

ADMINISTRATION,
COMMERCE ET INFORMATIQUE

Mise à niveau en anglais

CORRIGÉ DES ACTIVITÉS NOTÉES

sofad

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Dans la présente activité notée, le masculin est utilisé sans aucune discrimination et uniquement dans le but d'alléger le texte.

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Introduction au Corrigé des activités notées

Les activités notées sont des exercices d'appoint pour les élèves qui étudient la grammaire anglaise dans le cadre des DEP en comptabilité et en secrétariat. Cette étude de la grammaire, réalisée à l'aide du guide *Mise à niveau en anglais*, se fait en parallèle avec l'un des cours de rédaction suivants :

- *Correspondance en anglais* (460-176)
- *Traduction* (460-194)
- *Rédaction en anglais* (461-134)

Chacune des dix activités notées est composée de trois, quatre ou cinq exercices, dont une majorité des textes sont extraits de lettres d'affaires en anglais. Les activités ciblent des notions grammaticales importantes pour la rédaction en anglais, présentant des difficultés reconnues.

Le tableau de correspondance suivant indique les notions grammaticales couvertes par chaque activité notée, ainsi que la section qui lui correspond dans le guide *Mise à niveau en anglais*. De plus, une webographie indique quelques sites dans Internet qui offrent des explications et des exercices concernant la plupart des notions.

Tout au long du cours de rédaction, le formateur pourra décider de la pertinence de faire faire une activité notée à l'élève; par exemple, si, pendant la correction d'un exercice, le formateur note une faiblesse de l'élève en ce qui concerne les articles, il pourra lui remettre l'Activité notée 3 et lui demander de la retourner avec le prochain devoir ou le prochain exercice. Au début de chaque activité notée, l'élève est invité à consulter les sections pertinentes du guide *Mise à niveau en anglais* ainsi que différents sites dans Internet, dans lesquels il pourra réaliser les exercices proposés. Ensuite, il devra faire l'activité notée et la remettre à son formateur. Selon les besoins de l'élève, le formateur pourra envoyer plus d'une activité notée à l'élève.

Le nombre de réponses est indiqué pour chaque partie de l'activité notée, et le nombre total, à la fin. De façon générale, on peut considérer qu'un élève qui obtient 60 % et plus pour un exercice ou pour l'ensemble de l'activité a amélioré ses connaissances par rapport aux points grammaticaux soulevés. Dans le cas d'un élève qui obtient moins de 60 %, le formateur devrait vérifier les raisons de cet insuccès et diriger l'élève en conséquence, tout en s'assurant que celui-ci a fait le travail demandé avant d'entreprendre l'activité notée. Finalement, c'est le formateur qui jugera de l'effort et du progrès de l'élève; il inscrira toutes les corrections et suggestions pertinentes sur l'activité notée qu'il remettra à l'élève.

Activité notée	Notion de grammaire couverte	Section correspondante dans <i>Mise à niveau en anglais</i> (version 2007)
1	L'utilisation d'un dictionnaire bilingue Les expressions idiomatiques Les expressions anglaises	1.1 1.5 1.6
2	Les noms dénombrables et indénombrables Le pluriel des noms Les noms composés (<i>noun modifiers</i>) Les pronoms personnels Les pronoms indéfinis Les pronoms relatifs Les adjectifs possessifs Les verbes transitifs et intransitifs	2.1.2 2.1.4 2.1.6 2.2.1 2.2.5 2.2.7 2.4.4 3.6
3	Les adjectifs indéfinis Les adjectifs démonstratifs Les articles	2.4.3 2.4.5 2.10
4	Les adjectifs numéraux Les adjectifs indéfinis Les adjectifs qualificatifs Les adjectifs démonstratifs Les adverbes Les formes comparatives et superlatives des adjectifs	2.4.1 2.4.3 2.4.2 2.4.5 2.5 2.6
5	Les prépositions Les conjonctions de coordination et de subordination	2.7 2.8
6	Les gérondifs et les infinitifs Les auxiliaires Les temps de verbes simples Les temps de verbes progressifs Les temps de verbes composés avec le participe passé (<i>perfect tenses</i>) La concordance des temps Les auxiliaires modaux	2.3.7 3.1 3.3.1 3.3.2 3.3.3 3.4 3.5
7	Les auxiliaires Les temps de verbes simples Les temps de verbes progressifs Les temps de verbes composés avec le participe passé (<i>perfect tenses</i>) Les temps de verbes composés progressifs La concordance des temps Les auxiliaires modaux	3.1 3.3.1 3.3.2 3.3.3 3.3.4 3.4 3.5

Activité notée	Notion de grammaire couverte	Section correspondante dans <i>Mise à niveau en anglais</i> (version 2007)
8	Les temps de verbes simples Le temps de verbes <i>present perfect</i> progressif La concordance des temps Les auxiliaires modaux Les phrases impératives Les subordonnées conditionnelles	3.3.1 3.3.4 3.4 3.5 3.7.1 3.7.2
9	La concordance des temps Les auxiliaires modaux Les phrases à la voix active et passive Les phrases à la forme déclarative Les phrases interrogatives	3.4 3.5 4.2 4.3 2.4.6 4.4
10	La ponctuation Les majuscules Les abréviations Les nombres	5.1 5.3 5.4 5.5

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Webographie

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Annexe des activités notées

Le tableau suivant vous indique les points grammaticaux couverts dans différentes sections du guide *Mise à niveau en anglais*, version 2007. Les sites Internet qui vous sont suggérés proposent des explications et des exercices supplémentaires.

Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les abréviations	5.4	http://grammar.ccc.commnet.edu/grammar/abbreviations.htm N. B. — Ce site fait uniquement référence à l'abréviation des états américains; pour l'abréviation des provinces, territoires et états reconnue par Postes Canada, voir le site suivant : http://www.canadapost.ca/tools/pg/manual/pgaddress-f.asp#1378384
Les adjectifs démonstratifs	2.4.5	http://perso.wanadoo.es/autoenglish/gr.this.i.htm http://www.edufind.com/english/grammar/Determiners5.cfm
Les adjectifs indéfinis	2.4.3	http://www.britishcouncil.org/learnenglish-central-grammar-determiners-some-v-any.htm http://www.englishclub.com/grammar/adjectives-determiners.htm http://grammar.ccc.commnet.edu/grammar/determiners/determiners.htm
Les adjectifs numéraux	2.4.1	http://esl.about.com/od/beginningvocabulary/a/ex_numbers.htm
Les adjectifs possessifs	2.4.4	http://web2.uvic.ca/elc/studyzone/330/grammar/poss.htm http://www.e-anglais.com/cours/pronoms_etc.html#adjectifs_possessifs http://www.britishcouncil.org/learnenglish-central-grammar-possessive-adjectives.htm

Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les adjectifs qualificatifs	2.4.2	http://esl.about.com/library/grammar/blgr_adjectives.htm http://www.britishcouncil.org/learnenglish-central-grammar-adjective-order.htm http://www.english-online.org.uk/elem3/elem1_3.htm
Les adverbes	2.5	http://web2.uvic.ca/elc/studyzone/200/grammar/adjadv.htm http://www.britishcouncil.org/learnenglish-central-grammar-adverbs-and-adjectives.htm
Les articles	2.10	http://esl.about.com/library/quiz/bl_articles1.htm http://learnenglish.britishcouncil.org/en/grammar-explained/articles-1 http://learnenglish.britishcouncil.org/en/grammar-explained/articles-2
Les auxiliaires	3.1	http://www.britishcouncil.org/learnenglish-central-grammar-auxiliary-verbs.htm http://esl.about.com/od/grammarintermediate/a/a_auxiliary.htm
Les auxiliaires modaux	3.5	http://www.britishcouncil.org/learnenglish-central-grammar-modal-verbs.htm http://www.britishcouncil.org/learnenglish-central-grammar-model-verbs-2.htm http://www.e-anglais.com/cours/modaux.html http://esl.about.com/od/grammarintermediate/a/mvb_qtwo.htm
La concordance des temps	3.4	http://a4esl.org/q/h/vm/verbtense.html http://esl.about.com/library/grammar/blgr_verbforms.htm
Les conjonctions de coordination et de subordination	2.8	http://www.britishcouncil.org/learnenglish-central-grammar-conjunctions.htm http://web2.uvic.ca/elc/studyzone/330/grammar/coconj.htm http://web2.uvic.ca/elc/studyzone/330/grammar/subcon.htm
Les expressions anglaises	1.6	

Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les expressions idiomatiques	1.5	http://www.english-online.org.uk/element6/element6.htm
Les formes comparatives et superlatives des adjectifs	2.6	http://www.britishcouncil.org/learnenglish-central-grammar-comparative-adjectives.htm http://www.britishcouncil.org/learnenglish-central-grammar-superlative-adjectives.htm http://www.e-anglais.com/cours/comparatifs_et_superlatifs.html
Les gérondifs et les infinitifs	2.3.7	http://www.e-anglais.com/cours/infinitif_gerondif.html http://www.englishgrammarsecrets.com/ingform/menu.php http://ww2.college-em.qc.ca/prof/epritchard/infgerun.htm http://esl.about.com/library/quiz/blpreprerund1.htm
Les majuscules	5.3	http://www.britishcouncil.org/learnenglish-central-grammar-capital-letters.htm
Les nombres	5.5	http://grammar.ccc.commnet.edu/grammar/numbers.htm
Les noms composés (<i>noun modifiers</i>)	2.1.6	http://www.britishcouncil.org/learnenglish-central-grammar-nouns-compound.htm http://www.better-english.com/grammar/nounnoun.htm http://www.better-english.com/grammar/nounposs.htm
Les noms dénombrables et indénombrables	2.1.2	http://www.britishcouncil.org/learnenglish-central-grammar-nouns-uncountable.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/count.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/mass.htm http://esl.about.com/library/quiz/blgrquiz_quantity1.htm
Les phrases à la forme déclarative	4.3	http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/presnq.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/pcontrnq.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/pastnq.htm

Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les phrases impératives	3.7.1	http://www.britishcouncil.org/learnenglish-central-grammar-imperatives.htm http://www.englishgrammarsecrets.com/imperative/menu.php
Les phrases interrogatives	2.4.6 4.4	http://www.britishcouncil.org/learnenglish-central-grammar-other-areas-question-words.htm http://web2.uvcs.uvic.ca/elc/studyzone/200/grammar/quest1.htm http://www.english-online.org.uk/beginners5/beg5_1.htm http://ww2.college-em.qc.ca/prof/epritchard/dqfbques.htm http://ww2.college-em.qc.ca/prof/epritchard/dqquworf.htm
Les phrases à la voix active et passive	4.2	http://www.britishcouncil.org/learnenglish-central-grammar-passive-voice.htm http://www.e-anglais.com/cours/voix_passive.html http://esl.about.com/library/grammar/blpassive.htm http://www.monash.edu.au/lls/llonline/grammar/passive/index.xml
Le pluriel des noms	2.1.4	http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/plural.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/irrplu.htm
La ponctuation	5.1	http://www.britishcouncil.org/learnenglish-central-grammar-commas-colon-semi-colons-dashes.htm http://web2.uvcs.uvic.ca/elc/studyzone/330/grammar/comma.htm http://web2.uvcs.uvic.ca/elc/studyzone/410/grammar/colons.htm
Les prépositions	2.7	http://www.britishcouncil.org/learnenglish-central-grammar-prepositions.htm http://web2.uvcs.uvic.ca/elc/studyzone/200/grammar/prepo.htm http://www.english-online.org.uk/beginners11/beg11_1.htm http://esl.about.com/library/grammar/blgr_prep2.htm http://esl.about.com/library/grammar/blgr_prep7.htm
Les pronoms indéfinis	2.2.5	http://www.efnet.com/grammar/inddefpronoun.php

