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C) length
D) longer

2 The shop-steward kept on making ...... statements.
A) contradiction
B) contradicted
C) contradictory
D) contracted

3 I was very surprised to learn that the house had been sold because I thought it was ......
A) unsaleable
B) selling
C) saleable
D) seller

4 You'll need some form of ...... to withdraw money.
A) identify
B) identical
C) identification
D) identity

5 As soon as you hire someone you'll need to start providing constructive ......
A) critic
B) critical
C) criticize
D) criticism

6 The roof of the factory needs to be ...... as soon as possible.
A) strong
B) strengthening
C) strengthen
D) strengthened

7 There is a ...... of highly-skilled computer programmers in the US.
A) lacking
B) void
C) shortage
D) losing

8 You can imagine my ...... when I finally arrived at the airport in time.
A) relevance
B) relieve
C) relief
D) reliance

9 You may find a place to rent quite easily because I've seen many ...... houses in this area.
A) inhabited
B) uninhabited
C) vacancy
D) inhabitant

10 The junior enterprise is looking for ...... willing to sponsor it.
A) beneficiaries
B) benefit
C) beneficent
D) benefactors
Corrigé

1-C 6-D
2-C 7-C
3-A 8-C
4-C 9-B
5-D 10-D

17. Comparatif et superlatif

Il faut savoir utiliser correctement le comparatif et le superlatif dans les exercices des parties V et VI.

Comparer de supériorité

Il se forme généralement en ajoutant -er + than aux adjectifs d'une syllabe et more + than aux adjectifs de plusieurs syllabes :
Your car is faster than mine.
Your car is more expensive than mine.

Comparer d'infériorité

Il se forme en ajoutant less + than aux adjectifs et aux noms au singulier, fewer + than aux noms au pluriel :
Your car is less expensive than mine.
I earn less money than you.
I have fewer responsibilities than you.

Comparer d'égalité

Il se forme en utilisant as + as :
Your car is as fast as mine.
I earn as much money as you.
I have as many responsibilities as you.

Autre forme :
Your pen is the same as mine.

Superlatif de supériorité

Il se forme en ajoutant the + -est aux adjectifs d'une syllabe et the most aux adjectifs de plusieurs syllabes :
The fastest car is mine.
The most expensive car is yours.

Superlatif d'infériorité

Il se forme en ajoutant the least aux adjectifs :
This is the least interesting book I have ever read.
Comparatif et superlatifs irréguliers

Good, better, the best
Bad, worse, the worst
Little, less, the least
Much, more, the most
Far, farther, the farthest (sens spatial)
Far, farther, the farthest (sens spatial ou autre sens)

Traduction de D'AUTANT PLUS QUE

It is all the more annoying as/since/because I'm already late.
Theses apples are all the better as/since/because they are for free.

Accroissement parallèle

The more you eat, the fatter you become.
The richer you are, the more you spend.
The more money you earn, the more expensive things you buy.

Accroissement progressif

Strikes are more and more frequent.
Wood is cheaper and cheaper.

Exercice d'application

1 The new secretary makes far ..... mistakes.
   A) less
   B) worst
   C) fewer
   D) lesser
2 This is the ..... tool in the world.
   A) heavier
   B) less heavy
   C) least heavy
   D) most heavy
3 Can you drive any ..... ?
   A) fast
   B) faster
   C) fastest
   D) the fastest
4 In terms of profit, this is our ..... year yet.
   A) badly
   B) worse
   C) worst
   D) worth
5 Sue lives two miles ..... away from the office ..... I do.
   A) farther/than
   B) farther/that
C) further/that
D) as far/that
6. The more ..... save to buy a house.
   A) you earn money, the more you can
   B) money you earn, the more you can
   C) you earn money, the more can you
   D) money you earn, the more can you
7. The warehouse is twice ..... it was when you last visited it.
   A) as large as
   B) larger as
   C) so large that
   D) larger than
8. My colleague Bob went to the same school ..... I did.
   A) like
   B) that
   C) as
   D) than
9. Call me if you need ..... information.
   A) farther
   B) further
   C) farthest
   D) furthest
10. According to the CEO, our Belgian subsidiary is the ..... efficient of all.
    A) less
    B) lesser
    C) least
    D) worst

Corrigé

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

18. Choisir le relatif adéquat

Il faut savoir identifier le pronom relatif adéquat dans les exercices de compréhension orale ainsi que dans les parties V et VI.

WHO

Il s'emploie si l'antécédent est un nom de personne :
Sujet: The man who is lean and tall is my uncle.
Complément: The man (who(m)) you've just seen to is my uncle.
WHICH

Il s’emploie si l’antécédent est un nom de chose ou une entité constituée de personnes :
Sujet : The committee **which** is meeting today should agree on a statement.
Complément : The company (**which**) I work for is American.

THAT

Il s’emploie quel que soit l’antécédent :
The man **that** is lean and tall is my uncle.
The company **that** is the most profitable is AT&T.
The car (**that**) I want is very expensive.

*That* s’emploie obligatoirement après *all, much, everything, first, last, no* et ses composés, *any, very, only* et après un superlatif :
The last book (**that**) I read is a French novel.
The best book (**that**) I have ever read is a French novel.
Tell me everything (**that**) you know.

Attention : **that** ne peut s’employer derrière une préposition :
The city in **which** we were staying was beautiful.
The man about **whom** you were talking is my boss.

*That* ne peut pas non plus être employé après une virgule :
My uncle, **whom** you know, is coming tomorrow.
This car, **which** is very expensive, belongs to the manager.

WHOSE

Il traduit le *dont* d’appartenance lorsque *dont* est complément du nom :
The executive **whose** laptop is on the desk is Mr Chang.
The table **whose** leg is broken should be thrown away.
(phrase synonyme : *The table the leg of **which** is broken should be thrown away.)*

Ne pas confondre ave « l’homme *dont* je parle » : « the man (**who**(m)) I’m talking about ».

Absence de pronom relatif

On peut omettre le relatif quand il est complément :
The report I’ve just been reading is interesting.
The person you should talk to is Mrs Dupont.

WHERE

*Where* traduit le pronom relatif où :
The city **where** I love staying is New York.

WHEN

*When* traduit le pronom relatif quand :
I don’t remember the day **when** he came.
Traduction de CE QUE, CE QUI

Lorsque ce que ou ce qui relie la proposition principale et la relative, on emploie what:
I don’t know what she wants.
You should ask him what he likes.

Lorsque ce que ou ce qui introduit un commentaire de la principale, on emploie which précédé d’une virgule:
He told me to bring my report, which was a good idea.
He says the company is in the red, which is true.

Lorsque ce que est sujet, on emploie what:
What I don’t like is being late for a meeting.

Pour exprimer tout ce que ou tout ce qui, on emploie all that:
He carried all that he could.

Exercice d’application

1 They were chosen, ..... surprised everybody.
   A) what
   B) that
   C) which
   D) who

2 It was a report ..... purpose I didn’t understand.
   A) which
   B) whose
   C) whom
   D) that

3 I work for a company ..... manufactures chips for computers.
   A) who
   B) which
   C) whom
   D) whose

4 I intend to sell my business for ..... I can get.
   A) which
   B) what
   C) whom
   D) whose

5 The bus on ..... we were traveling was very slow.
   A) that
   B) which
   C) whose
   D) whom

6 This family ..... business is in the red will have to sell it to a competitor.
   A) that
   B) which
   C) whose
   D) whom
7 The capital of this firm, the amount of ...... I don’t remember, should be stated in the articles of incorporation.
A) that
B) which
C) whose
D) whom

8 Those ...... have not yet registered should do it at once.
A) who
B) which
C) whose
D) whom

9 I met several clients, some of ...... couldn’t speak a word of English.
A) those
B) which
C) whose
D) whom

10 The reason ...... he failed is unknown.
A) for
B) that
C) which
D) why

Corrigé
1-C 6-C
2-B 7-B
3-B 8-A
4-B 9-D
5-B 10-D

19. Distinction entre participe passé et participe présent

Il est important de savoir distinguer le mot adéquat à l’aide de sa forme (participe passé ou participe présent) car c’est une tâche qui revient fréquemment dans les parties V et VI. De plus, cela permet d’éviter des erreurs dans les exercices de compréhension orale.

La distinction est relativement facile à opérer puisqu’il suffit souvent de se référer au français :
-ed (pour un verbe régulier) = participe passé, -ing = participe présent.

Quelques exemples à connaître
bored = qui s’ennuie ; boring = ennuyeux
copied = copié ; copying = copiant
enclosed = joint ; enclosing = joignant
included = inclus ; including = incluant
posted = affiché ; posting = affichant
sorted = trié ; sorting = triant
Exercice d’application

1. What do you think of the ...... plan?
   A) suggest
   B) suggestion
   C) suggesting
   D) suggested

2. Have the results been ...... yet?
   A) posted
   B) posting
   C) post
   D) postage

3. I found your report ......
   A) confused
   B) confusing
   C) confusion
   D) confuse

4. John has already taken the ...... mail.
   A) sort
   B) sorting
   C) sorted
   D) sort of

5. The fence ...... the factory has been partly destroyed.
   A) surround
   B) surrounding
   C) surrounded
   D) surrounds

6. The opinion ...... by most executives is that the Korean subsidiary will close next year.
   A) believing
   B) believed
   C) holding
   D) held

7. His ...... comments were much more understandable than his report.
   A) speaking
   B) talking
   C) spoken
   D) talked

8. It is ...... to check the data carefully before ...... the survey.
   A) advising/to publish
   B) advising/publishing
   C) advised/to publish
   D) advised/publishing
9 The results of the calculations, taxes, are in an editable text field, which can be into a spreadsheet.
   A) including/recording/pasting
   B) including/recorded/pasted
   C) including/recording/pasted
   D) included/recorded/pasted

10 These new drugs lack evidence of efficacy.
   A) conceiving
   B) conceived
   C) convincing
   D) convinced

Corrigé

1-D 6-D
2-A 7-C
3-B 8-D
4-C 9-B
5-B 10-C

20. IF et WHEN

On doit savoir utiliser les constructions en if et when pour réussir certains exercices des parties V et VI.

