′fju:tʃə] , statue [′stætju:] ,
suit [sju:t] , neuter [′nju:tə], tutor [′tjuitə]

[w] comme dans one[wΛn] = [و]

La lettre[w] se prononce [w] .

Exemples : week [wi:k], where[wɛə], twenty [twenti]

Le groupe [qu] se prononce généralement [kw] et aussi [gu] fréquemment [gw].

Exemples : quick [gwik] , queen [gwi:n] , quiet[gwaiet]
penguin [peŋgwin] , language [læŋgwidz] ect…

La lettre [w] est muette devant un [r] et aussi en fin de syllabe.

Exemples : write [rait], wrong [rɔŋ], wretch [retʃ], stew [stju:],

WWW.DZPEN.COM | قلم الجزائر

flower [flouə] , tower [ˈtauə]

Exercice de lecture :

wish [wiʃ] Swan [swɔn]	whale[weil] sweat [swet]	twin [twin] swoop [swu:p]	grew [gru:] power [pouə]

LA LEÇON N°02 : MEMORANDUM

OBJECTIF DE LA LEÇON N°02: A l'issue de cette leçon le stagiaire doit être capable de développer l'expression orale et écrite en anglais.

PLAN DE LA LEÇON N°02 :

I – COMPREHENSION

II – STRUCTURE PRACTISE

1- The present simple
2- The present continuous
3- The future simple
4- Other forms of the future

III- VOCABULARY

IV- KEYS TO THE EXERCISES

WWW.DZPEN.COM | قلم الجزائر

MEMORANDUM

Io: All office staff **Subject : Redundancies**
From: Personnel officer **Date : 13 th December**

As you know the current rise in manufaturing costs are cansing a reduction in our profit margins. Normally, we employ fifty staff in the personnel department, but we are planning to reduce the number of office staff. For these reasons the managing, Director is asking for names of staff who would like to take early retirement.

Many people complain that we are presently understaffed, but at the moment we are trying to resolve the problems. On January 1 st, we will computerise the department, and I think you all know the probable consequences.

At the moment, I am trying to improve working conditions in the department, and at this difficult time, I need your help in achieving these objectives.

I – COMPREHENSION:

EXERCISE N°01:

Read the text then answer the questions:

1- How many people work in the personnel department?

2- When will the department be computerised?

3- Who has written this memorandum?

EXERCISE N°02:

Find the statements that are true according to the text:

1- Manufacturing costs are rising.
2- Our profit margins are rising.
3- We are planning to have more office staff
4- The managing Director is asking for names of staff who would like to retive early.
5- On January 1st we will need more staff in the department
6- The time is difficult at the moment
7- The personnel officer needs help

EXERCISE N°03:

Complete the table below with information from the text:

Manufacturing costs	Profit margins	Number of office staff	Computers use	Consequences

II – STRUCTURE PRACTICE:

1- The present simple :

Form:

This tense is formed by using the infinitive of the verb (without « to »).

Remember the « s » after « he », « she », « it » or a singular noun or pronoun.

Use:

This tense is used when you want to talk about what people do all the time or normally and describe truths.

Example from the text : « We employ fifty staff »

EXERCISE N°01: Find the other examples contained in the text.

a- Interrogative form:

It is formed with **does** + infinitive of the verb in the 3 rd person singular.
(He / she / It) and **do** + infinitive of the verb for the rest.

Examples:

Do	I	speak English well?
Do	you	speak English well?
Does	he	speak English well?
Does	she	speak English well ?
Does	it	speak English well ?
Do	we	speak English well ?
Do	you	speak English well ?
Do	they	speak English well ?

b- Negative form :

It is formed with **does not** + infinitive of the verb in the 3 rd person singular.

(He/She/It): and **do not** + infinitive of the verb for the rest.

Examples:

I do not speak German.
You do not speak German

WWW.DZPEN.COM | قلم الجزائر

He	does	not	Speak German.
She	does	not	Speak German.
We	do	not	Speak German.
You	do	not	Speak German.
They	do	not	Speak German.

2 – The present continuous:

Form:

This tense is formed by using « am » « are », « is » with the « ing » form of the verb (e.g. «making»).

USE :

This tense is used to talk about what people are doing now.

Example from the text:

«The current rises in manufacturing costs are causing a reduction in our profit margins».

EXERCISE 1 : Find the other examples contained in the text.

a- Interrogative form:

It is formed with : To be + subject + verb + ing

Examples:

Am I saying it clearly?
Are you listening to me ?
Is he paying attention ?
Is she typing a letter ?
Is it sleeping?
Are we working or playing ?

WWW.DZPEN.COM | قلم الجزائر

Are you doing your home work ?
Are they eating their breakfast?

b- Negative form:

It is formed with : | Subject + to be + not + verb + ing |

Examples :

I am not joking ; I am speaking seriously.
You are not doing it well ; repeat please.
He is not eating his soup; he is not hungry
She is not working today ; she is sick
It is not raining ; you can go out
We are not complaining : We are just telling you
You are not reading well ; You have a lot to learn.
They are not watching T.V ; they are sleeping.

EXERCISE N°01 :

Put the verbs in brackets into the correct present tense.

- Ann sees Paul putting on his coat and says : where you (go), Paul ?

- Paul : I (go) to buy some cigarettes. you (want) an evening paper ?

- Ann: No, thanks. You are always buying cigarettes. Paul, how many you (smoke) a day ?

- Paul : I (not smoke) very many – perhaps 20. Jack (smoke) far more than I do. He (spend) series 10 week on cigarettes.

EXERCISE N°02 :

Put the verbs in brakest into the correct form and tense.

- Mary sees Peter standing at the bus stop

Mary : Hello, Peter, what bus you (wait) for ?

Peter : Hello, Mary, I (wait) for a 9 or a 14.

Mary : You usually (go) to work by car, don't you ?

Peter : Yes, but the car (belong) to my mother and she sometimes (want) it .She (use) it today to take tom to the dentist.

May : I usually (go) by car too. Jack (take) me because he (pass) my office on his way to the factory. But this week he (work) in a factory in the opposite direction. So I (queue) like you.

Peter : Here's a 9 now. You (come) on it or you (wait) for a 14 ?

Mary : I (think) I'll take the 9. If I (wait) for a 14, I may be late, and if you (be) late my office everyone (look) at you.

EXERCISE N°03 : Give the correct form of the verbs in brackets :

A couple of tourists enter a restaurant :

Wife : I (prefer) to have a drink first .

Husband : That's a good idea . What's the menu?

Wife : I (not understand) a thing. It's all in Spanish.

Husband: It (not matter) .What that word (mean)?

Wife : I (not know)

WWW.DZPEN.COM | قلم الجزائر

Husband: Waiter! Tow of this please (pointing at a word on the menu).

Wife (after sometime): Look! he (bring) us two boiled eggs !

EXERCISE N°04: Give the correct form of the verbs in brackets:

It is Friday evening an the Brown family are at home. Mrs Brown (listen) to a concert on the radio ; Mr Brown (read) a newspaper ; George Brown (do) his homework and Ann Brown (write) a letter.

EXERCISE N°05: Put the verbs in brackets in the correct form.

Lucy : Tom (get) up very early but he (wash) and (shave) and (eat) his breakfast so quietly that I (not hear) a thing. But I (hear) him driving away from the house because his car (make) a lot of noise.

Alice : My brother (get) up very early too. But he (make) such a lot of noise that he (wake) everybody up. He (sing) in his bath and (bang) doors and (drop) thing in the kitchen and (play) the radio very loudly.

3- The future simple :

Form :

This tense is formed with Shall / Will + infinitive (without to) for the 1 st person singular and plural, and will + infinitive (without to) for the other persons.

Uses:

This tense is used to express opinions about the future, for future habitual action and for formal announcements of future plans…

Example from the text: On January 1 st we will computerize the department.

EXERCISE N°01 :

Are there any other examples in the text?

a- Interrogative form:

It is formed by inverting the subject and shall or will + infinitive.

Examples:

Shall I come to see you tomorrow ?

Will you go and visit him at home?

Will he bring the books with him?

Will she wear her nice dress at the party?

Will it be better to travel by car?

Shall we wait for him at the station?

Will you see him soon?

Will they tell him about their problems?

b- Négative form :

It is formed by putting **not** after shall or will.

Examples:

I shall not go there before long.

You will not see him again this year.

She will not give a party if she fails her exam.

You will not go down to town

It will not escape from its cage

We shall not know before tomorrow

You will not clean the house alone

They will not buy a new car.

4 – Other forms of future :

The verb form to indicate the future depends on whether the speaker is talking about an intention, a fixed plan arrangement, or a fixed schedule.

a- Intention :

Form : « to be going to » + infinitive

Meaning : It is my intention to ……

Example : I am going to build a house one day

b- Fixed plan or arrangement :

Form : Present continuons

Example : What time are we having the test on January 20 th ?

Meaning : What time is our fixed arrangement for the test on January 20 th?

WWW.DZPEN.COM | قلم الجزائر

c- Fixed schedule :

Form : Present simple

Example : The plane arrives at 9.30.

Meaning : It is the fixed schedule (of the plane) that it arrives at 9.30.

EXERCISES:

1- The present continuous and the future simple :

Exercises : Put the verbs into the correct tense.

1 – Tom : Where your (go) for your next holiday ? (Arranged plan)
Ann : I don't know yet but we probably (go) to Spain.

2 - Peter : You (walk) home ? (Fixed decision)
Andrew : Yes. It's too late for a bus.
Peter : But it's raining. You (get) soaked ! Here, take this umbrella.
Andrew : Thanks very much. I (bring) it back tomorrow.

3 - Mary : You (take) any exams this term ? (Fixed plan).
Peter : Yes, I (take) an English exam at the end of the month.
Mary : Do you think you (pass) ?
Peter : I don't know. If I don't, I (take) it again at the end of next term.

4 – Tom : What they (do) for their holidays ? (Decision)
George : They (go) to the sea side.
Tom : And what (happen) to their dog ? (Planned)
George : They (take) the dog with them. I think he (enjoy) it more than they will.

WWW.DZPEN.COM | قلم الجزائر

2- The present continuous and be going to :

Exercises: Put the verbs in brackets into the correct future form:

1- **A–**You (ask) your boss to give you a five in your office?

B– No, I (leave) at the end of the week.

A–Really ? And what you (do) then? You (have) a holiday ?

B– No, I (start) another job the following Monday.

2- **Mrs Black**: Mrs Jones (go) to hospital. She (have) her appendix out.