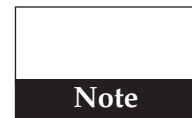
Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les pronoms personnels	2.2.1	http://www.e-anglais.com/cours/pronoms_etc.html#pronoms_personnels http://esl.about.com/cs/beginner/f/f_pronouns.htm
Les pronoms relatifs	2.2.7	http://www.e-anglais.com/cours/relatifs.html
Les subordinées conditionnelles	3.7.2	http://www.e-anglais.com/cours/3_conditionnels.html http://web2.uvic.ca/elc/studyzone/330/grammar/1cond.htm http://www.better-english.com/grammar/firstconditional1.htm http://www.better-english.com/grammar/firstconditional2.htm
Les temps de verbes composés avec le participe passé (<i>perfect tenses</i>)	3.3.3	http://www.britishcouncil.org/learnenglish-central-grammar-present-perfect-form-basic.htm http://www.britishcouncil.org/learnenglish-central-grammar-present-perfect-past-simple.htm http://www.britishcouncil.org/learnenglish-central-grammar-past-perfect.htm http://www.e-anglais.com/cours/present_perfect.html http://www.e-anglais.com/cours/past_perfect.html http://web2.uvic.ca/elc/studyzone/330/grammar/prperf.htm http://web2.uvic.ca/elc/studyzone/330/grammar/upperf.htm
Les temps de verbes composés progressifs	3.3.4	http://www.britishcouncil.org/learnenglish-central-grammar-present-perfect-continuous.htm http://www.e-anglais.com/cours/present_perfect.html http://www.e-anglais.com/cours/past_perfect.html
Le temps de verbes <i>present perfect</i> progressif	3.3.4	http://www.britishcouncil.org/learnenglish-central-grammar-present-perfect-continuous.htm http://www.e-anglais.com/cours/present_perfect.html

Notions de grammaire couvertes	Sections correspondantes dans <i>Mise à niveau en anglais</i>	Sites suggérés
Les temps de verbes progressifs	3.3.2	http://www.britishcouncil.org/learnenglish-central-grammar-present-continuous.htm http://www.britishcouncil.org/learnenglish-central-grammar-past-continuous.htm http://web2.uvic.ca/elc/studyzone/330/grammar/pcont.htm http://web2.uvic.ca/elc/studyzone/330/grammar/pascon.htm
Les temps de verbes simples	3.3.1	http://www.britishcouncil.org/learnenglish-central-grammar-present-simple.htm http://www.britishcouncil.org/learnenglish-central-grammar-past-simple.htm http://www.e-anglais.com/cours/present.html http://web2.uvic.ca/elc/studyzone/330/grammar/pres.htm http://web2.uvic.ca/elc/studyzone/330/grammar/pasted.htm http://web2.uvic.ca/elc/studyzone/330/grammar/irpast.htm http://web2.uvic.ca/elc/studyzone/330/grammar/pastnq.htm
L'utilisation d'un dictionnaire bilingue	1.1	
Les verbes transitifs et intransitifs	3.6	http://www.britishcouncil.org/learnenglish-central-grammar-transitive-intransitive.htm
Le site du British Council présente une référence rapide pour les 47 sujets de grammaire utilisés le plus fréquemment dans la langue anglaise.		http://learnenglish.britishcouncil.org/en/quick-grammar

Octobre 2010

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 1



La pondération de l'ACTIVITÉ NOTÉE 1 est répartie de la façon suivante :

- 1^{re} section
- 2^e section

22 réponses

56 réponses

Total : 78 réponses

1^{re} section

(1^{re} partie)

Canada's Games

David Emerson, Minister of International Trade and Minister for the Pacific Gateway and the Vancouver-Whistler Olympics, welcomes you to Canada 2010!

Over the **coming** months and years, the Government of Canada will be working with its **partners** to promote the Games across the **country** and around the **world**. I hope you'll visit this site often to **discover** more about our involvement and about our partners and **ongoing** developments and achievements.

In less than three years, Canada will **host** the 2010 Winter Games. Vancouver and Whistler will be **home** to the XXI Olympic Winter Games, from February 12 to 28 and the X Paralympic Winter Games, from March 12 to 21.

(2^e partie)

Government of Canada's involvement

The Government of Canada is a **key** financial contributor to the 2010 Winter Games. As a major partner, one of the Government of Canada's **roles** is to ensure the Games leave **sustainable** legacies for all Canadians.

Impacts on Canadians

The 2010 Winter Games are an **opportunity** for all Canadians to be a **part** of this major event. What better way to maximize legacies and **demonstrate** to Canadians, and to the world, the power and **potential** of community engagement and our **appreciation** of Canadian values and accomplishments?

(3^e partie)

Impacts on Canadian Businesses

The Games also provide Canadian businesses with amazing opportunities. The large **influx** of visitors, the major infrastructure **projects** and the potential for increased **retail** sales are only a few examples of the impact and **significance** of these Games for Canada. Visit the Canada2010 Marketplace **website** to discover business **opportunities** from the 2010 Olympic and Paralympic Winter Games.

2^e section

(1^{re} partie)

Believe it. The actions YOU take make all the difference.

Think about the "wave" at a sports game. Usually, it starts with just one gung-ho fan who **gets out** of his seat and **stands up**, waving his hands in the **air**. Sure, he looks a **little** wild and crazy out there; but soon his seatmates **join** him, then his row and then his **section**, until the whole stadium is on its **feet**.

For the wave to work, everyone has to **pitch in**. (...) The same principle applies to **cleaning up** our environment.

(2^e partie)

(...) There is no **single** policy or organization that can **keep** Canada's environment clean on its **own**. Anything that's going to **work** has to be done with the **active** support and participation of **everyone**.

That's where you **come in**. By introducing just a **few** new habits into your **lifestyle** (...), you can have a big **impact**. (...)

Here are a few ideas to get you started:

(3^e partie)

- If you're stopped for **more** than 10 seconds in your **vehicle**, turn your engine off. It has **minimal** impacts on the starter switch, and idling for **over** 10 seconds uses more **fuel** than it would take to restart your **engine**. In fact, if every driver of a light-duty vehicle **reduced** their idling by 5 **minutes** a day, collectively, they could **save** \$646 million per year in fuel **costs** and reduce their **greenhouse** gas emissions by 1.6 million **tonnes** per year.