IF

Pour construire une phrase avec if, il faut connaître l'utilisation des verbes de modalité (voir p. 127). Il est vivement conseillé d'apprendre par cœur les trois cas les plus fréquents, présentés dans l'exemple ci-dessous :

Traduction du présent français :
   If you call me, I will help you.
   (if + sujet + verbe au présent simple ... sujet + will + infinitif)

Traduction de l'irréel du présent :
   If you called me, I would help you.
   (if + sujet + verbe au simple past ... sujet + would + infinitif)

Traduction de l'irréel du passé :
   If you had called me, I would have helped you.
   (if + sujet + had + participe passé ... sujet + would + have + participe passé)

Dans certains cas, on peut bien sûr utiliser if comme une conjonction classique :
   If I don’t get up early, I don’t work well.
   If anybody asks you about me, say I’m on vacation.
Utilisation du futur après if et when

Après if et when, on doit en général utiliser le présent pour évoquer le futur:
If I'm home tomorrow, I'll call you.
I'll call you when I'm home.

Cependant, if et when peuvent être suivis du futur dans le cas d’interrogations directes ou indirectes :
Interrogation directe :
When will you come back ?

Interrogation indirecte :
I wonder when he'll come back.
I don't know if he'll come back.

Exercice d’application

1 If I ..... younger, I would start learning Chinese.
   A) was  
   B) am  
   C) were  
   D) would be

2 If Tom ..... more time, he would ..... bought souvenirs.
   A) had/had  
   B) had had/had  
   C) have had/have  
   D) had had/have

3 I wonder when the results ..... 
   A) are posted  
   B) post  
   C) will be posted  
   D) will post

4 What are you going to do when you ..... on vacation ?
   A) are  
   B) were  
   C) will be  
   D) was

5 I'll feel fine when the weekend ..... 
   A) come  
   B) came  
   C) will come  
   D) comes

6 We wouldn't get the contract if we ..... improve our offer.
   A) don't  
   B) wouldn't  
   C) didn't  
   D) haven't

7 If the launch of our new model ..... delayed, we ..... expanded more rapidly.
   A) wasn’t been delayed / would have  
   B) wasn’t been delayed / would had
8 If the German subsidiary ..... able to cut down on wages, the company ..... bigger profits.
   A) was / would made
   B) were / would have made
   C) had been / would made
   D) had been / would have made

9 We wondered when the client ..... 
   A) would have called
   B) would call
   C) called
   D) would called

10 Ms Lee will accept an overseas posting if she can get her job back when she ..... 
   A) will return
   B) returns
   C) return
   D) would return

Corrigé

1-C
2-D
3-C
4-A
5-D
6-C
7-C
8-D
9-B
10-B

21. Cohérence entre le verbe et les autres éléments de la phrase

Savoir construire correctement des structures verbales et analyser une phrase pour identifier d'éventuels pièges sont des tâches que l'on rencontre fréquemment dans le NEW TOEIC®.

Il n'est pas possible de récapituler ici toutes les structures possibles, mais voici les quatre cas de figure où il faut se montrer particulièrement vigilant :

Temps composés

Il faut garder en mémoire le fait que, dans une phrase au present perfect ou au past perfect, have est toujours suivi d'un participe passé :
I have seen her.
They had bought some flowers.

Passif

Certains pièges portent également sur l'utilisation du passif. On construit le passif à l'aide du verbe be, conjugué au même temps que le verbe initialement utilisé à la voix active :
They helped me. / I was helped.
They have repaired the car. / The car has been repaired.
Bob could have helped me. / I could have been helped by Bob.
John sent me a gift. / I was sent a gift by John.
Maureen had helped me. / I had been helped by Maureen.
Modalité

Il faut toujours vérifier que le verbe de modalité (can, could, may, might, will, would, shall, should, must, needn’t, daren’t, etc.) est bien suivi d’un verbe à l’infinitif sans to :
You must be tired.
You could have called me.

Les différents verbes de modalité et leurs principales utilisations sont récapitulés p. 127.

Phrases en if :

Voir p. 107.

Singular ou pluriel

Il faut éviter les pièges simples du type sujet au singulier + verbe au pluriel, et se souvenir qu’en anglais américain, on ne peut utiliser de verbe au pluriel pour une entreprise ou un groupe d’individus :
Global Tools is a successful company.

Exercice d’application

1 You should ...... more careful.
   A) been
   B) have
   C) have been
   D) being

2 Ten years ago, there ...... more unemployed people.
   A) was
   B) has been
   C) have been
   D) were

3 My secretary has ...... ill.
   A) be taken
   B) take
   C) been taken
   D) been took

4 If you ...... me, I ...... at once.
   A) have called / would have come
   B) had called / would have come
   C) had called / would come
   D) have called / would come

5 I ...... home by Ned.
   A) were driven
   B) were drove
   C) was drove
   D) was driven

6 The new computer will ...... in Mrs Michon’s office or in the conference room.
   A) be install
   B) install
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C) be installed
D) have installed

7. The price and the resilience of this material ...... an attractive investment.
   A) makes it be
   B) make it be
   C) makes it
   D) make it

8. Mr Samos ...... not arrived yet. He may ...... delayed.
   A) has/have been
   B) is/have been
   C) has/had been
   D) is/had been

9. Your consignment was ...... yesterday, so you should ...... it in a few days.
   A) shipping/got
   B) shipped/got
   C) shipping/get
   D) shipped/get

10. A new bridge is ...... near our headquarters in Singapore.
    A) being build
    B) being built
    C) built
    D) build

Corrigé

1-C  6-C
2-D  7-D
3-C  8-A
4-B  9-D
5-D  10-B

22. Présent simple ou présent continu

Savoir différencier les deux temps permet de mieux appréhender les épreuves de compréhension orale et de réussir les parties V et VI.

Présent simple

On l'utilise pour décrire des actions habituelles, des situations permanentes ou des généralités :
Mike works in London.
Pollution endangers many species.
Light travels faster than sound.

On utilise également le présent simple pour évoquer des horaires :
The train leaves at 10:47 a.m.
Présent continu

On l’utilise pour décrire des actions en cours, des situations en train d’évoluer : Peter is working in Paris at the moment.
«What are you doing ? » « I’m looking for my wallet. »
They are having a meeting.

On utilise également le présent continu pour décrire des actions programmées dans un futur relativement proche :
I’m seeing John tonight.
I’m leaving tomorrow.

Verbes sans forme continue

Certains verbes n’ont pas de forme continue. Il s’agit :
De verbes relatifs à la pensée comme believe, doubt, imagine, know, realize, suppose, understand.
De verbes de perception comme bear, smell, sound, taste.
De verbes exprimant des émotions comme hate, like, love, prefer, regret, want, wish.
De verbes relatifs à l’apparence comme appear, seem.
De verbes divers comme contain, depend, include, involve, matter, mean, measure, own, require.

Transposition dans le passé

Il faut savoir transposer dans le passé les règles concernant la forme continue et la forme simple :
Exemple d’action ponctuelle : I knocked at the door (simple past)
Exemple d’action en train de se dérouler : They were eating (past continuous)
Combinaison des deux : They were eating when I knocked at the door.

Exercice d’application

1 Mrs Davies ...... in while we ......
   A) was walking / were arguing
   B) walked / were arguing
   C) has walked / were arguing
   D) walked / argued
2 I ...... what you ......
   A) am understanding / are meaning
   B) am understanding / mean
   C) understand / are meaning
   D) understand / mean
3 I ...... with Mrs Wilson’s clients this week because she is on vacation.
   A) deal
   B) dealt
   C) am dealing
   D) was dealing
4 « Why ...... at me ? »
   A) do you look
   B) are you looking
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5 « Where is Nathan? » « He ..... a report in his office. »
A) wrote
B) write
C) is writing
D) writes

6 Look at my boss. He ..... with the union rep and he ..... worried.
A) 's talking / seems
B) 's talking / 's seeming
C) talks / seems
D) talks / 's seeming

7 They ..... at the trainee when the manager ..... the room.
A) were laughing / was entering
B) were laughing / entered
C) laughed / was entering
D) laughed / were entering

8 This truck driver ..... our company 10 years ago and he still ..... for us.
A) was joining / works
B) joined / works
C) was joining / is working
D) joined / is working

9 Because of the current price of diesel, transportation ..... very well.
A) does not do
B) did not do
C) is not doing
D) have not done

10 I ..... golf with our new client tomorrow and I hope he ..... the contract.
A) am playing / will sign
B) play / will sign
C) am playing / signs
D) play / signs

Corrigé
1-B
2-D
3-C
4-B
5-C
6-A
7-B
8-B
9-C
10-A

23. FOR, SINCE, AGO

Savoir utiliser correctement et à tous les temps des équivalents de « depuis » ou « pendant » (soit for ou since, selon les cas) est une tâche difficile à maîtriser pour les locuteurs francophones. Heureusement (!), peu d'exercices du NEW TOEIC® reposent sur ces structures. On les rencontre cependant dans les parties V et VI, et il est logique que certaines questions et réponses de compréhension orale fassent appel à ces mots.
AGO

Ago correspond approximativement à il y a. Il s’emploie donc avec un temps du passé, le plus souvent le simple past : I met Mr Bateson ten years ago in Birmingham.

FOR + durée

For correspond à « pendant » ou « depuis ». Il est suivi d’une forme continue si on veut insister sur la continuité de l’action, et d’une forme simple si l’action n’est pas marquée par sa continuité :

Au présent :
I have been working for a few hours (continuité de l’action « travailler »).
I have made phone calls for three hours (discontinuité de l’action « passer des coups de téléphone »).

La structure la plus complexe est celle qui implique when dans le passé :
I had been working in Vienna for two years when I resigned.
I had danced for a few hours when I decided to leave the party.