Mrs White : Who (look) after the children ?

Mrs Black :Ther sister (come) down from Scotland

3- Ann has won a car in a competition but she can't drive
Tom: What you (do) with the car? You (sell) it?
Ann: No, I (learn) to drive. I (have) my first lesson next monday.

4- **Jim**: I hear you've bought a new house
Bob : Yes, I (move) in next week.
Jim : You (have) a house warning party ?
Bob : Not yet, I (paint) the house first.

5- **Secretary**: The employers (meet) the strikers again tomorrow.
Typist : They just (repeat) what they said today? Or they (climb) down?
Secretary: I believe that they (offer) a 10 percent rise plus productivity bonus?.

3- Be going to and the future simple:

Exercises: Put the verbs in brackets into the correct form :

1- **George** : He said he (write) a book about charming people who are happily married.

Paul : I wonder if anyone (buy) it.

George: Oh yes, people (buy) it. He' s a famous writer.

2- **Mr Jones**: No, I'm not going away for the week-end. I'm staying at home. I (start) building my garage. The bricks have come at last.

Mr Smith : You (do) it all by yourself ?.

Mr Jones: No, my nephew (help) me .I suggested in to him yesterday and he was quite enthusiastic.

3- **Mary** :(Meeting Jack carrying two buckets of water) : Hello. Jack ! Where is the five ?

Jack :I (wash) the car, if you want to know. Would you like to help me.

Mary : I'm not dressed for it but I (come) and watch.

4- **Ann** : Why are you taking fishing rods ? You (not climb) the mountain after all.

Tom : We (climb) and fish. There is a lake on top and we (try) to get some fish out of it.

Ann : Well, if you catch any I (cook) them ; but I think I (buy) some all the same.

WWW.DZPEN.COM | قلم الجزائر

III – VOCABULARY / PRONUNCIATION:

In this conversation, Christine Adams, the Office Manager, meets two salesmen from two office supplies companies – Isis Office Equipment and Arco office supplies. The salesmen want to discuss compact's requirements and try to get orders.

Salesman A : Good morning. I'm Paul Richards from Isis Office Equipment. I'll only take a few minutes of your time.

C.A : I'm Christine Adams. I'm afraid you've come at rather a bad moment: I'm expecting a visitor in about five minutes.

Salesman A : Five minutes will be fine. May I ask you who your main office supplier is?

C.A : Well, we buy from various sources, but Arco supplies most of our equipment.

Salesman A : A very fine company. Well, at least now I know who our main competitor is here. Anyway. I'd like to tell you about some special deals. First of all, do you use ring binders?

C.A : We do, yes.

Salesman A : Well, we have a good range of ring binders. These here are particularly popular. They're strong, and we have a good range of colours, as you can see from the catalogue.
We have a special offer on at the moment, which makes them very attractive at only 93 peach.

C.A. : I'm afraid we don't need any the moment, but I'll bear them in mind. But that reminds me of something we do need. How about desks? Do you stock any desks?

WWW.DZPEN.COM | قلم الجزائر

Salesman A : Yes, we certainly do. They are on page……..35 of the catalogue. This one here is the most popular we have a choice of three colours and the disk is larger than average.

C.A. : And what's the price ?

Salesman A : Ok, the normal price is £ 220, but as an introductory offer, I can give you a 10 percent discount …….making it £ 198. That's a very reasonable price.

C.A. : Well, I'll have to check with my boss before I place an order, but I'll bear it in mind.

Salesman A : We are selling photocopying paper at 60 p per hundred sheets at the moment . That's cheap compared to normal prices, and it gives good reproduction.

C.A : (To phone) yes. Ok I' ill be right over.
(To Salesman A) I'm fraid I'll have to leave you now.
One of the secretaries will see you out.
Thanks for calling.

C.A : Hello, Christine Adams.

Salesman B : Hello, Mrs Adams James Philby from Arco office supplies here.

C.A : Hello, Mr Philby

Salesman B : Mrs Adams. I just wantd to check that the last order arrived on time.

C.A : Yes, it did. We are using the typewriters at the moment.

Salesman B : Good, I'm glad to hear that everything's ok. Last time we met, you said that you might need some more office supplies, so I thought I'd just check if there is anything else you need.

WWW.DZPEN.COM | قلم الجزائر

C.A. : One moment, I'll just get my notes ……Do you stock size B 196 printer ribbons?

Salesman B : No, but we have a new ribbon in stock that will fit. They're only £ 2,65 each, which is a very attractive price. And they don't smudge

C.A : Fine. Can I order six ?

Salesman B : Anything else ?

C.A : I am running out of filing space. So we may need to order another filing cabinet.

Salesman B : We are selling off some filing cabinets at £ 115 each. They're better than average quality too.

C.A. : And color ?

Salesman B : We have a choice of four colors. Oh yes ! Last time you ordered some computer disks. Do you need any more?

C.A. : I'll have to check to see how many are using.

Salesman B : At the moment we are stocking disks with more storage capacity and they don't corrupt.

C.A : How much are they ?

Salesman B : £ 12 for ten.

C.A : Fine. I'll be in touch if we need anything.

Salesman B : Good, I look forward to hearing from you.

C.A : Good bye.

Salesman B : Bye.

WWW.DZPEN.COM | قلم الجزائر

Pronunciation and meaning of words :

Text 1:

Memorandum [mema'raendam] = note

Staff [sta: f] = group of workers of an organization

Redundancies [ri'd∧ndansiz] = more workers than necessary = surnombres.
Current ['k∧rant] = of the present time.

Retirement [ri'taiamant] = act of concluding one's professional career.

Text 2:

Orders [ɔ: daz] = requests to supply goods.

Salesman [seilzman] = person whose job is to sell goods.
CA = chartered Accountant [t ʃ a : t a d a'k a u n t a n t] = conseiller fiscal, expert comptable.

Deals = [di:l] = arrangements in business to the advantage of both sides .

Discount = ['diskaunt] = reduction made in the cost of buying goods.

Bear it in mind = remember it.
Filing cabinet = piece of furniture used for storing.
Corrupt [ka'∨∧ pt] = change the original form.

WWW.DZPEN.COM | قلم الجزائر

KEYS TO THE EXERCISES:

Exercise 01:

1- Fifty (50)
2- January 1 st .
3- The personnel officer

Exercise 02:

1- True
2- False
3- False
4- True
5- False
6- True
7- True

Exercise 03 :

Manufacturing costs	Profit margins	Number of office staff	Computer use	Consequences
Rising	Reduced	Fifty	January rst	Redundancies

Exercise 1:

I-

- Mary people complain……..
- I think you all know…….
- I need you help……

II-

- We are planning to reduce ……..
- The managing Directo is asking for names ……..
- We are trying to resolve the problems……
- I am trying to improve working conditions

WWW.DZPEN.COM | قلم الجزائر

III- Are you going / am going / do you want / do you smoke / don't smoke / smoke / spends.

Exercise 2: Are you waiting / am waiting / go/ belongs / wants / is using / go / takes / passes / is working / am queuing / are you coming / are you waiting/ think / wait / are / looks.

Exercise 3: Prefer / do not understand / does not matter / does that word mean/ don't know / is bringing.

Exercise 4: Is listening / is reading / is doing / is writing.

Exercise 5: Gets / washes / shaves / eats / do not hear / hear / makes / gets/ makes / wakes/ sings / bangs / drops / plays.

Exercise 1 : No

Exercise 1 : Are you going / we shall probably go.

Exercise 2 : Are you walking / will get / will bring.

Exercise 3 : Are you taking / am taking / will pass / shall take

Exercise 4: Are they doing / are going / is happening / are taking / will enjoy.

Exercise 1: Are you going to ask / am leaving / are you going to do / are you going to have / am starting.

Exercise 2: Is going / is having / is going to look / is coming

Exercise 3: Are you going to do / are you going to sell / am going to learn / am having.

WWW.DZPEN.COM | قلم الجزائر

Exercise 4: Am moving / are you going to have/ am going to paint.

Exercise 5: Are meeting / are they just going to repeat / are they going to climb / are going to offer .

Exercise 1: Is going to write / will buy / will buy.

Exercise 2: Am going to start / are you going to do / is going to help.

Exercise 3: Am going to wash / will come.

Exercise 4: You are not going to climb / are going to climb / are going to try / will cook / will buy

WWW.DZPEN.COM | قلم الجزائر

LA LEÇON N° 03: JOB ADVERTISEMENTS AND APPLICATIONS

OBJECTIF DE LA LEÇON N°03: A l'issue de cette leçon le stagiaire doit être capable de Comprendre et synthétiser les documents divers et apprendre à rédiger les e-mails et les correspondances professionnelles.

PLAN DE LA LEÇON N°03 :

I- EXERCISES

II- STRUCTURE PRACTICE (MUST, HAVE, NEED)

III- VOCABULARY AND PRONUNCIATION

IV- TÉLÉPHONE LANGUAGE

V- TELEX ABBREVIATIONS

VI- KEY TO EXERCISES

WWW.DZPEN.COM | قلم الجزائر

Read through the following advertisements for the post of Personal Assistant/Secretary. They have appeared in the "secretarial vacancies" section of the local newspaper.

Compact Systems
Personal Assistant Secretary

Required to assist departemental manager in our southtown office. The applicants must have experience of working in a computer company and mustn't have less than ten years' job experience. Typing and shorthand prefferred. Age : 30 + salary : 8,500 p. a. The job does not involved any travel.

Condidates must provide a C.V the names of two referees, and a statement of what makes a good PA/Secretary. Applications should be sent to.

Compact systems
96 Resewall drive
Southtown
5034 ST.

INVENTOR PLUS

Personal Assistant /Secretary to the Managing Director

We are looking for a suitably qualified person with a minimum of 5 years experience of working in a business environment, but not necessarily in the computer industry, to take up a post as a Personal Assistant to the Managing Director. Applicants must have typing and shorthand skills, be well-dressed and willing to travel. Manimum age : 18 full e.v, and the name of previons employer to.

Invontor plus
60 chiswinck avenue
South town, 5036 q2

WWW.DZPEN.COM | قلم الجزائر

I- EXERCISES:

Exercise N°1:

The advertisements above show what is necessary, not necessary or prohibited.

As you read through that again, indicate the requirements, in the appropriate column in the table below. (the first one has been done for you).