(...)

(4^e partie)

- Turn off your computer when you're not using it. A **computer** running all day, everyday, uses **between** \$75 and \$120 worth of **electricity** per year – more power than an energy **efficient** fridge! If your computer must be **left on**, switch off the monitor. It uses more **than** half of the system's **energy**.
- Turn down your water-heater thermostat to a **minimum** setting when you are leaving for **extended** periods of time. Why pay to **heat** water that won't be **used**?
- Wash clothes in cold or warm water rather than **hot**. You'll use up to 50 per cent **less** energy and your clothes will **come out** better rinsed and less **wrinkled**.

(5^e partie)

- To save **fuel** and make your vehicle more efficient, make sure to **pay attention** to the details. For example, **remove** your roof rack if you're not using it – roof racks can **reduce** vehicle efficiency by over 10 per cent. Make sure to also keep your tires properly **inflated**. A vehicle driving on tires under-inflated by **only** 40 kilopascals (approximately 6 pounds per square inch) can use up to 3 per cent **more** fuel.
- Put everything recyclable into recycling **boxes**. Recycling just half of your **waste** can save 1090 kilograms of greenhouse gas **emissions** per year.

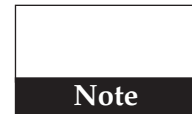
TOTAL de 78 réponses

Source : Ride the Eco-Wave: Canadian Environment Week, June 3-9, 2007, Environnement Canada, 2007. [http://www.ec.gc.ca/EnviroZine/english/issues/73/feature1_e.cfm]

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Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 2



La pondération de l'ACTIVITÉ NOTÉE 2 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 14 réponses |
| • 2 ^e section | 13 réponses |
| • 3 ^e section | 5 réponses |
| • 4 ^e section | 4 réponses |
| • 5 ^e section | 14 réponses |

Total : 50 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

What is more uncomfortable and aggravating than a badly fitted walking shoe?

Make up your **mind** that for once in your **life**, you will have a **walking shoe** that satisfies you to the smallest **detail**: a shoe that does not slip at the heel or pinch at the **toe**, a shoe that provides **comfort** and performance.

The catalogue you requested is enclosed. I particularly want to call your **attention** to the new "Easy Last" style on page 18. This may be just what you were looking for. But it is only one of the twenty-four **styles** that you will find illustrated.

Select the style and **colour** that you like best, then simply fill out, on the **order form**, the number, size and **width** you require, and mail it to us today. As soon as we receive your order, we will immediately send you a **pair** of walking shoes that will fit you perfectly and provide **hours** and miles of **walking pleasure**. We look forward to serving you.

2^e section

Would you be kind enough to confirm for us some information concerning an employee, Mrs. Colleen Morton, **who** worked for you five years ago?

Mrs. Morton has applied for an assistant-manager position at our bakery, and she told us **ou (me)** that she had worked as a manager in **your** business for two years before **her** husband was transferred to Sherbrooke. **She** said that while working for **you**, she was responsible for hiring employees as well as for performing other administrative tasks in the bakery. She also mentioned that **she** was a reliable staff member and a well-organized person.

I (**ou We**) would appreciate it if **you** could confirm the above and also give **me (ou us)** your personal evaluation of **her** qualities, skills and performance at work.

I would appreciate receiving the information from you by return mail since we must hire someone by the end of the month. You may be sure this information will remain confidential.

3^e section

Subject: Advertising rates

We would like to know the cost of one half-page of advertising in the Saturday edition of your paper. Our company has new products for next year and a new line of imported greeting cards and we feel that the Toronto market needs to be developed. In fact, we would like to place the ad in the lifestyle section on the front page.

We will be working on our advertising campaign in early January, so we would appreciate receiving this information before the Christmas break. You can also call me at 514 123-4567.

4^e section

The enclosed leaflet explains the details of maintaining a credit account with us. You will note that statements are sent monthly to all credit customers and that payment is required by the due date.

We thank you for making this business relationship possible and hope that you will find our accounting services to your satisfaction. We welcome any special requests on the part of our credit customers.

5^e section

Subject: Advertising for Sunrise Hotels

Thank you for your letter of February 1, but unfortunately we cannot give you the information **you** requested.

You asked for the name of the advertising designer of the last **publicity campaign** for Sunrise Hotels. **We** indeed agree with you that it was very ingenious and quite effective, but since this company uses an advertising agency to arrange its publicity, **we** are not able to provide the name of the person **who** designed it.

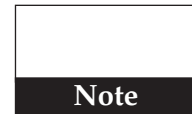
On the other hand, **you** could call the Sunrise Hotels' **public relations representative**, Mr. Steven McCann, at 604 123-9872; **he** may be able to help **you**. We simply do not have the staff to do all the contracts we receive, so **we** have developed a network of agencies **that** accept parts of **our** contracts from time to time.

We are sorry that we are unable to help **you** further, and we hope the information we gave you will prove helpful.

TOTAL de 50 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 3



La pondération de l'ACTIVITÉ NOTÉE 3 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 14 réponses |
| • 2 ^e section | 8 réponses |
| • 3 ^e section | 15 réponses |

Total : 37 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

In response to your inquiry about the prices and credit conditions of Wilson door handles, we are pleased to send you **the** information you requested. We consider it **a** great honour when potential customers ask about products. It indicates that our advertising campaign is effective.

Our price for **an ou (the)** Emteck, model 8471 handle, is \$170; **the** handle retails for \$345. These prices do not include GST and PST. **A** 15% discount is applied to orders of twenty handles or more. We are certain that you will not be able to find better prices for **the** same quality.

These handles are guaranteed five years on mechanism and finish. If, by chance, **some (ou) any** problems should occur during the guarantee period, we assume **the** costs of sending you **a** technician to correct the problem. **All** sales are net 30 days. Arrangements can be made to open **a** credit account when furnishing satisfactory references. Having such **an** account can speed up deliveries since we do not have to make a check each time **a** customer asks for credit.

We thank you for your interest and look forward to receiving your order.

2^e section

Thank you for your letter concerning the delivery of the wrong size shoes.