Quand l’action est simplement passée, datée, terminée, et qu’il n’y a pas la notion d’interruption qu’implique when, on revient à la logique du simple past :
Yesterday, I worked for 10 hours to finish my report.

SINCE + date

La logique est la même que pour for, mais since est suivi d’une date ou d’une action au simple past qui fait office de date :
I have been working in Paris since 1999.
I have been working in Paris since we created our French subsidiary.

Attention : les structures suivantes sont également possibles :
It is ten years since I last met Jane.
It is 5 hours since he left the office.
It’s been a long time since I last saw Jane.

Exercice d’application

1 I ..... in charge of our R&D department ..... five years.
   A) am / for
   B) have been / for
   C) am / since
   D) have been / since

2 Paul ..... cars ..... he was twenty.
   A) sells / for
   B) sells / since
   C) has sold / for
   D) has sold / since

3 Mike ..... his accident.
   A) can’t walk since
   B) can’t walk for
C) hasn’t been able to walk since
D) hasn’t been able to walk for

4 I ...... my desk for a few minutes when the boss ...... me.
A) ’have been tidying up / called
B) had been tidying up / called
C) tidied up / has called
D) tidied up / had been calling

5 It ...... ten years since I ...... a truck.
A) is / have driven
B) is / last have driven
C) has been / haven’t driven
D) is / last drove

6 Mr O’Neal ...... unemployed ...... Namara Ltd was closed in 2001.
A) is / since
B) is / while
C) has been / since
D) has been / for

7 We ...... for the missing document for hours when we ...... to leave.
A) had been looking / have decided
B) were looking / have decided
C) had been looking / decided
D) were looking / decided

8 Mrs Kamaski ...... the flu last week and she ...... in bed ever since.
A) caught / lies
B) caught / has been lying
C) had caught / lies
D) had caught / has been lying

9 Last year, my colleague and I ...... in Spain for two weeks.
A) have been travelling
B) were travelling
C) had travelled
D) travelled

10 Since the new line of products ...... in Japan, it ...... a great success.
A) was launched / is
B) was launched / has been
C) has been launched / is
D) has been launched / has been

Corrigé

1-B 6-C
2-D 7-C
3-C 8-B
4-B 9-D
5-D 10-B
24. La concordance des temps

Certaines questions des parties V et VI portent sur la maîtrise de la concordance des temps. Voici les principales transpositions d’un temps du présent à un temps du passé qu’il faut connaître.

He thinks that he will succeed:
He thought that he would succeed.

He thinks that he has forgotten something:
He thought that he had forgotten something.

I realize that I’m quite late:
I realized that I was quite late.

He says he is going to check my work:
He said he was going to check my work.

She believes that she is being used:
She believed that she was being used.

I hope that I will have finished soon:
I hoped that I would have finished soon.

Exercice d’application

1) I didn’t realize he ..... to Detroit.
   A) moves
   B) have moved
   C) has moved
   D) had moved

2) My assistant told me that you ..... 
   A) have called
   B) call
   C) had called
   D) are calling

3) She asked him how old he ..... 
   A) is
   B) was
   C) were
   D) has been

4) Carl told me that he ..... very well recently.
   A) hasn’t been feeling
   B) hadn’t been feeling
   C) weren’t feeling
   D) hasn’t felt

5) You lied to me when you ..... on time.
   A) say you arrived
   B) said you had arrived
   C) have said you arrived
   D) said you have arrived
6 Mrs Renaud discovered too late that she ... a spelling mistake.
   A) had made
   B) made
   C) has made
   D) has been making

7 They didn’t know that I ... the year before to set up my own business.
   A) have resigned
   B) had resigned
   C) resigned
   D) had been resigned

8 I’m sorry ... to your letter sooner, but ... too worried about the strike.
   A) I hadn’t replied / I’ve been
   B) I hadn’t replied / I’d been
   C) I haven’t replied / I’ve been
   D) I haven’t replied / I’d been

9 If your salesman ... us in January, we ... a few items.
   A) has visited / would buy
   B) has visited / would have bought
   C) had visited / would buy
   D) had visited / would have bought

10 When I ... that Mrs Carter ... without telling me anything, I was furious.
   A) hear / had resigned
   B) heard / has resigned
   C) hear / has resigned
   D) heard / had resigned

Corrigé

1-D  6-A
2-C  7-B
3-B  8-C
4-B  9-D
5-B  10-D

25. Les verbes à particule

La langue anglaise fait appel à de nombreuses prépositions ou adverbes pour modifier ou préciser le sens des verbes. Il est impossible de connaître tous les verbes à particules, néanmoins, ils apparaissent dans les exercices de compréhension orale et dans la partie V. En voici certains qui sont souvent utilisés en anglais des affaires :

come across : trouver par hasard
look after : s’occuper de
go ahead : continuer
get along (with) : s’entendre avec quelqu’un
put aside : mettre de côté (argent)
throw away : jeter
cut back : réduire
pay back : rembourser
take back : reprendre

fall behind : prendre du retard

break down : analyser, ventiler / tomber en panne
close down : fermer définitivement
turn down : refuser / mettre moins fort (appareil)

account for : expliquer, justifier
call for : exiger, requérir
look for : chercher

put forward : proposer (idée, plan)
call in : passer, rendre visite
check in : se présenter à la réception (hôtel) ou à l'embarquement (aéroport)
hand in : remettre (un objet)
move in : emménager

look into : étudier
talk into : persuader
turn into : (se) transformer en

lay off : licencier
put off : reporter
sell off : brader
take off : décoller / enlever (vêtement)
turn off : éteindre
write off : passer par pertes et profits

call on : rendre visite
carry on : continuer
hold on : attendre (téléphone, etc.)
keep on : continuer
try on : essayer (vêtement)
turn on : allumer

carry out : exécuter, effectuer
fill out : remplir (formulaire, etc.)
find out : découvrir
hand out : distribuer
move out : déménager
point out : souligner, insister
run out of : manquer de
sort out : trier
turn out : produire / s'avérer
work out : trouver, arranger

be over : être fini
take over : prendre le contrôle, racheter
attend to: s'occuper de, veiller à
see to: prendre des dispositions pour
stick to: s'en tenir à
catch up: rattraper
fill up: remplir (formulaire, etc.)
give up: abandonner, renoncer
look up: chercher (dictionnaire, etc.)
make up: composer
make up for: compenser
mix up: confondre, mélanger
pick up: ramasser / passer prendre
put up with: supporter
set up: établir / s'établir
sum up: résumer
turn up: mettre plus fort (appareil)
wind up: liquider, terminer

Exercice d'application

1 You must fill ...... this form to get a new passport.
   A) off
   B) on
   C) out
   D) for

2 We'll have to work very hard to make ...... the delay.
   A) up
   B) up to
   C) up for
   D) upside down

3 You should break ...... the figures into age-brackets.
   A) in
   B) over
   C) on
   D) down

4 I called ...... my tax-adviser to have him help me with my tax-return.
   A) with
   B) on
   C) to
   D) into

5 He fell ...... with his repayments and his banker was annoyed.
   A) for
   B) away
   C) behind
   D) forward

6 Despite the legal difficulties, we decided to go ...... with the merger.
   A) up
   B) ahead
   C) onto
   D) off
7 How do you get ..... with your new colleague?
   A) up
   B) forward
   C) down'
   D) along

8 The meeting has been put ..... until next Friday.
   A) back
   B) away
   C) in
   D) off

9 We can’t use the printer because we’ve run ..... of paper.
   A) out
   B) up
   C) down
   D) in’"

10 Our competitor has put ..... an alternative proposal.
   A) on
   B) out
   C) for
   D) forward

Corrigé

1-C  6-B
2-C  7-D
3-D  8-D
4-B  9-A
5-C  10-D

26. Verbes suivis de TO + infinitif et verbes suivis de -ING

Là encore, il est impossible de dresser une liste exhaustive de ces deux catégories de verbes, mais il est important de connaître les plus courants d’entre eux pour réussir les parties V et VI.

Principaux verbes suivis de TO + infinitif

agree
ask
attempt
cease
choose
claim
decide
demand
fail
forget
guarantee
help
hesitate
hope
intend
learn
manage
neglect
offer
plan
prepare
promise
propose
refuse
seem
tend
want
wish

Principaux verbes suivis de -ING

appreciate
avoid
carry on
consider
delay
deny
enjoy
feel like
finish
give up
(can't) help
involve
keep (on)
look forward to
mind
miss
postpone
prevent
risk
(can't) stand

Attention, certains verbes changent de sens selon qu'ils sont suivis de -ing ou de to + infinitif :
I stopped smoking. (J'ai arrêté de fumer.)
I stopped to smoke. (Je me suis arrêté pour fumer.)
I remember posting the letter. (Je me souviens avoir posté la lettre.)
I must remember to post the letter. (Je ne dois pas oublier de poster la lettre.)
I'll never forget meeting this great scientist. (Je n'oublierai jamais ma rencontre avec ce grand scientifique.)
I forgot to buy stamps. (J'ai oublié d'acheter des timbres.)
I regret changing jobs. (Je regrette d'avoir changé d'emploi.)
We regret to inform you that the flight has been cancelled. (Nous avons le regret de vous informer que le vol a été annulé.)

NB. — Des verbes comme begin, like, love, prefer, start, admettent souvent les deux formes.