WWW.DZPEN.COM | قلم الجزائر

	Compact systems				Inventor plus		
	Necessary	**Not necessary**	**Prohibited**		**Necessary**	**Not necessary**	**Prohibited**
Have experience of working in a computer company	x						
Have typing and shorthand skills							
Have a minimum of five (05) years' work experience							
Have two referees							
Be willing to travel							
Send a full C.V							
Be under 28 years old							

WWW.DZPEN.COM | قلم الجزائر

II- STRUCTURE PRACTICE :

There is some of the language you have must read notice of the some ways to express what is :

a- Necessary
b- Not necessary
c- Prohibited

Necessary	Not necessary	Prohibited
Must Have to Have got to	Needn't/don't need to Don't have to Haven't got to	mustn't

Example from the advertisements :

1- Applicants must have experience of working in a computer company.
2- Applicants must have typing and shorthand skills.

Exercise N° 02: Find the other examples contained in the advertisements verbs : Must ; To have ; Need

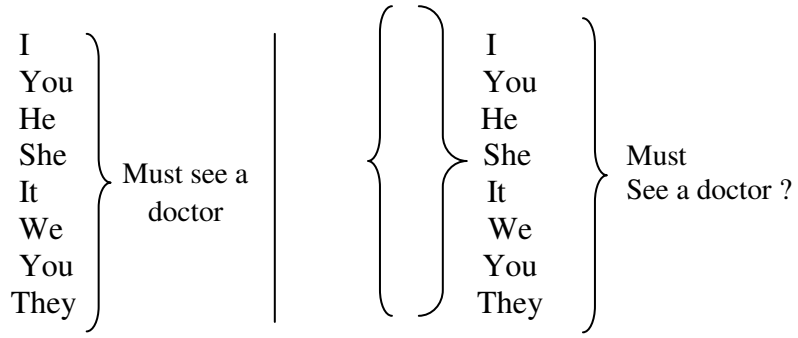
Must:

"Must" is used to express obligation, the form "Must" is used for all persons in the present and future tenses.

"Must" has no infinitive and no past tense. It is followed by the infinitive without "to".

WWW.DZPEN.COM | قلم الجزائر

Affirmative **Interrogative**



Negative obligation:

I
You
He Must not smoke. It is dangerous for health.
She
It
We
You
They

Contraction: mustn't.

To have to:

"To have" + infinitive with "to" also expresses obligation. It provides an alternative form for "must" and also supplies its deficiencies.

Affirmatives :

I / You have
You / He / She / It has
You / They have
to work hard to succeed

Interogative (1) :

Have I
Has He / She / It
Have We / You / They
to work hard ?

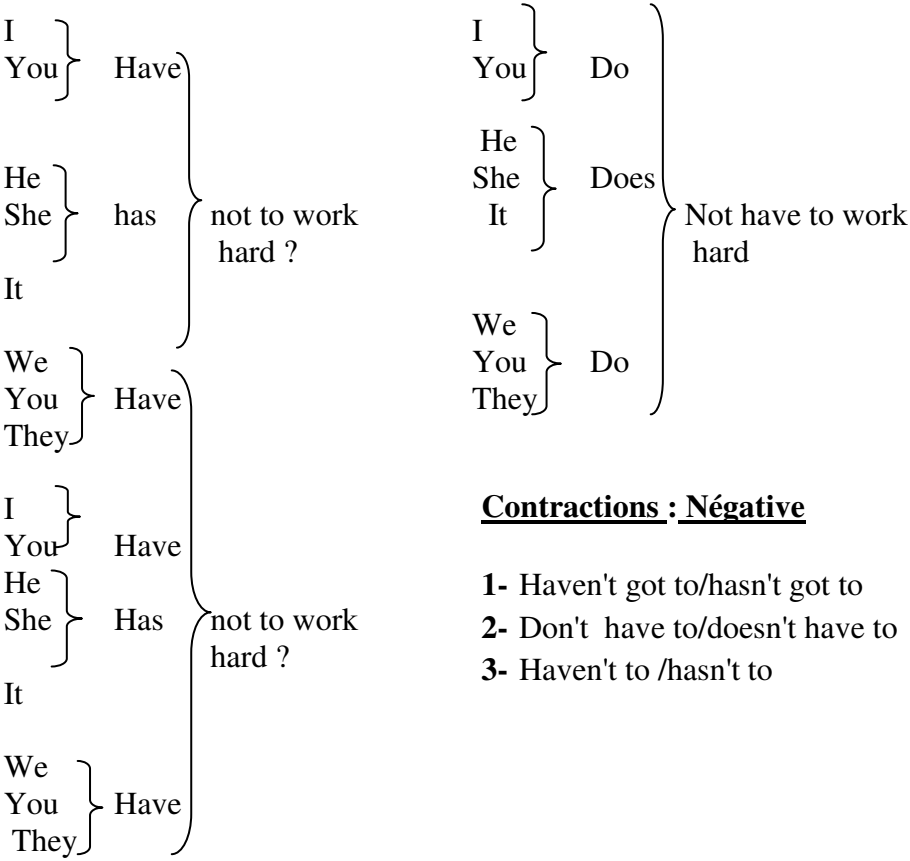
Interrogative (2) :

Have I
Has She / He / It
Have You / They / We
got to work hard ?
hard ?

interogative (3):

Do I / You
Does He / She / It
Do We / They / You
Have to work

The negative forms of "to have to" express absence of obligation.



Contractions : Négative

1- Haven't got to/hasn't got to
2- Don't have to/doesn't have to
3- Haven't to /hasn't to

Need :

When this verb is used as an auxiliary, the same form, "need", is use for, all persons in the present and future tenses.

"Need" is mainly used in the interrogative and negative.

In the negative it expresses absence of obligation (it is not necessary).

Negative 1 **Interrogative 1** **Interrogative 2**

I You He She It We You They	Need not + V	Need	I You He She It We You They	+ V	Do Does Do	I You He She It We You They	Need to +V

You need not go now- Need you do it now? Does she need to work so late ?

Negative 2

I You	do	Not need to + v
He She It	does	
We You The	do	

Contractions : **Negative**

1- Need't / needn't

2- Don't need to/ doesn't need to

You don't need to bring anything with you

Exercise N°03:

To apply for the job at compact systems condidates must provide a statement of what makes a good PA/Secretary. As you read through the following conversation between Erica and hilary, make a list of five things that think make a good PA/secretary (the first one has been done for you).

Hilary: Hey I look at this. Here's an advertisement for a Personal/Assistant.

Erica: Here's another one. Inventor plus. Have you heard of them?

Hilary: No, but I have heard of compact systems. They're supposed to be very good to work for, and computer companies are my line exactly.

Erica: Are you going to apply for it ?

Hilary: I will, I think. Look at this. It says "must provide two referees and a statement of what makes a good PA or Secretary".

Erica : What do you think they mean ?

Hilary : I don't know. Perhaps they mean things like filling system.

Erica : Oh yes, a good PA has to have a good filing system.

Hilary: Can you think of anything else ?.

Erica : Well, you could say something about receiving "An effective personal assistant must be good at receiving visitors " something like that.

Hilary : I agree, you mustn't create a bad impression.

Erica: Well , that's two things. What else ?.

Hilary: I know ! A good PA must also distribute work fairly to other typists.

WWW.DZPEN.COM | قلم الجزائر

Erica : And what about phone manner ?
Hilary : Yes, of course, you have got to have a good phone manner.

Erica : And there's appearance. In the last place I worked we had to dress very neatly.

Hilary : Ok. That's the filth one a good PA must also have a neat appearance. Can you think of any more ?.

Erica : No, I think those are the most important points.

WWW.DZPEN.COM | قلم الجزائر

Exercise N° 4 :

Look at the requirements for condidates wishing to apply for personnal assistant jobs at the two companies below has. Use the table below to make sentences about their requirements. (The first one been done for you).

Requirements	Necessary	Not necessary	Prohibited		Necessary	Not necessary	Prohibited
Be to work at week-ends	x					x	
Be prepared to travel overseas		x			x		
Know how to use a computer	x						
Be over 30			x		x		
Speak German	x					x	

Expo:

1- Condidates must be able to work at week-ends
2- Condidates don't……
3- Condidates have…….
4- Condidates…….
5- Condidates…….got……

Impo:

1- Condidates ……..need to……
2- Condidates have……..
3- Condidates must…….
4- Condidates……..got…….
5- Condidates……speak German.

Look at this model letter of application:

(The sender's address) ← 63 Wenwell Gardens
Southtown
S 09 7 PX

Inventor plus ← (The address)
60 Chiswick Avenue
Southtown
S03 60 07

10 January 19 ← (The date)
Dear Sir / Madam ← (The greeting)

(The first paragraph says why you are writing).

I am writing in response to your advertisement for a Personal Assistant/Secretary to the Managing Director.

(The second paragraph contains fives finther details)

I am enclosing a copy of my curriculum vitae. Which gives details of my qualifications and experience. As you will see, I had 7 years experience of working in a business environment and have an RSA 2 in typing and shorthand, I traveled in my previous job. I would be very willing to do so.

I will be available for interview at any time, and look forward to hearing from you".

(The final paragraph includes a polite ending)

WWW.DZPEN.COM | قلم الجزائر

Exercise 5:

Hilary has decided to write a letter to Compact Systems to apply for the job as Personal Assistant/ Secretary. Write a letter of application for her. Your letter should include a statement of what makes, a good PA/Secretary based on exercise (2).

Compact Systems
96 Roswall Drive, Southtown 503 4 BT
12 January 00

63 wenwell gardens Southtown
Southtown S09 7PX

Dear……

I am writing in response to your advertisement for a Personal Assistant / Secretary……
……..

I am enclosing ……
……of my qualifications and experience. As you will see. I have had 12 year's ……including two in……I also have an RSA stage in Typing and RSA 100 w.p.m shorthand.

In my opinion a good PA/Secretary must:

……
……
I will be ……
……

Hilary Beacham

WWW.DZPEN.COM | قلم الجزائر

III- VOCABULARY AND PRONUNCIATION :

Vacancy [ˊveikɔ̄nsi] = Job wich is not filled
To require [tikwaiɔ̄ (r)] = To need
To assist [ɔ̄'sist] = To help
Shorthand [ʃɔthænd] = Stenography
Application ['æpli'keifn] = An officialleter
Requesting a job

To apply (for a job) [a'plai] = To request officially
Normally in writing

Filing (system) [failin] = Method of organising and storing papers, letters and other documents.

To receive (visitors) = To greet people and make them welcome.

To create a bad impression = To act in such a way that semeone else thinks Badly of you.
To distribute = [di′stribjut] = To divide among several or many people.
Neat [nit] = Showing care in appearance.