You are right. It was our mistake that you received only **0** size 37 instead of sizes 37, 38 and 39 that you had ordered. We have already sent **the** right merchandise, which you should receive before **the** end of the week, just in time for your Summer Sale event on **0** August 5, 20xx

We feel that we have **a** reliable system to fill out **0** orders, but there are still **0** improvements to be made.

We are sorry for **the** inconvenience this may have caused you and hope this incident will not jeopardize our business relations.

3^e section

Thank you for your letter of December 28 and for bringing to our notice the problem concerning **the** delivery of your Poinsettia plants.

When taking your order, **the** sales clerk was unfortunately not aware that we had **a** temporary problem with the shipment of Poinsettias caused by **the (ou an)** unexpected number of extra orders received for **the** Christmas period. We should, of course, have phoned you as soon as we realized there would be **a (ou any)** delay and confirmed that you wished to maintain your order. We apologize for not having done so.

To rectify **the (ou this)** situation, we have issued **the** enclosed credit note for the 50% rebate requested in your letter, to which we have also added **the** amount charged for **0** express delivery.

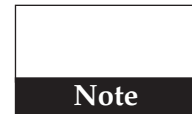
Your comments have helped us introduce **0** new procedures at our order desk and in **the** shipping department to ensure that if, for **some (ou an)** exceptional reason, the requested delivery date cannot be respected, **0** customers will be notified and given the chance to maintain or cancel their order.

We sincerely hope we have settled **this** matter to your satisfaction. We look forward to your next order so that we can reassure you of the quality of our services.

TOTAL de 37 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 4



La pondération de l'ACTIVITÉ NOTÉE 4 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 8 réponses |
| • 2 ^e section | 7 réponses |
| • 3 ^e section | 14 réponses |
| • 4 ^e section | 6 réponses |

Total : 35 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

On July 21, we sent you an order for ten gift baskets filled with fruit, cheese, cookies and nuts that we planned to sell for our **annual** sale ending on August 10.

Much to our surprise, when we received **these** baskets, we found that the products you sent had a use-by date **prior** to July 15. Your gift baskets are very **popular** among our customers, but there is not **any** way we can sell products that are not **fresh**.

We are returning the **ten** baskets by messenger for reimbursement. We hope you will also accept to reimburse the shipping charges incurred for returning **this** merchandise.

Thank you for giving your immediate attention to resolving this matter.

2^e section

You invited me to the grand opening of your new fashion store in Hamilton, but since I will be out of the country during **this** event, I will be unable to make it.

Your **hard** work and efforts have been rewarded by the opening of this **new (ou fashion)** store. I extend my **sincere** congratulations to the staff and management of the Modex Group.

While you celebrate, I will be attending an **annual** meeting in Paris. If you would like someone from our company to attend in my place, I could ask one of my sales employees to represent me at your **opening celebration (ou open house)**. Please let me know if **this** solution is suitable.

Thanks for the invitation, and I am really sorry I will not be able to be there to share your success.

3^e section

Wouldn't you like a cool house all summer long? Our research shows that air conditioning promotes a **healthier** and more enjoyable life. You are **certainly** concerned about the health and welfare of your family.

We are now offering the new Coldair 3000 home air conditioner, which is ideal for **every (ou any)** type of home. In addition to being very **economical**, it can be installed on **any (ou every)** type of window and it air conditions a 600-square-foot surface.

We are enclosing a brochure illustrating **this** new air conditioner and giving **full** details of its many advantages. We will be pleased to visit your home and make a **free** estimate of installation costs, if you wish so.

We would **also** like to invite you to visit our stand at the **upcoming** Modern Homes Exhibition in Toronto, from April 3 to 12, 20xx, where we will be displaying **all** our home and office air conditioning systems. Our representatives will be there to give you **additional** information and discuss your **personal** needs.

You are holding in your hands the offer you have been waiting for. Why wait for a **better** one? Call us now for delivery of the Coldair 3000 before April 30, 20xx.

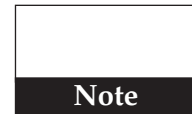
4^e section

Using word-processing software on a computer is an efficient way to write. You can delete, revise, and cut and paste with **great** ease and speed, without having to retype, and you will find your drafts **easier** to read as you revise. Even if you cannot type **well** (and many **successful** computer users can't), a computer can be both a convenience and an aid throughout the writing process. But remember to save your files **often** and make a backup copy of the file, even when you've carefully saved it. Disks can **sometimes** fail and not open, and files can be deleted or lost.

TOTAL de 35 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 5



La pondération de l'ACTIVITÉ NOTÉE 5 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 15 réponses |
| • 2 ^e section | 11 réponses |
| • 3 ^e section | 6 réponses |
| • 4 ^e section | 6 réponses |

Total : 38 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

I received your reservation for our Annual Fashion Show, which is taking place **in** Toronto, next October. I want to thank you **for** both the confidence you have **in** our organization and the interest you have in this show. This year is especially important **to** us because it is our 10th anniversary, and we will be presenting the dresses made **by** a new Korean designer, Ms. Kookie Pyo. We have also invited Mr. Jacob Gauthier to be the opening speaker.

I include **with (ou in)** this letter the tickets that are valid from Thursday, October 24 **to** Sunday, October 27. These VIP tickets will grant you a rebate **at** the Toronto Ritz Carlton Hotel. All our activities, including the grand banquet, will be concentrated this year **in** one place. You are also invited **to** meet the fashion team **for** supper **at** the Lakeside casino, **on** Saturday evening **at** 7 o'clock. A place has been already reserved **in** your name.

I look forward to meeting you at the Annual Fashion Show.

2^e section

One problem is the very nature of e-mail: it is so easy **to** use and so informal that employees will often send something **in** an e-mail that they would never put **on** paper. E-mail messages can be quickly forwarded **to** dozens of people, including individuals outside the company, and can be saved **for** future use. Any one **of** those copies could be important evidence **in** a legal action, or at the very least a significant public relations problem if leaked **to** the outside world. A concise policy pertaining **to** corporate e-mail includes guidance **to (ou for)** the staff about the types **of** messages that should be retained and what should be destroyed.