Exercice d'application

1 I can't stand ...... for people who are always late.
   A) wait
   B) to wait
   C) waiting
   D) to waiting
2 Do you mind my ...... ?
   A) smoke
   B) to smoke
   C) smoking
   D) to smoking
3 You risk ...... millions of dollars if you delay ...... a decision.
   A) losing / to make
   B) losing / making
   C) to lose / making
   D) to lose / to make
4 Mr Carat denied ...... there.
   A) to be
   B) to being
   C) having been
   D) to have been there
5 We guarantee ...... orders within two weeks.
   A) delivery
   B) delivering
   C) deliver
   D) to deliver
6 If you intend ...... the product under your own brand, it will involve ...... the packaging.
   A) to sell / to change
   B) to sell / changing
   C) selling / changing
   D) selling / to change
7 Mrs Lombardi hopes ...... to our Hong Kong office when she is promoted.
   A) being sent
   B) be sent
   C) to be sent
   D) she be sent
8 We delayed ...... the new model because there were some technical problems in our factory.
   A) to launch
   B) launching
   C) the launch
   D) the launching
9 Obitech is considering ..... a trial order with us ..... the end of the month.
   A) to place/by
   B) to place/within
   C) placing/by
   D) placing/within

10 He wants ..... our next Sales Manager.
   A) that you become
   B) that you becoming
   C) you to become
   D) you to becoming

Corrigé
1-C 6-B
2-C 7-C
3-B 8-B
4-C 9-C
5-D 10-C

27. Traduction de « faire + infinitif » et structures du même type

Il faut connaître ces structures pour réussir les exercices de compréhension orale ainsi que les parties V, VI et VII.

Faire subir une action à quelque chose ou à quelqu’un

Dans le NEW TOEIC®, on rencontre deux structures possibles :
\( \text{have} + \text{COD} + \text{participe passé} \) ou \( \text{get} + \text{COD} + \text{participe passé} \) (langue plus familière)

I had my car repaired.
You should get the printer fixed.

Faire effectuer une action à quelque chose ou à quelqu’un

On rencontre là encore deux structures possibles :
\( \text{have} + \text{COD} + \text{infiniif sans to} \) ou \( \text{get} + \text{COD} + \text{to + infinitif} \)

I’ll have the wholesaler call you tomorrow.

Getting the printer to start is quite easy.

Une autre structure est possible :
\( \text{make} + \text{COD} + \text{infiniif sans to} \)
She made me sort the mail.

Traduction de « se faire + infinitif »

On utilise \( \text{get} + \text{participe passé} \):

John got arrested.

Exercice d’application

1 We ..... by a well-known architect.
   A) had designed the new lab
   B) had the new lab designed
C) got designed the new lab  
D) got to design the new lab  
2 I'll ...... Mr McNabb ...... an appointment with you.  
A) have/made  
B) have/make  
C) get/made  
D) get/make  
3 The warehouse ...... its roof ...... by the storm.  
A) had/rip off  
B) had/to rip off  
C) got/to rip off  
D) got/ripped off  
4 We ...... every week.  
A) make our trucks clean  
B) make our trucks cleaned  
C) have our trucks cleaned  
D) have clean our trucks  
5 Jim ...... his office.  
A) had a worker repainted  
B) got a worker repaint  
C) had a worker to repaint  
D) got a worker to repaint  
6 Mrs Porter got his glasses ...... while she ...... the circuitry.  
A) to break / was checking  
B) broken / was checking  
C) to break / checked  
D) broken / checked  
7 The foreman ...... from the production-line and ......  
A) had a bottle taken / got it analysed  
B) had a bottle take / got it analysed  
C) made a bottle take / got it to analyse  
D) made a bottle taken / got it to analyse  
8 The manager ...... because she was very tired.  
A) had his secretary help  
B) had his secretary helped  
C) made his secretary help  
D) got his secretary to help  
9 I would have ...... if I had known about the situation.  
A) a message taken  
B) made a message taken  
C) taken a message  
D) had a message take  
10 The mechanic had the machine ......, but he said that a part would have to ......  
A) worked/be changed  
B) worked/change  
C) work/be changed  
D) work/change
Corrigé

1-B 6-B
2-B 7-A
3-D 8-B
4-C 9-C
5-D 10-C

28. Traduction de soi-même/seul/propre

On rencontre ce type de structure dans certains exercices des parties V et VI.

SELF : (myself, yourself, himself, herself, itself, ourselves, yourselves, themselves)

On utilise les composés en -self pour exprimer la réflexivité :
He told me so himself.
We built this shelter ourselves.

Verbes réflexifs :
She enjoyed herself at the convention.

Cependant, des verbes comme wonder (se demander), feel (se sentir) fonctionnent sans pronom réflexif :
I feel tired.

Attention : ne pas confondre avec la notion de réciprocité qui se traduit par each other ou one another :
John and Tim have seen each other very often lately.
Ms Keitel and Ms Hardings can’t stand one another.

ON + OWN

Cette structure correspond à seul(e) :
Did you do it on your own ?
When I met Charles, he was on his own.

OWN

own a souvent le sens de propre :
This is my own car.
Don’t take my report. You’ll get a copy of your own.
Mrs Herrman wants an office of her own.

Exercice d’application

1 The foreman and the manager blamed ...... for the accident.
   A) them
   B) theirs
   C) their own
   D) themselves
2 He hurt ...... while trying to clean the tool.
   A) oneself
   B) himself
   C) him
   D) itself

3 The Export Manager and the Sales Manager talk to ...... every day.
   A) themselves
   B) theirs
   C) oneself
   D) each other

4 When signing a contract, one must be sure of ......
   A) one's
   B) himself
   C) itself
   D) oneself

5 The booklet ...... is not valuable, but its content is confidential.
   A) himself
   B) oneself
   C) itself
   D) own

6 He can't help ...... thinking that he could have prevented that incident.
   A) him
   B) ...
   C) himself
   D) oneself

7 Mr Khan and Mrs Paulus were very proud of ...... for winning the contest.
   A) their
   B) they
   C) one other
   D) themselves

8 I ...... well enough to go on speaking.
   A) didn't feel myself
   B) didn't feel oneself
   C) didn't feel me
   D) didn't feel

9 Mike and his German counterpart haven't called ...... for about two weeks.
   A) themselves
   B) their
   C) each other
   D) one other

10 The wall of the store ...... was not badly damaged, but we decided to strengthen ......
   A) oneself/it
   B) oneself/its
   C) itself/it
   D) itself/its
Corrigé

1-D  6-B (il ne peut s’empêcher de penser que)
2-B    7-D
3-D    8-D
4-D    9-C
5-C    10-C

29. Les principaux verbes de modalité

Les verbes de modalité sont présents dans toutes les parties du NEW TOEIC® et il est donc important de les maîtriser.

Il n’y a que deux constructions possibles avec un verbe de modalité :

Sujet + modal + infinitif sans to
ou
Sujet + modal + have + participe passé

Exercice

Traduire les phrases suivantes à l’aide d’un verbe de modalité ou d’un substitut (have to / be able to). La correction sera fournie dans l’inventaire qui suit.

1 Jack peut travailler tôt.
2 Il est impossible que Jack ait travaillé hier.
3 Jack pouvait travailler tôt.
4 Jack pourrait travailler tôt.
5 Jack aurait pu travailler hier.
6 Jack doit travailler tôt (obligation).
7 Jack doit être fatigué (supposition).
8 Jack a dû travailler hier (supposition).
9 Il se peut / il se pourrait que Jack travaille tôt.
10 Il se peut / il se pourrait que Jack ait travaillé hier.
11 Jack devrait travailler tôt.
12 Jack aurait dû travailler hier.
13 Jack travaillerait tôt s’il avait besoin d’argent.
14 Jack aurait travaillé hier s’il avait eu besoin d’argent.
15 Jack travaillera tôt.
16 Il n’est pas nécessaire que Jack travaille tôt.
17 Il n’était pas nécessaire que Jack travaille hier (or il l’a fait).
18 Jack n’ose pas travailler seul.
19 Jack ferait mieux de travailler tôt.
20 Jack préférerait travailler tôt.
21 Jack a dû travailler hier (obligation).
22 Jack devra travailler demain.
23 Jack pourra travailler tôt.
24 Jack a pu travailler hier.
Corrigé récapitulatif

**CAN** (capacité)
Jack can work early. (1)
Jack can't have worked yesterday. (2)

**COULD** (traduction de pouvait/pourrait/aurait pu)
Jack could work early. (3)
Jack could work early. (4)
Jack could have worked yesterday. (5)

**MUST** (obligation ou probabilité forte)
Jack must work early. (6)
Jack must be tired. (7)
Jack must have worked yesterday. (8)

**MAY** (probabilité moyenne) / **MIGHT** (probabilité plus faible que pour MAY ou passé de MAY)
Jack may / might work early. (9)
Jack may / might have worked yesterday. (10)

**SHOULD** (traduction de devrait/aurait dû)
Jack should work early. (11)
Jack should have worked yesterday. (12)

**WOULD** (conditionnel)
Jack would work early if he needed money. (13)
Jack would have worked yesterday if he had needed money. (14)

**WILL** (futur)
Jack will work early. (15)

**NEEDN'T** (absence d'obligation)
Jack needn't work early. (16)
Jack needn't have worked yesterday. (17)

**DAREN'T** (ne pas oser)
Jack daren't work alone. (18)

**HAD BETTER** (ferait mieux de)
Jack had better work early. (19)

**WOULD RATHER** (préférerait)
Jack would rather work early. (20)

Formes de substitution des verbes de modalité

**HAVE TO** (substitut de MUST : obligation dans le passé ou dans l'avenir)
Jack had to work yesterday. (21)
Jack will have to work tomorrow. (22)

**BE ABLE TO** (substitut de CAN : capacité dans l'avenir ou capacité ponctuelle dans le passé)
Jack will be able to work early. (23)
Jack was able to work yesterday. (24)
Exercice d'application

1. Luke's wallet is lying on the coffee table. He ...... have left it here last night.
   A) should
   B) would
   C) can
   D) must

2. When he called me, he said that he ...... be late.
   A) will
   B) may
   C) might
   D) must

3. My boss would like ...... travel more often.
   A) he can
   B) he could
   C) to be able to
   D) he would be able to

4. You ...... pay now – tomorrow's OK.
   A) mustn't
   B) can't
   C) wouldn't
   D) needn't

5. If I ...... more money, I ...... more income tax.
   A) had earned / will pay
   B) earned / would have paid
   C) had earned / would have paid
   D) earned / will pay

6. You ...... killed because there was no brake fluid in the reservoir of the car.
   A) could have been
   B) may have been
   C) might have been
   D) must have been

7. Last year, I lost my laptop and I ...... a new one.
   A) must have bought
   B) had to buy
   C) had bought
   D) would buy

8. The accountant is on a business trip so he ...... have stolen the cash that was in the safe.
   A) won't
   B) can't
   C) shouldn't
   D) mustn't

9. Where is the pair of scissors? It ...... be in this drawer, but it's not here.
   A) must
   B) might
   C) should
   D) would
10 Sometimes the existing management asks consultants in, just because the consultants ......
say what the management ......
A) would/wouldn’t
B) can/daren’t
C) should/won’t
D) need/must

Corrigé
1-D
2-C
3-C
4-D
5-C
6-A (quand on sait ce qui s’est réellement passé, on ne peut pas
employer MAY ou MIGHT)
7-B
8-B
9-C
10-B

30. Quelques mots grammaticaux supplémentaires

Voici quelques mots grammaticaux qu’il est utile de connaître et que l’on rencontre égale-
ment dans les parties V et VI du NEW TOEIC®. La liste n’est bien sûr pas exhaustive...