WWW.DZPEN.COM | قلم الجزائر

IV- TELEPHONE LANGUAGE :

The following sentences and expressions will help you when making and answering phone calls. They are divided into two sections :

- Outgoing calls (when you make the call);
- Incoming calls (when you receive the call).

1- Outgoing-calls :

- **Identifying yourself :**

My name is ……(First introduction).
This is……..here.
This is …….

- **Asking to speak to someone :**

Could I speak to ……., please ?
Could you put me through ……., please ?.
I'd like to speak to ……., please.

- **Giving further information :**

It's in connection with……
It's about…….

- **Explaining purpose of call :**

I'm calling to ask about……..
I'm phoning to let you know the details of……
I'm ringing to tell you about……..

- **Showing understanding :**

I see
I understand

Leaving a message :

Could you give……..a message ?
Could you ask……..to call (when he gets back)?
Could you tell……..I'll call back later ?

- **Thanking :**

  Well, thank you very much for your help.
  Well, thanks for the information.
  I'm very grateful for your assistance.
  I'm much obliged to you.

- **Ending the call :**

  I look forward to seeing/hearing from/ metting you. Good bye.
  Bye.

2- Incoming calls

- **Identifying your company :**

  Compact Systems. Good morning /afternoon.

- **Identifying yourself when you pick up the phone :**

  Hilary Beacham
  Hilary Beacham speaking
  Helping the caller
  Can I help you ?
  Who would you like to speak to ?
  Which departement is he / she in ?

- **Asking for the caller's identification :**

  Who's speaking, please ?
  Who's calling, please ?
  Which company are you from ?

WWW.DZPEN.COM | قلم الجزائر

- **<u>Asking for further information</u> :**

  What's it inconnection with, please ?

- **<u>Connecting the caller</u> :**

  Just a minute/moment /second, please ?
  Hold/hang on, please.
  Hold the line, please, I'll put you through.
  I'm putting you through now.
  I'm connecting you now.
  You're through now.

- **<u>Explaining that semeone is not available</u> :**

  - I'm afraid …….is not available this morning/afternoon.
  - I'm afraid ……..……..is not at the moment.
  - I'm sorry, but ……...is on holiday / in a meeting at the moment.
  - I'm sorry, but ……..……..is on the other line at present.
  - I'm afraid his/her line's, engaged. Do you want to hold ?

- **<u>Alternative actions</u> :**

  Could you ring/phone/call back/later ?
  Would you like to leave a message ?
  Can I take a message ?

- **<u>Responding to thanks</u> :**

  Not at all.
  Don't mention it.
  You're welcome.

WWW.DZPEN.COM | قلم الجزائر

- **Ending the coll :**

  I'look forward to seeing/hearing from/meeting you
  Thanks for colling
  Good bye
  Bye

V- TELEX ABBREVIATIONS :

The following list of telex abbreviations is divided into two sections :

1- Standard telex abbreviations that you can use or may receive in the text of telexes.

2- Standard telex abbreviations used internationally by swithboard operators that you may receive.

1-

ANS	ANSWER
ARR	ARRIVE/ARRIVAL
ASAP	AS SOON AS POSSIBLE
ATTN	FOR THE ATTENTION OF
CFM	CONFIRM
DEP	DEPART/DEPARTURE
ETA	ESTIMATED TIME OF ARRIVAL
ETD	ESTIMATED TIME OF DEPART
INFO	INFORMATION
NO	NUMBER
PLS	PLEASE
RE	ABOUT /REFERRING TO
RETEL	ABOUT TELEX
RGDS	REGARDS
RPT	REPEAT
TEL	TELEPHONE
TELCON	TELEPHONE CONVERSATION
TKS	THANKS
TLX	TELEX
URTEL	YOUR TELEX

WWW.DZPEN.COM | قلم الجزائر

2-

ABS	ABSENT SUBSCRIBES, OFFICE CLOSED
BK	I CUT OFF
CFM	I CONFIRM
DER	OUT OF ORDER
DF	YOU ARE IN COMMUNICATION WITH THE COLLED SUBSRIBER ERROR
INF	SUBSCRIBER TEMPORARILY UNOBTAINABLE, CALL THE INFORMATION (ENQUIRY) SERVICE
MON	WAIT/WAITING
NA	CORRESPONDENCE TO THIS SUBSCRIBER IS NOT ADMITTED
NCH	SUBSCRIBER'S NUMBER HAS BEEN CHANGED
NP	THE CALLED PARTY IS NOT, OR IS NOLONGER, A SUBSCRIBER
NR	INDICATE YOUR CALL NUMBER /MY CALL NUMBER IS.
OCC	SUBSCRIBER IS ENGAGED
PPR	PAPER
R	RECEIVED
RAP	I WILL CALL YOU BACK
RPT	REPEAT/I REPEAT
SYP	PLEASE SEND A TEST MESSAGE THRU YOU ARE IN COMMUNICATION WITH A TELEX POSITION
TPR	TELEPRINTER
WRU	WHO IS THERE ?

WWW.DZPEN.COM | قلم الجزائر

VI- KEY TO EXERCISES:

Exercise N° 01:

	Compact systems				Inventor plus		
	Necessary	Not necessary	Prohibited		Necessary	Not necessary	Prohibited
Have experience of working in a computer company	x					x	
Have typing and shorthand skills		x			x		
Have a minimum of five (05) years' work experience	x				x		
Have two referees	x					x	
Be willing to travel	x				x		
Send a full C.V	x				x		
Be under 28 years old			x		x		

WWW.DZPEN.COM | قلم الجزائر

Exercise N° 02:

- Applicants mustn't have less than ten (10) year's job experience.
- Candidates must provide a C.V . The names of two referees, and a statement of what makes a good PA /Secretary.
- Applicants must be well dressed and willing to travel.

Exercise N° 03:

1- Have a good filling system.
2- Be good at receiving visitors.
3- Distribute work fairly to other typists.
4- Have a good phone manner.
5- Have a neat appearance.

Exercise N° 04:

Expo:

1- Condidates must be able to work at week-ends.
2- Condidates don't need to be prepared to travel overseas.
3- Condidats have to know to use a computer.
4- Condidates mustn't be over 30 years old.
5- Condidates have got to speak German.

Impo:

1- Condidates don't need to be able to work at week-ends.
2- Candidates have to be prepared to travel overseas.
3- Condidates must know how to use a computer.
4- Condidates have got to be over 30 years.
5- Condidates needn't / don't need to / don't have to / haven't got to speak German.

WWW.DZPEN.COM | قلم الجزائر

Exercise N° 05 :

Compact Systems
96 Rosewall Drive, Southtown, S03
63 Wenwell gardens Southtown
S09 7 Px

12 January 19

Dear sir /Madam

I am writing in response to your advertisement for a Personal Assistant/Secretary to assist departement managers in your Southtown office.

I am enclosing a copy of my curriculum vitae (C.V), which gives details of my qualifications and experience. As you will see I have had 12 year's job experience, including two in a computer company.

I also have an RSA stage in typing and RSA 100 w p m shorthand.

In my opinion a good PA/Secretary must:

- Have a good filling system.
- Be good a receiving visitors.
- Distribute work fairly to other typists.
- Have a good phone manner.
- Have a neat appearance.
- I will be available for interview at anytime, and look forward to hearing from you.

Your faith fully

Hilary Beacham

WWW.DZPEN.COM | قلم الجزائر

LA LEÇON N°04 : ORTHOGRAPHE ANGLAISE ET PRONONCIATION

OBJECTIF DE LA LEÇON N°04: A l'issue de cette leçon le stagiaire doit être capable appliquer les termes et concepts appropriés.

PLAN DE LA LEÇON N°04 :

I- DISSATISFIED CUSTOMERS

1- Complaining (1) and Complaining (2)

2- Presentation of new language and Practice

3- Pronunciation/ vocabulary/ Abbreviations

II- RECEIVING VISITORS

Introduction

1- Presentation of new language

2- Practice

III- BOOKING A HOTEL ROOM

INTRODUCTION

1- Presentation of new language

2- Practice

EXERCISES

WWW.DZPEN.COM | قلم الجزائر

I- DISSATISFIED CUSTOMERS :

1- Complaining (1) and Complaining (2):

1.1- Complaining (1):

Now, Hilary Beacham works as a personal assistant /secretary at compact systems and often has to deal with the problems of it dissatisfied customers and clients.

Exercise 01:

Read the conversation between Hilary Beacham and Paul Crown.

HB : Hilary Beacham Good morning

PC : Could I speak to Alice Everett : please ?

HB : Who's calling, please ,?

PC : My name is Paul Crown ?

HB : Well M Crown I'm afraid M$^{rs.}$ Everett is away on business until Next week perhaps I can help

PC : Well, you can certainly make a note of my complaints

HB : Could' you explain the problem ?

PC : Some time ago Mrs. Everett suggested a linkup between our tow Companies. At that stage I said I would like to see your product Range

HB : Yes

PC : We arranged for one of you reps to visit me last week, but he did not turn up I was naturally very annoyed

HB : Yes, Understand I'm very sorry to hear that I'm sure there's a very simple reason for the misunderstanding.

WWW.DZPEN.COM | قلم الجزائر

PC : Unfortunately, Mrs. ……?

HB : Beacham

PC : There is more to come when rep had not shown up by 4.30 I telephoned your office to find out what had happened.

HB : Yes

PC : And the secretary I spoke to was extremely rude to me again I was naturally very annoyed

HB : I understand Did you get her name ?

PC : Unfortunately not

HB : I do apologies, and I will try to find out who you spoke to and take appropriate action.

PC : Anyway, the reason I phoned her was to ask her to tell rep to contact me and explain why he hadn't shown up, All I wanted was an! explanation. Now that was over week ago an I've heard wanted was an nothing.

HB : Well, Mrs. Crown, I'm extremely sorry to hear bout your Complaints I can

Assure you that I will look into all of them immediately, and will get back to you a soon as I have found an exactly what has happened in the meantime, please accept my apologies.
PC : In that case, I will expect a cal either from you or from the rep

HB : Indeed

PC : Good bye

HB : Good bye

Exercise 01:

To : ……..

From:……..

While you were away

Name : paul crown : campany: …….

Visited : phaned :

Returned you call : would like a call :

Message

Complaints :

1- .....

2- .....

3- .....

1.2- Complaining (2):

Somme time later Mr. Crown has another complaint about compact However on this occasion he decides to put in writing.

Read Mr. Crown's letter, then list the complaints on the form below.