3^e section

Thank you for your order of November 11. You will receive it within three days **since (ou because) (S)** we sent the merchandise by Rapidex courier service this morning.

Nevertheless, the colour printer ordered will not be part of the shipment **because (ou since) (S)** the model is not available, and the company does not produce it anymore. In spite of this, we have on two hand similar printers made by Nelson, which have the same basic characteristics **and (C)** are in the same price range: CP-1001 (\$229) **and (C)** CP-2002 (\$349). Our terms are usually net 30 days for any order, **but (ou however (C)** for the printer, you can take advantage of deferred payments. Moreover, **when (S)** you purchase a Nelson printer, we offer an extended guarantee for no extra charge.

Let us know about your decision as soon as possible.

4^e section

The shoes we ordered from you were just delivered to our store, **and (ou but ou yet) (C)** unfortunately, 20 out of 40 pairs are the wrong size.

You sent us only size 37, **although (ou though) (S)** we clearly specified sizes 37, 38, and 39. It will be difficult for us to sell them, **since (ou because) (S)** most of our customers take size 38 and 39.

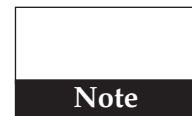
We enclose a copy of our order **and (C)** will return the wrong size shoes to be replaced. Please do not send us anything else under any circumstances, **because (ou since) (S)** sizes 38 and 39 are what we need right now.

If (S) you cannot deliver the merchandise, let us know as soon as possible. We are expected to be out of stock at the end of the week, and our Fall Sale event is next week.

TOTAL de 38 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 6



La pondération de l'ACTIVITÉ NOTÉE 6 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 7 réponses |
| • 2 ^e section | 17 réponses |
| • 3 ^e section | 7 réponses |
| • 4 ^e section | 10 réponses |

Total : 41 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

As promised, we are **enclosing** the monthly sales and variations for last year. These **are** preliminary numbers, but they are sufficiently accurate for this first report.

As you can see, sales have dramatically improved since July. The effect of advertising **shows** great results. Sales are **getting** a boost in dollars and in percentage variation from last year.

We are **watching** for the results of other branches in order to have a global picture of the advertising effect.

We **hope** these results are satisfactory. In the meantime, we are **planning** to send final results before the end of the month.

2^e section

I am writing to you in reference to your registered letter of March 23 advising us that you **will not** renew your office rental for the next year because the premises **are** not large enough for your growing business. I am happy to hear that your business **is growing**, but it is unfortunate for us that you **are leaving** since you **have been** such a good tenant for many years.

I **would** like to draw your attention to the fact that Trimax Estate also **owns** larger offices in two other buildings in the Saskatoon area. We **have just acquired** five high-rise apartment and office complexes. These offices could be twice or three times more spacious than the one you **are occupying** now, at a really competitive price. Since you **are** one of our best clients and since we **appreciate** doing business with you, we **can** offer you our prime rental rate. Let me also draw your attention to the fact that our business insurance policy **allows** us to extend coverage to our clients at 90 percent of the going rate. You **cannot** find that anywhere.

I am enclosing a list of available offices. If you wish to take advantage of this opportunity, please get in touch with me within the next week. The following week, I will be spending a few days at our head office in Winnipeg and would not like to miss your call. I am looking forward to hearing from you soon.

3^e section

We must inform you of a problem concerning your payment of invoice 789-AB. The bank has returned your cheque number 5670 with an indication of insufficient funds.

As it is the first time this has happened, we are sure you will clear up the problem by sending us a certified cheque or money order for the \$567.23 you owe us. We have enclosed a copy of the cheque and a postage-paid envelope to be returned with your remittance this week.

However, if you are experiencing temporary financial problems, please let us know. I believe we can find a solution that will work for both companies.

I am confident that you will settle this matter in order to keep your good credit rating.

4^e section

We would like to know if you are interested in **taking** an intermediary English writing class next fall.

We would like **to thank** you for resolving this matter so quickly.

Thank you for **bringing** this problem to our attention.

We plan **to open** five stores in Toronto next year.

We apologize for not **confirming** the status of your order.

This client appears **to have** financial problems at the moment.

We hope **to hear** from you.

I will give my immediate attention to **resolving** this problem.

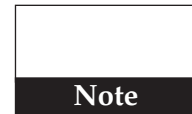
We look forward to **hearing** from you before the end of next week.

At the beginning of the year, we decided **to close** our plant in Hamilton.

TOTAL de 41 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 7



La pondération de l'ACTIVITÉ NOTÉE 7 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 6 réponses |
| • 2 ^e section | 10 réponses |
| • 3 ^e section | 10 réponses |
| • 4 ^e section | 8 réponses |
| • 5 ^e section | 9 réponses |

Total : 43 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

We have always appreciated your rapid, efficient treatment of orders. However, we **have just received** our order no. 678 and must inform you that you **sent** us the wrong merchandise.

We specifically **asked** for 40 desk calendars and instead, we **received** wall calendars. We **have enclosed** a copy of the order form for your information so you can see for yourself that we **indicated** the right product code.

Please send us the desk calendars before the end of next week.

2^e section

In reference to your telephone call about the bad service you **received** at our garage on June 29, please accept our apology. It is our policy to follow up on every legitimate complaint and to make sure that the customer is satisfied.

We **made** a mistake when we **asked** you to come to the garage at 8 a.m. to have your car serviced since your appointment was scheduled for 2 p.m. A misunderstanding **occurred** when the reservation clerk **took** the wrong month section to confirm the appointments. We **have installed** a computerized appointment calendar so that this kind of error will not happen again.

We are really sorry about any trouble this unfortunate mistake **has caused** you, and we hope this situation **has not broken** the confidence you have always had in our garage. I **checked** in our records, and I notice you **have been** a faithful customer for over 15 years. We want you for the next 15 years.

As compensation, please accept this \$30 gift certificate, which you can use at any time for any of our services.

3^e section

You **agreed** with me when we **were talking** over the telephone about this.

He **was losing** even more money than before, so he **closed** the store in Sherbrooke.

Although it **was snowing** hard, she **decided** to drive to Toronto.