ALIKE
The two briefcases were alike. (Les deux mallettes étaient semblables.)

ALMOST
Mr Walsh has been our supervisor for almost ten years. (M. Walsh est notre responsable depuis
presque dix ans.)

ANYWAY
It may not work, but you can try anyway. (Il est possible que ça ne fonctionne pas, mais vous pouvez
essayer quand même.)

AS IF
He looked at me as if he recognized me. (Il m’a regardé comme s’il me reconnaissait.)

AS LONG AS
You can stay as long as you don’t make any noise. (Tu peux rester du moment que tu ne fais pas de
bruit.)
I intend to work as long as I can. (J’ai l’intention de travailler aussi longtemps que je pourrai.)

AT ONCE
You’d better call Mr Muller at once. (Tu serais mieux d’appeler M. Muller immédiatement.)

BADLY
I badly miss the time when I was a student. (L’époque où j’étais étudiant me manque cruellement.)

DARE
I don’t dare to change jobs. (Je n’ose pas changer de travail.)
= I daren’t change jobs.

ELSE
I have nothing else to tell you. (Je n’ai rien d’autre à te dire.)
You could find work elsewhere. (Tu pourrais trouver du travail ailleurs.)
HAD BETTER
You'd better learn another language if you want to find a good job. (Tu ferai mieux d'apprendre une autre langue si tu veux trouver une bonne place.)

HARDLY
I hardly know Mr Bach. (Je connais à peine M. Bach.)

IN THE MEANTIME
Mark told me he would write a letter in the meantime. (Mark m'a dit qu'il écrirait une lettre dans l'intervalle / pendant ce temps.)

MEANWHILE
I talked to Jim for half an hour. Meanwhile, Charles was reading a magazine. (J'ai parlé à Jim pendant une demi-heure. Pendant ce temps, Charles lisait un magazine.)

NO MATTER
Call me when you arrive, no matter how late it is. (Appele-moi quand tu arriveras, quelle que soit l'heure.)

No matter what they say, don't sign the contract. (Quoi qu'ils disent, ne signe pas le contrat.)

ONCE
I meet my banker once a week. (Je rencontre mon banquier une fois par semaine.)

OTHERWISE
I couldn't do otherwise than refuse. (Je n'ai pas pu faire autrement que de refuser.)

PROVIDED
You can take my laptop provided you bring it back tomorrow. (Tu peux prendre mon portable à condition que tu le rapportes demain.)

QUITÉ
It was quite late when they decided to leave. (Il était assez tard quand ils ont décidé de partir.)

RATHER
I'm rather satisfied with their proposal. (Je suis plutôt satisfait de leur proposition.)

SO AS TO
I took a taxi so as to arrive as soon as possible. (J'ai pris un taxi afin d'arriver aussi tôt que possible.)

SO THAT
It was snowing heavily, so that they had to stay in. (Il neigeait abondamment, si bien qu'ils ont dû rester à l'intérieur.)

SUCH
I've never seen such an efficient team. (Je n'ai jamais vu une équipe aussi efficace.)

SUGGEST
The boss suggested we be here at 7:00 a.m. sharp. (Le chef a proposé que nous soyons là à 7 heures précises.)

The boss suggested being here at 7:00 a.m. sharp. (Le chef a proposé d'être là à 7 heures précises.)
UNLESS
I'll take the job unless the pay is too low. (J'accepterai le travail à moins que le salaire ne soit trop bas.)

UNLIKE
Unlike his brother, Jonathan is rather reliable. (Contrairement à son frère, Jonathan est plutôt fiable.)

WHATEVER
Whatever happens, keep smiling. (Quoi qu'il arrive, garde le sourire.)

WOULD RATHER
They'd rather not come back tomorrow. (Ils préféreraient ne pas revenir demain.)

WHETHER
The client asked me whether the machine could be delivered within a week. (Le client m'a demandé si la machine pourrait être livrée d'ici une semaine.)

Exercice d'application

1 I'll answer the phone ..... you can go on working.
   A) so as
   B) as if
   C) so that
   D) so as to

2 You'll like the new computer ..... you're used to it.
   A) at once
   B) once
   C) one
   D) one time

3 You won't get the order ..... you call the client back.
   A) otherwise
   B) anyway
   C) no matter
   D) unless

4 I've never heard ..... good speech.
   A) such
   B) a such
   C) such a
   D) so good

5 ..... you decide, please call me as soon as possible.
   A) No matter that
   B) No matter what
   C) However that
   D) However what

6 Mrs Sellers, our Japanese distributor, suggested Tim ..... her in a few weeks.
   A) to call
   B) call
   C) calling
   D) would call
7 I decided to wake up early, ..... at the airport before the rush-hour.
   A) so ’as be
   B) so to be
   C) so as to be
   D) so that I be

8 Those who have not yet registered should do it ..... because the seminar is about to start.
   A) yet
   B) still
   C) at once
   D) once

9 Our CEO, Mr Durand, ..... smoke in the conference-room.
   A) had better we didn’t
   B) had better we don’t
   C) would rather we didn’t
   D) would rather we don’t

10 ..... with me, because I ..... know our new lawyer.
   A) I’d rather you come / badly
   B) I’d rather you came / badly
   C) I’d rather you come / hardly
   D) I’d rather you came / hardly

Corrigé

1-C  6-B
2-B  7-C
3-D  8-C
4-C  9-C
5-B (Whatever you decide conviendrait également) 10-D

C. Entraînement aux parties V et VI

1. Test n° 1

Donnez-vous 30 minutes pour répondre aux 52 questions ci-dessous.

Exercice d’application

101 We’ve put a little money ..... for the holidays.
   A) down
   B) back
   C) on
   D) aside

102 I must go back to the office or ..... I won’t be able to see Mr Henri.
   A) other
   B) elsewhere
103 Prices have increased ...... 5% over the last few months.
   A) on
   B) off
   C) by
   D) in

104 My car isn’t as ...... as yours.
   A) fast
   B) fasting
   C) speed
   D) speedily

105 The level of discounts we offer depends ...... the size of orders.
   A) of
   B) off
   C) on
   D) to

106 Does this proposal have your CEO’s ...... ?
   A) apprise
   B) approach
   C) approval
   D) approving

107 I had been expecting more cooperation ...... your part.
   A) of
   B) on
   C) at
   D) in

108 I hope that the committee will ...... our research program.
   A) found
   B) fund
   C) fine
   D) fan

109 Could you look ...... this letter and tell me if there is any mistake ?
   A) in
   B) on
   C) through
   D) up

110 The air-conditioner doesn’t work ......
   A) good
   B) nice
   C) suitable
   D) properly

111 Our agent said he had already ...... meetings in this hotel.
   A) made
   B) held
   C) worked
   D) done
112 We are confident a ...... solution can be reached.
   A) worked
   B) work
   C) workable
   D) worker

113 ...... five years, more than half of humanity will live in cities.
   A) Within
   B) While
   C) During
   D) By

114 The government may ...... with a third runway to expand the airport.
   A) process
   B) program
   C) proceed
   D) progress

115 Global wine production is ...... increase despite economic uncertainty.
   A) setting
   B) setting to
   C) set
   D) set to

116 Jersey trusts administering overseas assets for non-residents are exempt ...... tax.
   A) in
   B) on
   C) of
   D) from

117 The islanders, ...... rights had been infringed, took the matter to the International Court.
   A) which
   B) whom
   C) whose
   D) that

118 The question ...... a breach of security occurred will be considered by the Board of Directors.
   A) whether
   B) what
   C) of
   D) that

119 ...... employee must comply with our safety regulations.
   A) All
   B) Most
   C) Every
   D) Whole

120 We apologize for the ......
   A) inconvenience
   B) inconvenient
   C) income
   D) annoy

121 Our commercial failure is ...... linked to technical problems.
   A) close
   B) closed
122. We are tired, all the more ... since we haven't had any break.
   A) that
   B) so
   C) even
   D) as

123. I can't go to the seminar, but Mr Jerome would be a good ...
   A) replaced
   B) replace
   C) replacing
   D) replacement

124. These social changes occur ... there is a serious economic crisis.
   A) whatever
   B) however
   C) no matter
   D) whenever

125. To be sure of the result, one must often do the job ...
   A) himself
   B) itself
   C) yourself
   D) oneself

126. Getting a part-time job would help you to pay your rent ... giving you useful experience.
   A) apart
   B) besides
   C) above
   D) plus

127. Our main competitors are selling their products ... a loss.
   A) with
   B) for
   C) at
   D) to

128. ... some of his recommendations seem irrelevant to our situation, he may help us to improve our profit margin.
   A) However
   B) As
   C) Although
   D) Yet

129. The management has proposed ... trims in production costs.
   A) farther
   B) further
   C) furthermore
   D) far more

130. The government is to conduct ... studies of the status of the unemployed.
   A) through
   B) thorough
   C) rough
   D) trough
131 There isn’t ...... coffee left.
   A) no
   B) none
   C) some
   D) any

132 We do not know with any statistical ...... when the changes will occur.
   A) accuracy
   B) assurance
   C) appearance
   D) occurrence

133 No tourists ...... come to our village.
   A) never
   B) ever
   C) already
   D) often

134 ...... any of the subsidiaries were in the black last year.
   A) Hardly
   B) Almost
   C) Quite
   D) Badly

135 My colleague and I ...... want to apply for the position.
   A) neither
   B) either
   C) both
   D) all

136 Air First intends to expand ...... flights to Eastern Europe.
   A) their
   B) theirs
   C) it
   D) its

137 Many companies are trying to cut down on ......
   A) spend
   B) spent
   C) expand
   D) expenses

138 This is the first time Malcolm ...... our Sales Manager.
   A) meets
   B) met
   C) have met
   D) has met

139 There were very ...... employees left. All the others had gone to the cafeteria.
   A) little
   B) few
   C) a little
   D) a few
140 The copywriter and the designer hadn’t talked ......
   A) each other
   B) themselves
   C) to each other
   D) to themselves

CHIEF EXECUTIVE’S REVIEW

Dear shareholders,

Goodbook was able to continue its growth course further and expand its market position during the first half of 2008. Group revenues rose ...... an impressive 10 %

141. ...
   A) from
   B) by
   C) of
   D) in

to $13,254,567, supported by a 7 % increase ...... sales volume.