Semantix
192 School Iane
Solihull Birmingham

Mrs A Everett
Compact Systems
96 Rosewall drive
Southtown
S 03 4 BT
13 Th july, 1999

Dear Mrs Everett,

Further to our telephone conversation, I would like to point sever at thing on to you.

Firstly, although we can accept that production difficulties at your factory have led to slight delays, we still have not received delivery of the goods due two months ago.

Secondly, your letter explaining that the consignment would be delayed arrived too late to be of any use to us.

Lastly, and most importantly, not all the units from our march order were delivered, out of 60, we only received 58.

I would be grateful if you phone me to give me some explanation of this

Yours sincerely
P .Grow
Purchasing manager

WWW.DZPEN.COM | قلم الجزائر

Exercise 02:

Complaints:

1-.....

2-.....

3-.....

2- Presentation of new language and practice:

In the conversation Hilary Beachm apologized to Paul Crown. Here is some of the language she used.

Routine apologies :

- I'm afraid Mrs. Everett is away on business until next week

Stronger apologies :

- I'm very /extremely sorry to hear that
- I do apologise
- I'm extremely sorry to hear about your complaints
- Pelasse accepte my apologies

To apologies in writing we use similar expressions:

- We were (very/extremely/most) sorry to hear about the problem
- We regret that this problem has happened
- We apologies for the problem that has arisen

WWW.DZPEN.COM | قلم الجزائر

PRACTICE:

On the left there are a number of statements (spoken or written) : on the right are apologies Match each statement with its appropriate apology . the first one has been done for you.

Exercise 03:

1- My Name Is Crabtree	a- I do apologies on his behalf
2- He was extremely rude	b- please accept my apologies
3- Four items were damaged	c- Sorry, could you repeat that please?
4- The délivre was latte	d- I'm afraid she's not available at the moment
5- Your rep did not call	e- I do apologies for his behavior
6- Mrs Blythe, pelasse	f- I'm extremely sorry for the error made by our accounts department.
7- We were surprised to receive an invoice as the goods have been returned	g- we are sorry about the damaged items
8- Your cheque has been returned to us by our band	h- we regret the delay, but it is due to circumstances beyoud control

1- (c)
2-
3-
4-
5-
6-
7-
8-

Exercise 04:

You are Hilary Beacham. When Paul Crown's letter of complaint arrived on your desk you decided to take immediate action in Alice Everett's absence. Below are your notes on Crown's complaints, your findings and your propose action.

Complaint	Compact's finding	Agreed action
Late delivery or many order	Dispatched last week	Offer discount (30 %?)
Late arrival of letter of explanation	Postal strike	
Tow missing items from march order	Wareh ouse man careless sent 58- not 60	Send tow today

Now write a letter of apology to Mr. Croun based on your notes above.

Compact Systems
96 Resewall Drive, South town, S03 4 BT

Mr P Crow,
Semantix
192 School lane
Solihull
Birmingham
17 th July, 19.....

Dear Mr. Crown,

Further to your letter of complaint, I should like to apologies for the unfortunate events and tell you about my findings and proposed action As Mrs. Everett is abroad I investigated complaints.

Firstly, we are.....

I can assure you that .....and will reach you very soon. Be cause of the inconvenance…….....discount.

WWW.DZPEN.COM | قلم الجزائر

Secondly,.....

.....arrived late. This was

unfortunately.....

Lastly, I.....

Missing, Unfortunately .....60 The tow remaining items.....today

I should like to assure you that this will not happen again.

.....

H.Beacham

Personal assistant to Alice Everett

3- <u>Pronunciation/ vocabulary/ Abbreviations</u> :

Complaint : [kəm'pleint] = statement of dissatisfaction
Product range : [prodΛkt reindz] = different products produced by a company
Rep = [rep] = abbreviation for representative
To turn up = [tə:nrp] = to arrive
Misunderstanding ['mis'Λndə'stædinŋ] = failure to understand rightly
To show up = [ʃɔourp] to arrive
To find out = [find out] learn by inquiry
Rude = [ruid] = impolite
Unfortunately = [Λn'fɔtunəly] = unluckily
Apologies = [a'pɔləpriət] = say one is sorry
Appropriate = [a'proupriat] = suitable
Meantime = ['mintaim] = suitable

WWW.DZPEN.COM | قلم الجزائر

To get back = [get bæk] to call back
To investigate = [investigeil] = make a careful stydy
Delivery = [delivri] act of taking something to somebody
To despatch = [dispæʧ] = to send off to a destination
Inconvenience = ['inkan'vi:niəns] = trouble
Delayed = [di'leid] = late
Strike = [straik] = trime when no work is done because of disagreement
Order = [oidə] = request to supply goods

ABBREVIATIONS:

The following general business abbreviations may be used or found in written communications including letters telexes, memos, notes and reports.

Approx	Approximate /about
Asst	Assistant
Avg	Average
Bkg	Banking
Bldg	Building
C.c	Carbon copy
Cf.	Compare with, compare
Cont.	Continued
Contd	Continued
Dlb	Double
Encl	Enclosed
E.g	For exemple
Esp	Especially
Est	Established
Etc	Etcetera/and soon
Exel	Excluding
Ext	Extension
G.M	General manager
H.Q	Head manager
I.e	Inother words/that is to say
Incl	Including
Intl	International

WWW.DZTEN.COM | قلم الجزائر

Max	Maximum
Mfg	Manufacturing
Mfr	Manugacurer
Mgr	manager
Min	Minimum
Misc	Miscellaneous
Mtg	Meeting
N.B	Take special note of
P.a.	Pet year
P.c	Pages
P.p	Postscript
P.s	Received
Reed	Please reply
R.S.V.P	Secretary
Sec	Secretary
Sgl	Single
Std	Standard
Yr	Year
yrs	Yours

II- RECEINVING VISITORS:

Offering, accepting and declining hospitality

INTRODUCTION:

An important visitor has come to the office for an appointment with Alice. Everett the marketing Manager He is early: so Alice Hilary to look after him until she's ready sally one of the secretaries il also in the office

J.B : Good morning

H.B : Good morning

J.B : My name John Brown I have an appointment with Alice Everett At 11 o'clock

WWW.DZPEN.COM | قلم الجزائر

H.B : Yes, Mr. Brown Mrs. Everett is expecting you She'll be with you
in a few minutes

J.B : Fine

H.B : Can I take your coat ?

J.B : Yes please Here you are

H.B: Would you like to take a seat while you're waiting ?

J.B : No thanks I've been sitting for the last three hours and I'd like to Stretch my legs.

H.B : Can I get your something to drink coffee tea or a cold drink ?
J.B : Yes, that would be very nice could I have a cup of coffee, please ?
H.B : Yes certainly, Mr. Brown How do you take it ?

J.B : White with one sugar

H.B : Fine sally could you get Mr. brown a cup of coffee please white with one sugar

S: Yes, certainly

J.B : While I'm waiting perhaps we could sort a couple of things out

H.B : Yes

J.B : This morning before I left office I tired to make a reservation at this hotel …….the Grosvenor……..but I couldn't get through I think I'd better call them to make a reservation for tonight

H.B : Would you like me to call them for you ?

WWW.DZPEN.COM | قلم الجزائر

J.B : Yes, that's very kind of you

H.B : Shall I call a taxi to take you round there after your meeting with Mrs. Everett?

J.B : Is the hotel for ?

H.B : About fifteen minutes walk from here

J.B: Thank you, but it's not necessary I can easily walk

S : Here's your coffee Mr. Brown

J.B : Thanks

S : would you like a biscuit

J.B: thank you, but no

H.B : how long are you going to stay in Southdown Mr Brown ?

J.B: I'll be here until tomorrow afternoon

H.B: Well, if there's anything else I can do for you just ask me

J.B: That's very kind of you thank you

H.B : Yes …. Yes Mr. Brown is here to see you ……ok Mr. Brown Mrs. Everett is ready now Please come this way.

J.B : Right Thank you

WWW.DZPEN.COM | قلم الجزائر

1- Presentation of new language:

In the conversation above Hilary and Sally offered to do things and Mr. Brown accepted or declined. Now look at. the langage used :

Offers :

- Can I take your coat?
- Shall I call a taxi?
- Would you like to take a seat?
- Would you like me to call them for you?
- Can I get something to drink?

Accepting:

Yes please.

Yes, that's very kind of you.

Yes that would be very nice.

Declining:

No thanks/no thank you

Thank you, but it's not necessary

Thank you, but no

PRACTICE:

Exercise 5 :

Offer the following to a visitor. The first one has been done for you.

1- Drink something:

Would you like to drink something?

WWW.DZPEN.COM | قلم الجزائر

2- Take his coat …….take your coat?

3- Reserve a table for him……..reserve a table for you ?

4- Take an earlier flight……take an earlier flight ?

5- Do anything else for him ……do anything else for you ?

Exercise 06:

Now complete the following sentences with appropriate words to accept or decline the offer.

1- Cant I get you a drink?
…….please

2- Would you like a newspaper ?
……you

3- Would you like me to book a taxi for you ?
…….but……

4- Would you like to go to the theatre tonight?
Yes,……..nice.

5- Would you like me to collect you from the hotel tomorrow?
……..you, but……..

III- BOOKING A HOTEL ROOM: (Checking and correcting information)

INTRODUCTION:

Alice, Everett is abroad on company business, and has sent Hilary Beacham a telex asking her to make arrangements for an important meeting.

Read the telex, then indicate in the table below the five requirements which the hotel must satisfy.

Attn Hilary Beacham

Ref visit to London for Mr. CRAMER Find suitable Hotel for 5,6 and 7 may , phone essential + Near + Lancaster Road Must have meeting room + restaurant Arrange and conf with me.

Rgds
Alice Everedtt

Exercise 7 :

Requirements
1- room available 5 the, 6 the and 7 the may 2- 3- 4- 5-

1- Presentation of new language:

Hilary phones a hotel in order to ask about its facilities and availably, here is the conversation.

WWW.DZPEN.COM | قلم الجزائر

L : Lancaster Hotel

H.B : Hello, my name is Hilary Beacham from Compact Systems I'd like some information please.

L : Yes, certainly
H.B : Can you tell me if you have any single rooms available on the 5 th, 6 the and 7 th may?

L : Yes, we still have rooms for those dates

H.B : And does every room have telephone ?

L : oh, yes.

H.B: Are you near Lancaster Road?

L : Well we're actually in Lancaster Road Number 16

H.B : 60 Lancaster Road

L : Excuse me Not "60" – 16

H.B : 16 thank you and the next question is : do you have any meeting rooms?