While he **was working** as an estate agent, he **sold** 70 houses.

When we **arrived** at the hotel, the other members **were having** supper.

4^e section

In your letter dated September 5, you **requested** specific information about Mr. Dodd's credit history with Brenton-Smitt Marketing Ltd.

Mr. Dodd **has been doing** business with us for over five years now and for the past year he **has had** financial difficulties in making his monthly payment.

I **reviewed** our books last week and found that there **are** inconsistencies in this customer's payment history. Most of the time, he **paid** his invoices in 90 days, even though our policy **states** net 30 days.

We **hope** that this information will help you make a decision about this customer and trust that you will keep it in the strictest confidence.

5^e section

Thank you for letting us know about the wrong shipment we **sent** you by mistake.

We **checked** the purchase order this morning and two of the numbers were inverted when we **completed** the order. The product code for the desk calendar is 78-DC and for the wall calendar, 78 WC. The mix-up **was** due to misreading your order sheet.

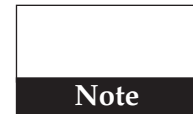
We **have already sent** you the right merchandise by special delivery, so you **should** receive it by the end of the week. We **will**, of course, reimburse you for all the shipping charges incurred for returning the wrong calendars.

Please accept our apology for any inconvenience this **may** have caused you. We **value** your business and look forward to serving you again soon.

TOTAL de 43 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 8



La pondération de l'ACTIVITÉ NOTÉE 8 est répartie de la façon suivante :

- | | |
|---------------------------|-------------|
| • 1 ^{re} section | 11 réponses |
| • 2 ^e section | 15 réponses |
| • 3 ^e section | 9 réponses |
| • 4 ^e section | 6 réponses |

Total : 41 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

We thank you for the payment of \$2 456.23 we have just received from you for the installation of your computer network. We **are** even more pleased to have received the entire amount instead of the five monthly payments that we **agreed** to when you purchased the equipment.

We **would** like to know if you are still interested in us giving courses to your personnel. As we discussed with your staff when we **installed** your new network system, these courses **can** be provided at your workplace during the day or in the evening, according to your needs. Many of your employees **expressed** a keen interest in such courses. One of our new trainers, Ms. Sarah Bracher **has been teaching** network systems at a local business school for several years and **has** considerable experience with the one we installed for you.

Since you **paid** your new equipment in one payment, we feel we **can** offer you a 15% discount on the regular price of our courses. Please get in touch with me as soon as possible to reserve the dates. Even though Ms. Bracher **is** very busy right now, we will give you top priority.

2^e section

We received our order 567 today, and would like to thank you for the prompt delivery. Your delivery man was very helpful and **unloaded** the boxes himself because our receiving department was very busy when he **arrived**. However, there **are** some problems: two items are missing, and there are too many of another, plus an article we **did not order**. We also noticed an error on the statement of account we have just received.

Firstly, as you **can** see on the enclosed copy of purchase order 567, we **ordered** eight computer tables CT-45 and six swivel chairs, SC-890. We **received** six tables and eight chairs, plus three computer stands. We **would** like to have this situation corrected as

soon as possible. **Could** you please have your delivery man come and bring us our two other tables and take back the two extra chairs? As for the computer stands, we did not order them, so you **can** take them back.

Secondly, our statement of account for October **does not show** the 5% discount we were expecting on order 559. Your representative, Mr. Mike Esposito, offered us this discount if we **placed** an order of office furniture worth \$10 000 or more.

We have always had good business relations with your firm, and we **know** that unfortunate things **can** happen. Please be assured that we **do not consider** this unintentional mistake as damaging to our usual good relations. Nonetheless, let's correct these problems as soon as possible.

3^e section

- a) On the other hand, if you wish, I **would** be pleased to meet you. **Let me know** whether this alternative is convenient for you, and, if so, I look forward to meeting you. Please **plan** our meeting before the end of June, since I **will** be away from the office during July. I look forward to hearing from you.
- b) We have enclosed a copy of the order form so you **can** see for yourself that we indicated the right product code. Please **send** us the right calendars before November 15. We are returning the incorrect shipment today by messenger.
- c) You are right about the mistake. Please **verify** the enclosed invoice, which shows a new total of \$2 500 plus taxes. Please **disregard** the previous bill, and we hope this unfortunate incident **will not** damage our good business relations.

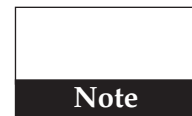
4^e section

- a) If you have any questions, I will be available next week to meet you.
- b) If you have financial difficulties, we will accommodate you.
- c) If we do not hear from you before next Friday, we will be forced to suspend all your credit privileges.
- d) If you are not able to deliver the merchandise before Monday, we will be obliged to cancel our order.
- e) If you still want size 12, we will ship the merchandise at your expense.
- f) If we do not receive full payment before June 12, we will refer your file to our collection agency.

TOTAL de 41 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 9



La pondération de l'ACTIVITÉ NOTÉE 9 est répartie de la façon suivante :

• 1 ^{re} section	13 réponses
• 2 ^e section	9 réponses
• 3 ^e section	11 réponses
• 4 ^e section	5 réponses

Total : 38 réponses

Pour certains blancs à remplir, plus d'une seule réponse est possible. Vous devez accepter toute réponse qui est grammaticalement correcte en contexte, sauf si l'élève doit choisir entre des mots fournis au bas de l'exercice.

1^{re} section

We must advise you that we were disappointed with the service we received at your hotel during the National OTC Convention held on November 15-18, 20xx. We **experienced** problems with both our room reservations and the price that **was billed** to us.

Firstly, when I **made** reservations for three people by e-mail on September 4, 20xx, I clearly stated that we **required** non-smoking rooms. On arrival at your hotel on November 14, the two other members of our association and myself **were told** that there was no trace of this request. Since the hotel **was fully booked** during the convention, we had to accept the smoking rooms that **were assigned** to us.

Secondly, when we **settled** our bill on November 21, we **were not given** the 5% discount promised to participants in the National OTC Convention. We were told that this discount applied only to customers who **stayed** in your hotel for four consecutive nights or more.