142.
   A) to
   B) of
   C) in
   D) within

However, this sound development is not yet reflected in our earnings.

During the second half of 2008, our management will focus on the optimization and integration of new business activities. We will spend at least $250 million euros ...... our ongoing investment program during 2008.

143.
   A) in
   B) on
   C) about
   D) through

I am confident concerning the development of our company for this year. Goodbook will record a further improvement in earnings and our goal to improve EBITDA remains unchanged.
FINDING OUT ABOUT FINANCIAL ADVISERS

Did you know that if a firm of independent advisers collapses, your investment will be protected by the investors’ compensation ..... for up to £50,000?

144.
A) schedule
B) scam
C) scheme
D) survey

Did you know that independent financial advisers must disclose the commission they are ..... when recommending a financial product?

145.
A) paid
B) payable
C) paying
D) payee

Did you know that all independent financial advisers are obliged to ..... a full « fact find » to establish your financial requirements and obligations and must give suitable advice?

146.
A) proceed
B) pass
C) carry out
D) act

This information is confidential and will not be disclosed to anyone else.
The Personnel Manager
XYZ Company
4712 Mulholland Drive
Blacksburg, VA 24070
USA

CONFIDENTIAL

3rd March, 2008

Dear Sir,

We have received an application for the post of assistant director of our R&D Department from Mr James Brown who, we understand, left your firm......

147.
A) since three months
B) three months ago
C) for three months
D) within three months

He has given us your name as a reference and we would be ...... if you would give us some information about him.

148.
A) delightful
B) delighting
C) grateful
D) gratifying

We would like to know how long Mr Brown worked for you; whether you were satisfied ...... his work; the reason for the termination of his employment with you, and above all, if he is trustworthy.

149.
A) of
B) from
C) with
D) about

Any other information you can give us about Mr Brown would be very gratefully received.

Yours faithfully,
George Black
Personnel Manager
HOW TO DRAW UP AN EMPLOYMENT CONTRACT

Legally you must provide a written statement of employment for every person who works for you .... the first two months of their employment. Part-time workers are entitled to the same treatment as full-timers – including the same hourly rates of pay, holidays, sick pay, access to promotion opportunities, pension schemes, etc.

150.
A) before
B) into
C) within
D) until

The terms of a contract of employment may be oral, written, implied or a mixture of all three.

The written statement must set out the main terms and conditions of employment, and .... it is not a contract in itself it can provide evidence of the terms and conditions of employment between you and the employee if there is a dispute at any time.

151.
A) as
B) although
C) since
D) despite

The employment contract itself immediately exists as soon as a job offer is accepted, even if it is not written down. It does not even have to be spoken, but can .... be implied, so be very certain you want a person to work for you before you commit in any way whatsoever. However, the offer of employment can be conditional – perhaps depending on references or a health check.

152.
A) merely
B) ever
C) maybe
D) once
2. Corrigé du test n° 1

101-D 114-C 127-C 140-C
102-C 115-D 128-C 141-B
103-C 116-D 129-B 142-C
104-A 117-C 130-B 143-B
105-C 118-A 131-D 144-C
106-C 119-C 132-A 145-A
107-B 120-A 133-B 146-C
108-B 121-C 134-A 147-B
109-C 122-B 135-C 148-C
110-D 123-D 136-D 149-C
111-B 124-D 137-D 150-C
112-C 125-D 138-D 151-B
113-A 126-B 139-B 152-A (merely = purement, seulement)

3. Test n° 2

Donnez-vous 30 minutes pour répondre aux 52 questions ci-dessous.

101 What guarantee do we have that they will ...... the deadline ?
   A) come
   B) care
   C) meet
   D) watch

102 When my car broke down, Patricia lent me ......
   A) her
   B) herself
   C) her self
   D) hers

103 ...... I don't understand is the way your assistant behaves.
   A) Which
   B) Why
   C) What
   D) That

104 The company is ...... go bankrupt because of the recession.
   A) likely to
   B) seemed to
   C) bound in
   D) gone to

105 Have you written your report ...... ?
   A) still
   B) once
   C) yet
   D) ever

106 This tycoon is the ...... in the world.
   A) wealthier
   B) wealthiest
107 I would like to discuss our strategy with our consultant.
   A) of
   B) on
   C) about
   D) ...

108 I don’t know Ted and I don’t know his wife.
   A) too
   B) either
   C) neither
   D) both

109 We’ve done the old system of checking invoices.
   A) off
   B) up
   C) away
   D) down

110 I think that relocating in Eastern Europe would be to our interests.
   A) endanger
   B) threaten
   C) nuisance
   D) harmful

111 Employees the office phone to make personal calls.
   A) don’t have
   B) don’t permit to
   C) mustn’t
   D) don’t allow to

112 Faulty products the prestige of our company.
   A) determined
   B) examined
   C) undermined
   D) mastermind

113 Analysts think profits will increase.
   A) corporate
   B) corporation
   C) incorporate
   D) incorporated

114 If sales don’t increase before the end of the year, we’ll have to this model.
   A) distance
   B) discontinue
   C) dissent
   D) disapprove

115 Officials have begun to discuss common for buying equipment.
   A) criterion
   B) guidelines
   C) watches
   D) directors
116 The consultants realized another meeting would be necessary; ...... they got out their diaries.
   A) also
   B) meanwhile
   C) so as
   D) therefore

117 Thanks to automation, we’re getting more ...... with the same number of people.
   A) outline
   B) outnumber
   C) outstanding
   D) output

118 Will anyone ...... you from the airport?
   A) take
   B) put
   C) collect
   D) carry

119 The accountant insisted ...... seeing the manager.
   A) to
   B) for
   C) at
   D) on

120 This has been an excellent year so ......
   A) yet
   B) far
   C) now
   D) recently

121 There is ...... space given to job advertisements in this magazine.
   A) too little
   B) too small
   C) no enough
   D) too short

122 Production has increased ...... since March.
   A) regular
   B) steady
   C) steadily
   D) continuous

123 Because of the recession, they don’t ...... as many stores as they used to.
   A) operate
   B) work
   C) direct
   D) handle

124 Britain has ...... a big wave of demolition of social housing.
   A) gone
   B) undergone
   C) overdone
   D) laid down

125 We can’t bring the price down ...... more.
   A) no
   B) very
126 The boss was angry when he heard that the check had ...... $200.
   A) amounted
   B) gone to
   C) come to
   D) added

127 This applicant is ...... for the job.
   A) not used
   B) no use
   C) unsuitable
   D) unusual

128 Despite some diverging viewpoints, we may ...... the deal soon.
   A) do
   B) shut
   C) close
   D) concrete

129 Our staff is ...... trained.
   A) well
   B) good
   C) satisfactory
   D) sufficient

130 Two new warehouses are to be built to replace the ...... four.
   A) exist
   B) existing
   C) existed
   D) existential

131 If the company had done ...... more market research, it would have been more successful.
   A) a few
   B) many
   C) some
   D) few

132 It is difficult to reduce the amount of tax evasion now being ......
   A) practising
   B) practice
   C) practised
   D) practical

133 ...... increasing sales, the company could end up with a loss.
   A) In spite
   B) Despite
   C) Still
   D) However

134 We should wait ...... the next financial year to launch the new range.
   A) to
   B) until
   C) by
   D) within
When ...... for tickets, please give an alternative date.
A) apply  
B) applied
C) appliance
D) applying

The job can be done ...... if you have the right tools.
A) more easy
B) easier
C) more easily
D) easiest

The success of our advertising campaign ...... the increase in sales.
A) accounts for
B) explains for
C) grounds
D) does

The scientist was very ...... about safety standards.
A) definitive
B) define
C) definite
D) definable

You must give us at least a month’s ...... if you want to resign.
A) information
B) advert
C) warning
D) notice

...... I tried very hard, I didn’t manage to solve the problem.
A) Even though
B) Also
C) Yet
D) Meanwhile

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141.
A) by
B) through
C) of
D) in

While BFA makes every effort to provide accurate and complete information, various data such as names, telephone numbers, etc., may change ...... to updating. BFA welcomes suggestions on how to improve our home page and correct errors. BFA provides no warranty, expressed or implied, as to the accuracy, reliability or completeness of furnished data.
142.  
A) before  
B) until  
C) former  
D) prior  

Some of the documents on this server may contain live references to information created and maintained by other organizations. Please note that BFA does not control and cannot guarantee the ......., timeliness, or accuracy of these outside materials.

143.  
A) exacting  
B) relevance  
C) fitting  
D) maintenance  

LETTER OF COMPLAINT

Dear Director:

I am writing you concerning the purchase and subsequent return of a Microway 7000 I made on 14 December in the amount of $225. This price included a two-day delivery and a 60-day money-back ...... offer. The $225 was immediately charged to my Vita card.