L : Can you repeat that please ?

H.B : Meeting rooms. Do you have any?

L : We do I'll just check that we have one available for those dates yes, we do

H.B : Good

L : Is there anything else ?

H.B: Oh yes is there a restaurant in the hotel?

WWW.DZTEN.COM | قلم الجزائر

L : Did you say "restaurant" ?

H.B : That's right
L : We do have our own restaurant facilities yes

H.B : Thank you that's all to know good bye

L : Goodbye

Checking information

There are several ways to check that you have heard or understood information correctly.

a- Saving that you didn't hear correctly :

- Sorry, I didn't quite catch those dates.

b- Asking for repetition :

- Could you repeat that, please?

c- Asking for spelling :

- Can you appell that, please?

d- Repeating the information :

- Did You Say "restaurant" ?

e- Repeating the first part of the information :

Lancaster Hotel: the 5 th……

Hilary Beacham : the 5 th, 6 th and 7 th.

Correcting information :

- Excuse me Not "60" sixteen
- That's not quitte right
- I'm afraid you've made a mistake

PRACTICE:

Exercise 08:

Here are four statements which are wrong. After each statement the correct information is given in brackets. Correct each wrong statement starting your answer with the word (5) given. The first one has been done for you.

1- The telephone number is 01-650 2703 (01 – 650 2037)

That's not quite right the number is 01 – 650 20 37

2- The flight leaves at 9,55 (9.58)

I'm afraid ……..the flight
…….

3- There are going to be fifty people at the meeting (15)
Excuse ……..not……

4- Mr. little lives at 206 north parade (south parade)
I'm afraid……..…Mr. little
…….parade

WWW.DZPEN.COM | قلم الجزائر

KEY TO THE EXERCISES:

Exercise 01:

To : alice Everett

From : hilary beacham

While you were away

Name : paul Crown Company : Semantix

Visited: phoned

Returned your call would like a call

Message

Complaints:

1- Rep did not visit as arranged
2- Secretary was extremely rude
3- Rep did not phone to explain why he did not visit

Exercise 2:

Complaints:

1- No delivery of good due two months ago

2- Too late arrival of letter of explanation

3- Two items missing from march order

Exercise 03:

1. (c)
2. (e)
3. (g)
4. (h)
5. (a)
6. (d)
7. (f)
8. (b)

Exercise 04:

Compact systems

96 rose wall drive, southtown , S03 4 BT

Mr. P. Crown

Semantix
192 school lane
Solihull
Birmangham
17 Th July, 19……

Dear Mr Crown,

Further to your letter of complaint, I should like to apologise for the unfortunate events and tell about my findings and proposed action. As Mrs. Everett is abroad I investigated your complaints.

Firstly, we are extremely sorry for the late delivery of your may order, I ca, assure you that it was dispatched last week and will reach you very soon. Because of the in convenience we are happy to offer you a 30% discount.

Secondly, I apologise that our letter exclaiming that the delivery would be delayed arrived late. This was unfortunately due to the postal strike.

Lastly, I regret that two of the items from your march order were missing unfortunately our warehouseman was careless and 58 instead of 60 . the two remaining Items be sent to day.

I should like to assure you that this will not happen again sincerely.

H.beachame

Exercise 05 :

2- Shall/can I take your coat?
3- Would you like me to reserve a table for you?
4- Would you like to take earlier flight?
5- Can I do anything else for you?

Exercise 06:

1- Can I get you a drink?

Yes please.

2- Would you like a newspaper?

No, thank you

3- Would you like me to look a taxi for you?

Thank you, but no

4- Would you like to go to the theatre tonight?

Yes, that would be very nice

5- Would your like me to collect you from the hotel tomorrow ?

Thank you, but it's not necessary.

Exercise 07:

Requirements
1- Room available on 5 th und 7 th may **2-** Telephone **3-** Near Lancaster road **4-** Meeting room **5-** Restaurant

WWW.DZPEN.COM | قلم الجزائر

Exercise 08:

1- The téléphone number Is (01-650-2037)
That's not quite right. The number is (01-650-2037)

2- The flight leaves at 9,55 (9,58)
I'm afraid you've made a mistake The flight leaves at (9,58)

3- There are going to be fifty people at the meeting (15)
Excuse me not fifty - fifteen

4- Mr. little lives or 206 north parade (south parade)
I'm afraid you have made a mistake Mr. Littre lives at 206
South parade

LA LEÇON N° 05: INTRODUCTIONS AND GREETINGS

OBJECTIF DE LA LEÇON N°05: A l'issue de cette leçon le stagiaire doit être capable D'appliquer les formules d'introduction et de politesse.

PLAN DE LA LEÇON N°05 :

I- INTRODUCTIONS AND GREETINGS

1- Reading
2- Presentation of new language forms

II- IDENTIFYING EQUIPMENT AND DESCRIBING ITS FUNCTION

1- Reading
2- A remate dictation system
3- Presentation of new language forms
4- Lexis and pronunciation

III- WHO'S WHO IN THE COMPANY (CLASSIFICATION)

1- Reading
2- Presentation of the new language

IV- CHECKING ARRANGEMENTS (TELEPHONING)

1- Reading
2- Presentation of the new language forms

WWW.DZPEN.COM | قلم الجزائر

I- INTRODUCTIONS AND GREETINGS :

1- Reading :

Hilary has just arrived at Compacts Systems. As it's her first day, and she hasn't had a chance to meet her colleagues yet. Sheila Polson, the Personal Manager, introduces her to some of the staff.

Read the following introductions and greetings.

- **The following initials stand for :**

HB (Hilary Beacham)

PM (Personnel Manager)

OM (Office Manager)

MM(Marketing Manager)

PA (Personal Assistant)

SEC (Secretary)

FC (Filing Clerk)

PM : Ah, good morning, Hilary. How are you?

HB : Very well, thank you. And you?

PM : I'm fine. First of all, I think that we should go round and meet some of the staff that you'll be working with. Let's start with your boss, Alice Everett, I'm sure that you'll remember her from the interview. Now, you'll be working with her for the first two months.

HB: Yes, I see

WWW.DZPEN.COM | قلم الجزائر

MM : Come on.

PM : Good morning, Alice, I'm just showing Hilary round… doing the Introductions, before she starts working with you.

MM : Good morning, Hilary. Nice to see you again.

PM : Now, you'll start working with Alice from next week. In the second part of this week, George will be showing you how everything's done, so that you know way around.

MM : Fine, so, I'll look forward to seeing you next week Hilary.

HB : Yes, I'm looking forward to working you, Mrs Everett.

PM : Good, let's move on to the General office.

PM : Good morning, every one. Can I have a few moments of your time? I'd like to introduce a new member of staff. First, I'd like to introduce you to our office manager, you'll be spending today and tomorrow with her.

OM : Pleased to meet you, my names Christine Adams.

HB : How do you do ? I'm Hilary Beacham.

PM : Hilary. Let me introduce you too. M^{r} Brown, this is Hilary.
HB : How do you do? My name's Beacham, Hilary Beacham.

PA : George Brown.

PM : George is Mr Everett's Personal Assistant. He'll be showing you how everything works before he leaves us at the end of the week and you take his place. Let's move on, shall we? Hilary, this is Helen Wright.

SEC : Hello, Hilary. How are you doing?

WWW.DZPEN.COM | قلم الجزائر

HB : Fine, thanks, Helen.

PM : You know each other, do you ?

HB : Yes, very well, Helen is one of my best friends.

PM : Any way, as you probably know Helen is one of the secretaries. And Miss Hobday….

FC : Hello, my name's Sally.

HB : Nice to meet you, mine's Hilary.

FC : I'm the filing clerk.

PM : Hilary, this is Karen Williams, Alice Everett has two secretaries working for her and Karen is one of them.

HB : Nice to meet you.

PM : I think that's enough for the moment. Now then, let's have a look at the office equipment. Christine, could you tell Hilary a bit about the equipment we use?

EXERCISE N° 01:

Draw lines to link the name on the left with his/her position on the right. The first one has been done for you.

Alice Everett	Office Manager
Christine Adams	Personal Assistant to Alice Everett
Sally Hobady	Filling Clerk
Helen Wright	Marketing Manager
George Brown	Secretary to Alice Everett
Karen Williams	Secretary

WWW.DZPEN.COM | قلم الجزائر

EXERCISE N° 02:

Some greetings are formal (We use them with unfamiliar people) and others are informal (We use them with familiar people).

Read again though the introductions and greetings and indicate in the left hand column whether the greeting in formal (F) or informal (I). The first one been done for you.

2- Presentation of new language forms :

a- Introductions between speakers normally follow a number of steps, as following :

Person A:

Introduction : How do you do ?

Identification : My name is….

Person B:

Reply introduction: Pleased to meet you

Identification : I'm….

Now here is some of the language you have just read

1- Introducing and identifying yourself

Formal : How do you do ? I'm….
How do you do ? My name's….

Informal : Hello my name's

WWW.DZPEN.COM | قلم الجزائر

2- Replying to introductions and identifying yourself

Formal : How do you do ? I'm….
How do you do ? My name's…
Pleased to meet you. My name's…

Informal : Hello my name's….
Nice to meet you. My name's…

3- Introducing someone else

Formal : I'd like to introduce you to…
Can I introduce you to….?
Let me introduce you to… this is…

Informal : …This is…

b- Greetings between speakers also normally follow a number of steps, as follows :

Greeting	Enquiry	Reply to enquires	Enquiry
Hello	How are you?	Fine, thanks	And you?

Now here is some of the language you have read in the text.

Formal : Good morning… How are you?
Very well, thank you. And you?

Informal : Hello… How are you doing?
Fine. Thanks. And you?

EXERCISE N° 03 :

Read again the introductions (Pages 3 to 5) and make a list of the differents greetings, enquiries and replies used. State if they are formal or informal.

EXERCISE N° 04:

Controlled Practice:

Refer to the presentation and complete these short dialogues.

1- Greet your boss when you meet him in the evening

«Mr Simmons, how are you?»
«Very well, thank you »

2- Introduce your boss to a customer

«…..to introduce you to Mr Hampshire»
«Pleased to meet you…Ask with, Susan Ask with»

3- Introduce a friend to another friend
«Paul……..Erica» «…..»

4- Greet Peter a friend at a party.
«….Peter...»

5- Introduce yourself to someone at a party.
« My name's Paula...» « Mine's Gordon »

6- Introduce yourself to a new customer
«…? I'm Harriet Arnold» «…Brown Micheal….»