Although we understand that misunderstandings can occur, we **expect** you to correct this situation to our complete satisfaction by issuing a credit note for the 5% discount that **was promised** by the convention organizers. We also believe an extra discount to compensate for the inconvenience that **was caused** by the smoking rooms would be appropriate.

We have always enjoyed staying in your hotel during previous events, and we hope to hear good news from you soon.

2^e section

In response to your credit application, which was received on February 20, we wish to thank you for the confidence you **show** in our store by your application. We are sorry however that your request cannot **be granted** at this time.

With all new applications, we **make** a credit check at the credit bureau, who in turn **checks** the credit references provided by the applicants. We naturally **followed** this standard procedure in your case as well. The information that **was furnished** by the credit bureau **does not indicate** that right now is the best time for you to acquire new credit burdens.

Since all situations are temporary — things do change — we **suggest** that you open an account at a local bank and after a certain time, perhaps a year, you could reapply for credit. At that time, your application **can be reviewed** again. It is in your interest and in ours to have you as a customer with a solid credit rating, so we can wait a year to make sure you are on firm ground.

3^e section

In reply to your letter of January 6, I unfortunately cannot give you any information about Mr. Mark Gardener by mail. We **can** confirm, however, the information he **gave** you: he indeed **worked** for us from 20xx to 20xx in the marketing department and then from 20xx to 20xx as a sales representative.

In order to respect human rights, we **are not allowed** to write reference letters concerning our previous employees. I know that other companies do this, but we **do not**. We also prefer not to divulge this information over the telephone since we **do not know** who might be listening and how the information **might** be used. On the other hand, if you wish, I **would** be pleased to meet you, and give you the requested information about Mr. Gardener's experience and performance at our firm.

Let me know whether this alternative **is** convenient for you, and, if so, I look forward to meeting you. I **will** be here at the office for the next two weeks, but then I **will not** be available until July 15. Please plan our meeting around this time frame.

4^e section

We have just received a credit application from Quincaillerie Robert giving your name as a reference. We would appreciate your answers to a few questions about this customer:

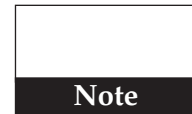
- How long have you done (ou How long have you been doing) business with this company?
- What are the credit terms currently allowed?
- What is your experience with Quincaillerie Robert in terms of payment of invoices?
- Can you provide any advice or information that could be useful to us?
- What is your opinion on this company's reliability?

We would appreciate your attention to this matter and hope for a prompt response by fax at 819 123-4567. All information will, of course, be kept in the strictest confidence.

TOTAL de 38 réponses

Mise à niveau en anglais

CORRIGÉ DE L'ACTIVITÉ NOTÉE 10



La pondération de l'ACTIVITÉ NOTÉE 10 est répartie de la façon suivante :

- | | |
|---------------------------|----------------|
| • 1 ^{re} section | 17 corrections |
| • 2 ^e section | 14 corrections |
| • 3 ^e section | 20 corrections |

Total : 38 réponses

Pour certaines corrections, plus d'une seule réponse est possible. Vous devez tenir compte des divergences dans la ponctuation anglaise ainsi que la façon de présenter les majuscules, les abréviations et les nombres. Ceci dépendra en grande partie du livre de référence employé.

1^{re} section

We know that you care about social causes and your contributions to MSA Québec prove it. Your involvement over the past ten years is really appreciated. It seems like just yesterday that we began our work. I am sure you remember too you were just in grade school when your father brought you to our founding dinner. You are now a successful lawyer yourself but you have continued to honour his memory through your laudable example.

We would like to invite you to the annual MSA Québec Benefit Night that will be held at the Grand Hotel in downtown Montréal on June 27 20xx at 7 p.m. The supper will be followed by an evening of dancing and entertainment provided by Paul Lapointe from CHTM Radio. There will be special prizes for all participants and a guest appearance by a well-known Québec television entertainer.

We ask for a \$200 donation to participate in this unforgettable event. Tax receipts will naturally be available upon request. Do let us know if we can reserve a place for you and your wife. You may, of course bring your children too.

We count on your coming to this event. MSA Québec will especially appreciate your participation.

2^e section

We would like to thank you for writing to us about your security needs. We appreciate your interest in our company, and we will do our best to provide quality products and service.

After analyzing your situation we propose this quotation for a unique and reliable security system. Feel free to let us know your opinion about it.

Ref. number	Description	Quantity	Unit price
CU-012	Central unit	1	\$1925.00
SS-76	Infrared sensor	17	\$90.00
DS-87	Door sensor	5	\$65.00
WS-8743	Window sensor	6	\$55.00
	Installation		\$650.00
	Monthly fee		\$56.00

This system is fully guaranteed five years parts and service. The monthly fee covers the connection to our nearest office.

You can communicate with the following two customers in your area to obtain more information on our products:

- RMV inc. 5688, rue Garneau Ouest Sherbooke
- Boileau et associés, 560 rue Orford, Magog

We hope to hear from you soon.

3^e section

March 24, 20xx

Mrs. Nadine Hartman
Purchasing Manager
Pleasant Gardens and Homes Inc.
5609, rue Portage
Montréal (Québec) H9H 4M6

Dear Mrs. Hartman,

Subject: New Account

We received your order 8900 asking for 25 patio cushions, model P-67. We are pleased to have the opportunity to serve you.

Since your order was "rush," we sent it by messenger service, so you should get the merchandise by the end of the week without any extra shipping charges.

Our patio cleaner is very popular, and I have included samples of the product with your merchandise. You may order by telephone or fax if the product is satisfactory to you.

The enclosed invoice shows the cost price of the patio set; this amount should be increased by 45 per cent in order to calculate the recommended retail price. Please note that we have applied our special 2% discount to the total for a first order of more than \$500. Payment is net 30 days.

If you have any questions concerning this order or our conditions, please feel free to call me.

We look forward to serving you again.

Yours truly,

Marilyne Gardener
Customer Service

MG/ks

Enclosure

c.c.: Mr. Daniel Laporte, Chief Accountant

TOTAL de 51 corrections