144.  
A) use  
B) refund  
C) trial  
D) discount  

However, this product did not perform satisfactorily, and on 19 December, I decided to return the Microway 7000 to ...... company.

145.  
A) this  
B) that  
C) your  
D) their  

When I spoke to one of your company’s representatives by phone, I was informed that the shipping and handling charges, as well as the price of the Microway 7000, would be credited to my account. I shipped the item by vps and was notified on 21 December of its receipt. Today, January 4, I received a ...... for my Vita card.

146.  
A) letter  
B) complaint  
C) check  
D) statement  

And as of today, no credit has been applied to my account for either the Microway 7000 or the shipping and handling charges. If the Microway 7000 was charged
to my account immediately when I ordered it, I fail to understand why the same
promptness was not used in crediting my account upon receipt of the returned item.
I would like nothing more than a quick solution for my problem so that I may be a
customer of yours in the future.

Sincerely,

John A. Soandso
Encl.: Copies of sales receipt and credit card statement

THE DOORSTEP SELLING REGULATIONS

These regulations give consumers:
The right to a seven day cooling off period, during which they may cancel an agree-
ment to buy goods or services ..... more than £35 from a trader whose visit is unsolicited.

147.
A) worth
B) valuable
C) including
D) cost

The same right to a seven day cooling off period where a visit by a trader follows an
unsolicited doorstep or telephone approach.

The Regulations also provide that:

Traders who ..... to inform consumers in writing of their right to a cooling off
period will be committing a criminal offence.

148.
A) fill
B) file
C) fail
D) fall

Door-to-door sellers must provide a notice setting out cancellation rights when any
agreement is made.

To exercise these cancellation rights, the consumer must write to the trader (or any
person specified by the trader in the notice of cancellation rights). Such written cancel-
lation will, if sent by post, take effect at the time of posting.

Note that if goods (e.g., a fitted kitchen) are installed during the seven day cooling
off period, the consumer may cancel the contract, but may still be liable to costs asso-
ciated with the installation (e.g., delivery and fitting). Any related credit arrangements
will remain in force, but no interest will be payable on any money paid within one
month of cancellation or before the first ..... is due.

149.
A) pay
B) check
C) debit
D) instalment
WHAT IS A MANAGEMENT CASE STUDY?

A case study is a written record of a problem or situation which has faced a manager. It is produced in order to train existing or future managers in the techniques of:

— identification of problems;
— analysis of problems;
— application of relevant knowledge and theory;
— development of potential solutions;
— decision-making on action to be taken;
— anticipation of difficulties in implementation.

This process is often carried out in groups. Through synergy, the differing abilities of the group members can produce a more refined solution than would have been possible individually.

150.
A) Meanwhile
B) Since
C) Although
D) Thus

The case study method was pioneered in the North American tradition by the Harvard Business School, reflecting North American cultural norms. Then, distinctive European methods were developed.

Benefits to be gained from case analysis include:

— the development of critical and analytical thinking;
— the ...... of stereotyped thinking;

151.
A) findings
B) clues
C) influence
D) avoidance

— the recognition that management problems rarely have single perfect solutions;
— the ability to work in groups;
— the awareness that decisions, ...... made, need to be communicated to those affected for them to take action.

152.
A) once
B) then
C) after
D) before
4. Corrigé du test n° 2

<table>
<thead>
<tr>
<th>101-C</th>
<th>119-D</th>
<th>137-A</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-D</td>
<td>120-B</td>
<td>138-C</td>
</tr>
<tr>
<td>103-C</td>
<td>121-A</td>
<td>139-D</td>
</tr>
<tr>
<td>104-A</td>
<td>122-C</td>
<td>140-A</td>
</tr>
<tr>
<td>105-C</td>
<td>123-A</td>
<td>141-B</td>
</tr>
<tr>
<td>106-B</td>
<td>124-B</td>
<td>142-D <em>(prior to = avant)</em></td>
</tr>
<tr>
<td>107-D</td>
<td>125-D</td>
<td>143-B <em>(relevance = pertinence)</em></td>
</tr>
<tr>
<td>108-B</td>
<td>126-C</td>
<td>144-C <em>(trial = essai)</em></td>
</tr>
<tr>
<td>109-C</td>
<td>127-C</td>
<td>145-C</td>
</tr>
<tr>
<td>110-D</td>
<td>128-C</td>
<td>146-D <em>(statement = relevé de compte)</em></td>
</tr>
<tr>
<td>111-C</td>
<td>129-A</td>
<td>147-A</td>
</tr>
<tr>
<td>112-C</td>
<td>130-B</td>
<td>148-C</td>
</tr>
<tr>
<td>113-A</td>
<td>131-C</td>
<td>149-D <em>(installment = paiement fractionné)</em></td>
</tr>
<tr>
<td>114-B</td>
<td>132-C</td>
<td>150-D</td>
</tr>
<tr>
<td>115-B</td>
<td>133-B</td>
<td>151-D</td>
</tr>
<tr>
<td>116-D</td>
<td>134-B</td>
<td>152-A</td>
</tr>
<tr>
<td>117-D</td>
<td>135-D</td>
<td></td>
</tr>
<tr>
<td>118-C</td>
<td>136-C</td>
<td></td>
</tr>
</tbody>
</table>
Réussir la partie VII
(READING COMPREHENSION)

1. Consignes de base

La partie VII (questions 153 à 200) repose sur la compréhension écrite de divers types de documents commerciaux, administratifs ou autre, listés p. 152.

En règle générale, c’est la partie du NEW TOEIC® qui pose le moins de problèmes aux candidats, à condition de connaître les règles de présentation auxquels obéissent ces documents (lettre commerciale, note de service, etc.) ainsi que le vocabulaire qui leur est spécifique. Ces éléments sont explicités p. 152.

Il faut également appliquer rigoureusement la consigne suivante : lire les questions concernant chaque document avant de lire le document lui-même, ce qui permet de cerner plus vite les informations dont on a besoin.

Bien entendu, il ne faut pas négliger les indices tels que les mots qui suivent « Questions... refer to the following... » et indiquent le type de document présenté, ni le titre du document lui-même (ou bien l’en-tête du papier à lettre, etc.).

Il y a deux sous-parties dans la partie VII :
— la première partie (28 questions) est consacrée à 7 à 10 textes isolés (single passages), suivis chacun de 2 à 5 questions ;
— la seconde partie (20 questions) est consacrée à 4 paires de documents (double passages), suivies chacune de 5 questions.

La seconde partie exige plus de temps par question car il faut naviguer d’un document à l’autre pour trouver les informations nécessaires. Il faut donc faire cette partie dans le temps qui vous reste en fin d’épreuve. Dans l’hypothèse où vous n’auriez pas le temps de terminer les questions relatives aux double passages, pensez à la consigne donnée au début de cet ouvrage : noircissez toujours une case, ce en choisissant toujours la même « lettre de hasard » (plutôt parmi A, B et C puisqu’il n’y a pas de réponse D entre les questions 11 et 40) tout au long du test pour réduire statistiquement le nombre de réponses fausses. Bien sûr, si vous parvenez à éliminer une ou deux réponse(s) à une question donnée, choisissez alors votre « lettre de hasard » parmi celles qui restent.

Il faut se donner environ 40 minutes pour traiter les 48 questions.
2. Liste des types de documents fréquemment utilisés dans la partie VII

Vérifiez que vous savez traduire les noms de ces documents :
Announcement (avis, annonce)
Appointment calendar (agenda)
Book review (compte rendu ou critique d'un livre)
Bulletin (communiqué)
Calendar (calendrier)
Chart (graphique, diagramme)
Classified ad (petite annonce)
Coupon (bon, coupon détachable)
Diary (agenda)
E-mail
Excerpt from a journal article (extrait d'article de revue)
Fax message (faks)
Form (formulaire)
Graph (graphique, courbe)
Guarantee (garantie)
Index (répertoire, index)
Instructions (mode d'emploi)
Invoice (facture)
Label instructions (mode d'emploi figurant sur une étiquette)
Letter (lettre)
Map (carte)
Memo (remarque) (note de service)
Minutes of a meeting (procès-verbal d'une réunion)
News item (article de presse)
Notice (avertissement)
Notice to customers (note à la clientèle)
Order form (bon de commande)
Pass (laisser-passer)
Press release (communiqué de presse)
Purchase order (bon de commande)
Subscription form (formulaire d'abonnement)
Registration form (formulaire d'inscription)
Report (rapport)
Restaurant review (critique gastronomique)
Review (bilan)
Schedule (horaire, programme)
Table (tableau)
Warranty (garantie)

3. Exemples de documents utilisés fréquemment dans la partie VII et dont il faut connaître la présentation et les mots clés

LETTRE COMMERciaLE

Il faut connaître les quelques règles de présentation suivantes (les principales différences avec la présentation française sont en caractères gras) :
Coordonnées de l'expéditeur :
Sur du papier à en-tête, les coordonnées de l'expéditeur (particulier ou entreprise) figurent tout en haut, au centre.

Si la lettre n'est pas écrite sur du papier à en-tête, l'expéditeur mentionne son adresse en haut à droite ou à gauche. Le nom ne figure pas. Il sera placé en dessous de la signature de l'expéditeur, à la fin de la lettre.

Coordonnées du destinataire :
Elles sont portées en haut à gauche après celles de l'expéditeur.

Date :
En anglais américain, le mois précède le jour, donc, par exemple, 11.03.08 signifie 3 novembre 2008.

Signature :
Si c'est une signature par procuration, le nom de la personne sera précédé de p.p.

Pièces jointes :
S'il y a des pièces jointes, elles seront introduites par la mention Enc. ou Encl.

Exemple :
Vérifiez que vous auriez su répondre aux questions suivantes :

Quel est le destinataire de la lettre figurant ci-après ?
Le directeur des ventes de l'entreprise Garment Ltd.