7- Introduce your boss to a client
«Let…Mr Bryce… Mr Derry»

II- IDENTIFYING EQUIPMENT AND DESCRIBING ITS FUNCTION :

1- Reading :

Hilary Beacham spends her first day at Compact Systems with Christine Adams the Office Manager Christine shows Hilary the Office equipment that she will need it uses. At the end of the day Christine gives Hilary and Office equipment manual and asks her to read it to make sure that she understands the different items of equipment and their function.

a- A word processor :

A word processor displays the text you are typing on the screen. Manufacturers often refer to it as a «Screen typewriter».

Recently, word processors have become increasingly important and in many companies have almost to folly replaced traditional typewriters.

The advantages are clear: A typist can see the whole text on the screen. So the format can be changed and mistakes corrected before the document is printed. It is also easy and quick to correct mistakes.

b- A dictating machine :

This is a very useful facility in an office. It is used for recording letters into magnetic tape for transcription by a Secretary. The advantage of this for secretaries is that they don't need to take dictation they are simply given a tape to transcribe when it is convenient.

2- A remote dictation system :

It has the same function as a normal desk top dictating machine, but it has the added advantage of being portable it can be used on a train, a plane etc

WWW.DZPEN.COM | قلم الجزائر

a- A telex machine :

The function of a telex machine is very simple, it is used for sending and receiving messages on the telephone system. The advantages of this are that it is available day and night and it is also inexpensive.

b- Facsimile machine (Fax) :

The facsimile machine or «Fax» is an important addition to the modern office. It is for sending copies of documents, pictures, diagrams, etc… and it's obviously much quincker than posting.

EXERCISE N° 05 :

Now that you read about the different items of office equipment. Complete the chart below.

Equipment	Function	Advantage (s)
1- Word processor	Display...on a…	**1-** You can see the wholes text. **2-** Easy and…… To….
2- Dictating machine	It is…for recording .....on to…	Secretaries don't To
3- Telex	It is…copies of documents, pictures, etc…	…Positing
4- Facsimile machine	It is…copies of documents, pictures, etc…	…Positing

3- Presentation of new language forms :

Here is some of the language you have just read, notice how it is used to identify and describe the function of equipment.

Identifying equipment	Describing its function
This is a word processor	It displays text on the screen.
This is a facsimile machine	It is for sending copies of documents etc….
This is a telex machine	It is used for sending and receiving messages.

Notes :

- «It is for…ing» describes the function of a piece of equipment (e.g it is for sending copies).

- «It is used for…ing» also describes the function of a piece of equipment (e.g it is used recording letters into tape).

We also use the present simple to describe the function of a piece of equipment (e.g it displayed text on the screen).

Things can have more than one function, if we want to explain that something has two functions, we say :

Function 1 : It's used for typing documents and.

Function 2 : (It's used for) displaying them on the screen.

EXERCISE N° 06 :

In the table below you have a number of items of office equipment on the left and their function on the right.

First, identify the function of each item of office equipment by writing the appropriate number by the expression which describes its function.

Then complete the sentences below using the information from the table. The first sentence identifies the equipment; the second sentence describes its function.

The first one in each case has been done for you.

Equipment	**Function**
1- Stapler	( )- Stick one piece of peper another
2- Hole punch	( )-Fix piece of paper to gether
3- Ruler	( )- Make holes in paper stronger
4- Tippex fluid	( )- Erase mistakes
5- Paper clips	( )- Make holes in paper
6- Reinforcement rings	( )- Correct mistakes
7- Paper glue	( )- Draw straight lines
8- Rubber	( )- Sharpen pencils
9- Pencil sharpener	( )- Hold pieces of paper to gather

1- This is a stapler. It is used for fixing pieces of paper to gather
2- This….makes...
3- This…used….
4- This…is for….
5- These…hold….
6- …Are…used….
7- …Is…is for….
8- This…It….
9- This…used….

WWW.DZPEN.COM | قلم الجزائر

4- Lexis and pronunciation :

Introductions and greetings :

Filing clerk (Failing klaik) = a person whose job is to organise papers letters and other documents for storage

Staff (Staif) = People who work for a company

Boss (Bos) = A person who has control over others

Office Manager (Ofis mænidjar) = A person who controls the work in an office.

Office equipment (Ofis ikwipmant) = The machines used in an office e.g typerwriters word processors photocopies etc…

Identifying equipment :

Manual (mænjual) = A book giving information or instructions.

To display (dis'plei) = To show

Screen (skri: n) = Front of a display unit (or TV) on which you can see information

Traditional (tra'disionel) = Old - fashioned

Format ('formaet) = Organisation or arrangement

Facility (fa'siliti) = Piece of equipment which gives you the ability to do something

Transcription (traen'skripsan) = The action of writing a copy

To transcribe (troens'kraib) = To write a copy

Portable ('portabl) = Can be carried

WWW.DZPEN.COM | قلم الجزائر

Who's in the company:

Induction (in'dΛk far) = Period of introduction to a new job

Department (dip'a: t mant) = A division or part of a company

Production Manager : (Pra'dΛksanmoenidzar) = Person in charge of the production department.

Personnel Manager (Pairsa'nel) = Person in charge of the employees in a company and their conditions of work.

Financial Manager (fai'naensal) = Person in charge of a company's money moters.

Brief (brief) = short

Overview (Overvjui) = general picture

III- WHO'S WHO IN THE COMPANY :

1- Reading :

Hilary Beacham has now finished her induction into Compact System with Christine Adams. The Office Manager and George Brown, the departing Personal Assistant to Alice Everett. It is the beginning of her second week, and today she is going to start two months work as Personal Assistant to Alice Everett, the Marketing Manager.

Alice Everett has decided to start by explaining to Hilary:

Who is who in the company?

Who is responsible for what in the company?

WWW.DZPEN.COM | قلم الجزائر

Who everybody works for?

Alice Everett: I think I'd better take this opportunity to explain to you exactly who's who in the company. You'll need to know who to go to if you want to contact a particular manager. Let's start right at the top: David Burton is the Managing Director and his Personal Assistant is Mary Wilkins. The company is divided into four departments: Production, Personnel. Marketing and finance ok?

Hilary Beacham: UN-huh

Alice Everett: Right. Let's deal with each one in turn. Michael Stott looks after production, and his title is Production Manager, and Daniel Harking works as personal Assistant in the Production Department. Then there are two secretaries. Is that clear?

Hilary Beacham: Yes

Alice Everett: Moving on to Personnel we've got Sheila Polson, and her title is Personnel Director, Jean Hargreaves, works for Sheila Polison as Personal Assistant. And then there are two secretaries in the department. Ok?

Hilary Beacham: Yes, fine

Alice Everett: As you know, I'm the Marketing Manager and for the next two months.

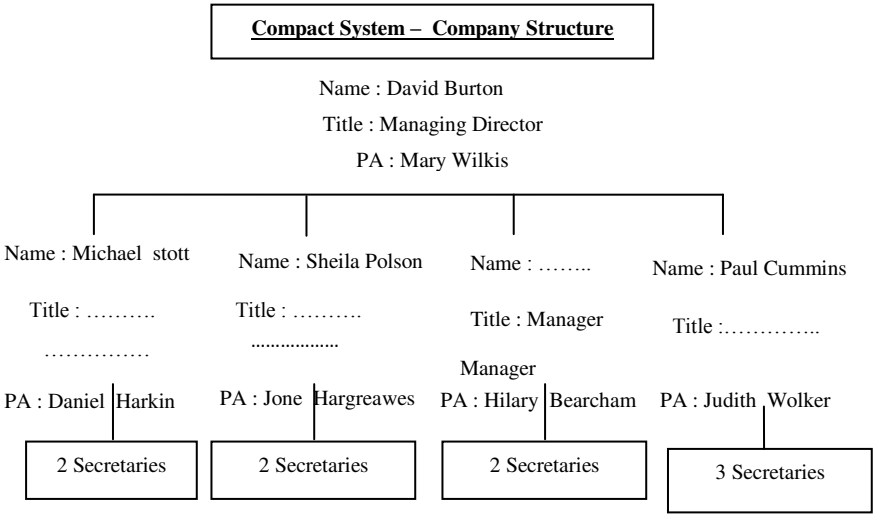
You are going to work as my Personal Assistant. Helen Wright and Karen William's, the two secretaries in the department will report to you. Is that clear?

Hilary Beacham: UN-huh

Alice Everett : And finally, Paul Cummins is responsible for the Finance Department. His PA is Judith Walker. And then there are three secretaries in the department you've met one already, I think. So that's brief overview of the structure of the company. Do you have any questions?

EXERCISE N° 07:

As you read through the explanations about who is who in the company, complete the organisation flowchart below by filling in the missing job tiles and names.



2- Presentation of the new language :

When you want to classify someone in a company, you can do so according to :

a- Their responsibility;
b- Their position in the hierarchy;
c- Their job specification;
d- Their location.

WWW.DZPEN.COM | قلم الجزائر

Here is some of the language you have just read for each of the four areas.

a- Responsibility :

1- Paul Cummins is responsible for the Finance Department;

2- Michael Stott looks after production.

b- Position in the hierarchy :

1- Jean Hargreaves works for the Personnel Manager ;

2- Helen Wright and Karen Williams will report to you ;

3- Emma Sharp works under Judith Walker ;

4- Jean Williams works with Samantha Wolf (At the some Level).

c- Job specification :

1- David Burton is the Managing Director ;

2- Daniel Harking works as Personal Assistant.

d- Location :

1- Anna Barlett works in the Personal Department;

2- Frank Tovey and Dorothy White are in the Finance Department.

EXERCISE N° 09:

Refer to the company structure in the reading passage and complete the following sentences. The first one has been done for you.

1- Judith Walker worker as Personal Assistant

2- Paul Cummins ……. the financial ……

WWW.DZPEN.COM | قلم الجزائر

3- Jean Hargreaves……..…..….the personnel Director.
4- Two secretaries…….Dabiel Harking in the……..
5- Alice Everett……...…..to the Managing Director
6- Michael Stott……..……the production Department
7- Hilary Beacham……..…..in the……..…Department
8- Paul Cummins looks……..…..the……..…Department.

IV- CHECKING ARRANGEMENTS (TELEPHONING):

1- Reading :

Hilary has to make two international phone calls. Two representatives from foreign companies are coming to Compact Systems and Hilary has to find out their travel details.

Call 1:

S : CTM gûten Tag

HB : Good morning. Can I speak to Mr Gunther Harz. Please?

S : Who's calling, please?

HB : My name is Hilary Beacham from Compact System.

S : One moment please, I will connect you.

HB :Good morning, Mr Harz. This is Hilary Beacham from Compact Systems hers.

GH : Harz

HB :Good morning, Mr Harz. This is Hilary Beacham from Compact Systems here.

HG : Ah, good morning. Mrs Beacham

WWW.DZPEN.COM | قلم الجزائر

HB : Mr Harz. I'm ringing to check your travel details for your visit to Compact next week. I need to find out when you intend to arrive so we can make the necessary arrangements for your stay. Now, the meeting will be on the 28th February.

HG : I'm planning to arrive on the 27 th . The flight number is LF 129 and it arrives at 14:30

HB : Is it a Lufthansa flight ?

HG : Yes, and I am coming into Gatwick.

HB : I think that's all I need to know. Thank you. Goodbye

HG : Goodbye.

Call 2 :

S : Studio Centro

HB : Richard Garniga please

S : One moment please

RG : Garniga

HB :Good morning Mr Garniga. Hilary Beacham from Compact Systems here, I'm calling to find out your travel arrangements for the meeting on the 28 th .

RG : I am arriving on the 26 th .

HB : Fine, could you tell me when your flight arrives?

RG : At 10.00

HB : Is that Gatwick airport ?

WWW.DZPEN.COM | قلم الجزائر

RG : No. Heartrow. And the flight number is BA 322. A British Airways flight?

HB : Fine, well that's all for now. Thank you very much. Goodbye.

RG : Goodbye.

2- Presentation of the new language forms :

The phone calls made by Hilary are made terms of the following steps:

Introductory procedures :

- **Requesting correspondent :**

  Richard Garniga, please?

  Can / Could I speak to…… please?

- **Identifying yourself :**

  My name is Hilary Beacham from Compact System (First introduction) (This is) Hilary Beacham from Compact here (Subsequent introductions).

- **Explaining the purpose of your call :**

  I'm ringing to cheek your travel details.

  I'm calling to find out your travel arrangements.

a- Final procedures :

1- Indicating that you've got all the relevant information :

Well, that's all Mr Feldman
I think that's all I need to know

WWW.DZTEN.COM | قلم الجزائر

That's all for now.

2- Thanking your correspondent for the information :

Thank you (Very much)
Thanks very much for the information

3- Final greeting :

Goodbye
Bye

EXERCISE N° 10:

Now put the following sentences from a phone call into the right order. The speakers are :

S : Switchboard / SJ : Sally Jones / AP : Ann Pilkington

AP : Fine thinks, and you ? ( )

S : who's calling please?
AP : Well, thanks very much for the information ( )

AP : Could I speak to Sally Jones, please ? ( )

AP : Hello, Sally. This is Ann Pilkington here ( )

SJ : Not at all ( )

SJ : Oh, hello Ann. How are you ? ( )

S : MIB, Good morning (1)

AP : Sally, I'm ringing to ask if you can recommend a good..( )

AP : My name is Ann Pilkington ( )

WWW.DZPEN.COM | قلم الجزائر

AP : Bye ( )

SJ : Yes, fine too ( )

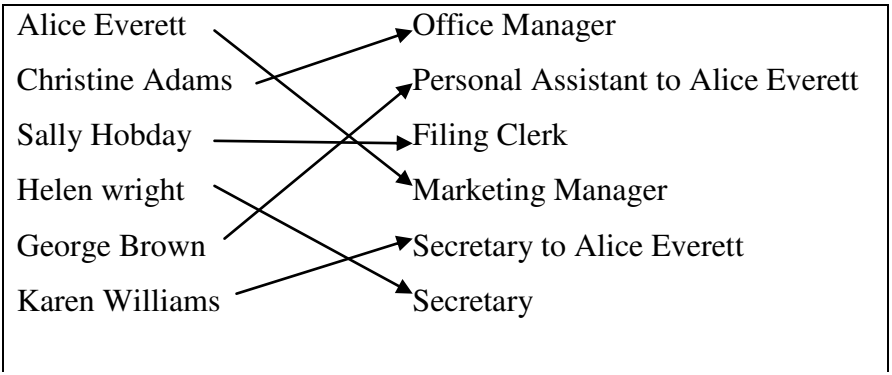
S : One moment please ( )

SJ : Bye ( )

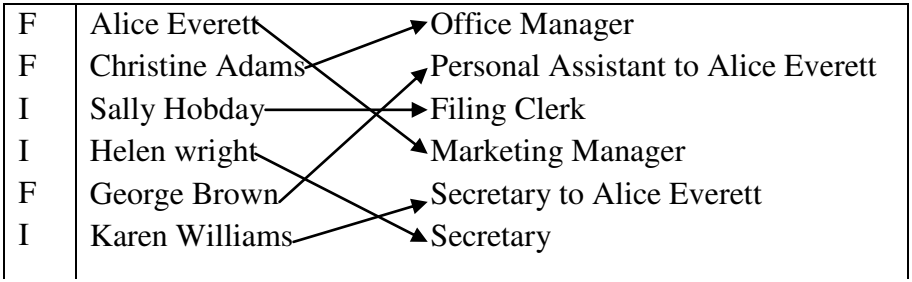
SJ : Sally Jones ( )

KEYS TO EXERCISES :

EXERCISE N° 01:



EXERCISE N° 02:



EXERCISE N° 03 :

Greetings	Enquiries	Replies to enquiries
1- Good morning Hilary (F)	**1-** How are you ? (F)	**1-** Very well, thank you (F)
2- Nice to see you again (I)	**2-** And you ? (F)	**2-** I'm fine (F)
3- Pleased to meet you, my name's Christine Adams (F)	**3-** How do you do? My name's is Beacham (F)	**3-**How do you do? I'm HB (F)
4- Hello, Hilary (I)	**4-** How are you doing? (I)	**4-** Fine, thanks, Helen (I)
5- Hello,my name's Sally (I)		**5-** Nice to meet you. Mine's Hilary (I)

EXERCISE N° 04 :

1- «Good evening Mr Simmons. How are you? »
«Very well, thank you. And you? »

2- «I'd like to introduce you to Mr Hampshire»
«Pleased to meet you. My name's Askwith, Susan Askwith ».

3- «Paul this is Erica.»
«Nice to meet you.»

4- «Hello, Peter. How are you? »
«I'm fine. And you? »

5- «Hello,my name's Paula.»
«Nice to meet you. Mine's Gorden»

6- «How do you do? I'm Harriet Arnold.»
« How do you do? My name's Brown, Michael Brown. »

7- «Let me introduce you too. Mr Bryce. This is Mr Derry.»

WWW.DZPEN.COM | قلم الجزائر

EXERCISE N° 05 :

Equipments	Function	Advantage
1- Word processor	Display text on a screen	**1-** You can see the whole texts Easy and quick to correct mistakes
2- Dictating machine	It is used for recording letters on to tape.	**2-** Secretaries don't need to takes dictation
3- Telex	It is used for sending and receiving messages	**3-** Available day and night Inexpensive
4- Facsimile machine	It is for sending copies of documents, pictures, etc…	**4-** Quicker than posting.

EXERCISE N° 06 :

Equipment	Function
1- Stapler	**7-** Stick one piece of paper to another
2- Hole punch	**1-** Fix pieces of paper to gether
3- Ruler	**6 -** Make holes in paper stronger
4- Tippex fluid	**8-** Erase mistakes
5- Paper clips	**2-** Make holes in paper
6- Reinfo cementhings	**4-** Correct mistakes
7- Paper glue	**3-** Draw straight lines
8- Rubber	**9-** Sharpen pencils
9- Pencil sharpener	**5-** Hold pieces of paper to gather

1- This is a stapler. It is used for fixing pieces of paper together.

2- This is a hole punch. It makes holes in paper.

3- This is a ruler. It is used for drawing straight lines

4- This is tippex fluid. It is for correcting mistakes.

5- These are paper clips. They hold pieces of paper together.

6- These are reinforcement rings. They are used for making holes in paper stronger.

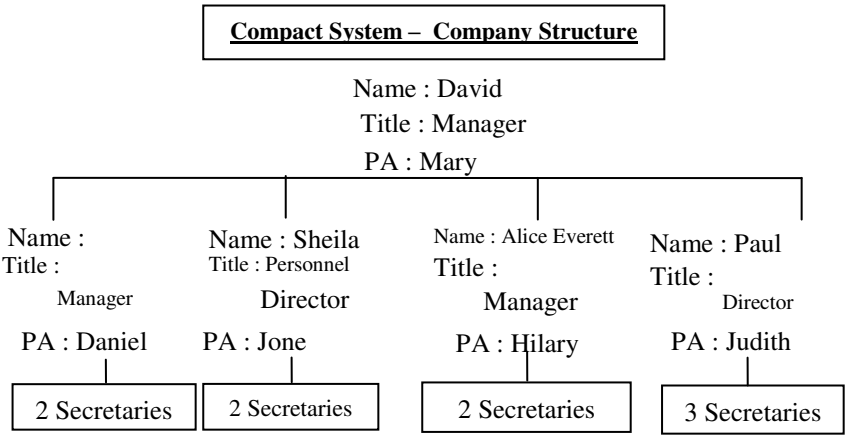
7- This is paper glue. It is for striking one piece of paper to another.

8- This is a rubber. It is used for erasing mistakes.

9- This is a pencil sharpener. It is used for sharpening pencils.

WWW.DZPEN.COM | قلم الجزائر

EXERCISE N° 07 :



EXERCISE N° 08:

1- Judith Walker works as Personal Assistant.

2- Paul Cummins is the Financial Director.

3- Jean Hargreaves works for the Personnel Director.

4- Two secretaries work under Daniel Harking in the Production Department.

5- Alice Everett reports to the Manager Director.

6- Michel Stott is responsible for the Production Department

7- Hilary Beacham works in the Marketing Department.

8- Paul Cummins looks after the Finance Department.

WWW.DZPEN.COM | قلم الجزائر

EXERCISE N° 09 :

S : MIB.Good morning

AP : Could I speak to Sally Jones,please?

S : Who's calling, please?

AP : My name's Ann Pilkington

S : One moment, please.

SJ : Sally Jones.

AP : Hello. Sally, this is Ann Pilkington here.

SJ : Oh, hello Ann, how are you ?

AP : Fine thinks, and you ?

SJ : Yes, fine too.

AP : Sally, I'm ringing to ask if you can …….

AP : Well, thank very much for the information.

SJ : Not at all

AP : Bye.

SJ : Bye.