Qui a écrit cette lettre ?
Michelle Hopkins, Directeur Marketing de l'entreprise Fashion Avenue.

FASHION AVENUE
1214, Park Avenue
New York
NY 23777
USA

The Sales Manager
Garment Ltd
Sloane Square
Coventry
WA 5678
UK

January 24, 2008

Dear Sir

Yours faithfully,

Michelle Hopkins
Marketing Manager
E-MAIL

Les informations importantes à repérer sont les suivantes :
À qui est destiné l’e-mail ?
L’information est logiquement précédée de TO :
Personnes qui sont également destinataires de l’e-mail : CC :
Qui envoie l’e-mail ?
L’information est logiquement précédée de FROM :
Le sujet de l’e-mail est annoncé par SUBJECT : ou Re :
La date est parfois précédée du mot SENT :

NOTE DE SERVICE (« memorandum » ou « memo » en abrégé)

Les informations importantes à repérer sont les suivantes :
Qui envoie la note de service ?
L’information est logiquement précédée de FROM :
À qui est destinée la note de service ?
L’information est logiquement précédée de TO :
Le sujet de la note de service est annoncé par SUBJECT :

FAX

La présentation de l’expéditeur est souvent la même que celle de la lettre (voir ci-dessus).
Le destinataire est annoncé par TO :
La personne qui envoie le fax est signalée par FROM :
L’objet du fax est signalé par Re :
Les informations suivantes peuvent également figurer :
Nombre de pages incluant la présente : NUMBER OF PAGES INCLUDING THIS PAGE :
Personnes qui sont également destinataires du fax : CC :

QUESTIONNAIRE À USAGE COMMERCIAL

Vérfiez que vous connaisssez la traduction de tous les mots et expressions signalés par un astérisque. Les réponses sont données en italiques.

1 Mr. Mrs. Miss Ms. ☑ (Madame ou Mademoiselle, ne souhaite pas préciser)
First Name ☑ (Prénom) Last Name ☑ (Nom de famille)
Street
City
ZIP Code ☑ (Code postal)

2 Date of purchase ☑ (achat) :
MM/DD/YYYY ☑ (mois/jour/année)
3 Please indicate the type of store where this product was purchased.
Don’t know
Department store ☑ (grand magasin)
Sporting goods / Hobby store
Discount store
Catalog
Website

4 What factors most influenced your decision to purchase this product? (check all that apply ☑) (cocher tout ce qui vous concerne)
Don’t know
Style/ Appearance
Size/ Weight ☑ (taille/poids)
Ease of use ☑ (facilité d’utilisation)
Special product features ☑ (caractéristiques particulières du produit)
Warranty ☑ (garantie)
Prior experience with the brand ☑ (connaissance préalable de la marque)
Brand reputation
Value for the price
Special promotional offer / On sale ☑ (article soldé)
Friend/ Relative ☑ (parent)
Salesperson ☑ (vendeur)
Store display ☑ (étalage, produit exposé)
Other

5 Please record the gender ☑ (sexe) and age of the person who will use the product most often.
Male Female ... Years

6 Marital status ☑ (situation de famille)
Married Single ☑ (célibataire)

7 Occupation ☑ (situation professionnelle)
Upper Management ☑ (cadre dirigeant) / Executive (cadre)
Middle Management ☑ (cadre moyen)
Sales/ Marketing
Clerical ☑ (employé de bureau) / Service Worker
Tradesman ☑ (commerçant) / Machine Op. ☑ (opérateur sur machine) / Laborer ☑ (manœuvre)

8 Are you:
A Homemaker ☑ ? (personne au foyer)
Retired ☑ ? (retraite)
A Student ?
Self Employed ☑ (à votre compte) / Business Owner ?
Working from a Home Office ?
In the Military ?
A Federal Employee ☑ (fonctionnaire) ?

9 Level of education: (check the highest level completed ☑) (cocher le plus haut niveau d’études mené à son terme)
Completed High School ☑ (lycée)
Completed College (études supérieures)
Completed Graduate School (troisième cycle)

10 For your primary residence (résidence principale), do you:
Own (être propriétaire)  Rent (être locataire)

11 To help us understand our customers’ lifestyles, please indicate the interests and activities in which you or your spouse (conjoint) enjoy participating on a regular basis.
Horseback Riding (équitation)
Hiking (randonnée)
Shooting (tir)
Sailing (voile)
Knitting/Sewing (tricot/couture)
Crafts (artisanat)
Do-It-Yourself (brisolage)
Surfing the Internet
Attending Cultural / Arts Events (assister à des manifestations culturelles ou artistiques)
Avid Book reading (lecture assidue)
Foreign Travel
Gourmet Cooking (cuisine gastronomique)
Collections
Entering Sweepstakes (participer à des jeux-concours)
Casino Gambling (jouer au casino)
Environmental Issues (écologie)
Dieting (régimes)
Stocks (actions) / Bonds (obligations) / Mutual Funds (Fonds communs de placement)
Self-Improvement (Méthodes d’épanouissement personnel)

12 Please check all that apply to your household. (merci de cocher tout ce qui s’applique à votre foyer)
Shop by Catalog/Mail (vente par correspondance)
Member of Frequent Flyer Program (membre d’un programme de fidélité d’une compagnie aérienne)
Donate to Charities (adresse des dons à des organisations caritatives)
Subscribe to an Internet Service (est abonné à un fournisseur d’accès à Internet)

4. Types de questions fréquemment utilisés dans la partie VII

Vérifiez que vous connaissez la traduction de ces phrases et notamment des mots en gras.

WHAT

What is the topic of the report?
Quel est le sujet du rapport?

What is the purpose of this news item / classified ad / memo / report?
Quel est l’objet de ce / cet(te) article / petite annonce / note de service / rapport?

What is described as...?
Qu’est-ce qui est décrit comme étant...?

What does this company provide its customers?
Que fournit cette entreprise à ses clients?
What would be likely to happen if...?
Que se passerait-il probablement si...?

What is the most common reason for...?
Quelle est la raison la plus courante de...?

What is the least common reason for...?
Quelle est la raison la moins courante de...?

What field will the applicant work in?
Dans quel domaine travaillera le candidat?

What is this form designed to sell?
Ce formulaire est destiné à vendre quoi?

What is considered the main source of...?
Qu'est-ce qui est considéré comme la source principale de...?

What field is this firm/person probably in?
Dans quelle branche cette personne/entreprise est-elle probablement?

What feature is mentioned in this ad?
Quelle caractéristique est mentionnée dans cette publicité?

What is the applicant’s chief area of interest?
Quel est le principal centre d'intérêt du candidat?

What figure represents...?
Quel chiffre représente...?

What can be inferred from the graph?
Que peut-on déduire du graphique?

What must the applicant be familiar with?
Qu'est-ce que le candidat doit bien connaître?

What is the concern of...?
Quelle est la préoccupation de...?

What will be required of applicants?
Qu'exige-t-on des candidats?

What is known about...?
Que sais-on de...?

What are customers asked to do?
Que demande-t-on aux clients de faire?

What is the manager expecting the employees to do?
Qu'attend le directeur de ses employés?

What is being asked of the participants?
Qu'attend-on des participants?

What would be the most probable use of the conference room?
Quelle est l'utilisation la plus probable qui sera faite de la salle de conférences?

What is the ranking of...?
Quel est le classement de...?
What is the rating of the restaurant?
Quelle note a été attribuée au restaurant?

What is required when applying for a passport?
Qu’est-ce qui est exigé quand on fait une demande de passeport?

What is the most common pattern?
Quel est le mode de fonctionnement le plus courant?

What action will be taken next?
Quelle mesure sera prise ensuite?

What is a prerequisite for the application?
Que doit-on faire préalablement à la candidature?

What possible requirement is NOT mentioned in the memo?
Quelle exigence possible n’est pas mentionnée dans le mémo?

What does the document recommend the product be used for?
Pour quelle utilisation le document recommande-t-il le produit?

What information is requested in the form?
Quelle information est requise dans le formulaire?

What must one do to enroll?
Que doit-on faire pour s’inscrire?

What occurred last month?
Que s’est-il passé le mois dernier?

WHERE

Where is the company based?
Où est située l’entreprise?

Where is the firm located?
Où est située l’entreprise?

Where would the pass be usable?
Où le laissez-passer pourrait-il être utilisé?

Where will the items be shipped from?
D’où les articles seront-ils expédiés?

Where is this announcement likely to be found?
Où est-il logique de trouver cet avis?

WHEN

When does the shuttle run?
Quand la navette fonctionne-t-elle?

When will this rule go into effect?
Quand cette règle entrera-t-elle en vigueur?

When will this change take place?
Quand ce changement aura-t-il lieu?
When will the **order** be **processed/shipped**?
*Quand la commande sera-t-elle traitée/expédiée?*

When are the **fewest** problems reported?
*Quand le minimum de problèmes est-il signalé?*

When is the **assignment** due?
*Quand le travail doit-il être rendu?*

When will the meeting be **held**?
*Quand la réunion aura-t-elle lieu?*

**WHO/WHOM**

Who is affected by this memo?
*Qui est concerné par cette note de service?*

Who is the advertisement **aimed at**?
*Qui est visé par cette publicité?*

Who is this special offer **targeted at**?
*Qui est visé par cette offre spéciale?*

Who is this report **intended for**?
*A qui ce rapport est-il destiné?*

Who would be most interested in this offer?
*Qui serait le plus susceptible d'être intéressé par cette offre?*

Who can **qualify for** this **grant**?
*Qui peut bénéficier de cette subvention?*

Who is **eligible for** a **discount**?
*Qui a droit à une remise?*

Who most probably **issued** the document?
*Qui a vraisemblablement émis ce document?*

To whom has this document most likely be sent?
*A qui ce document a-t-il vraisemblablement été envoyé?*

Who is most likely to receive this memo?
*Qui est le plus susceptible de recevoir cette note de service?*

Who took part in the project?
*Qui a participé à ce projet?*

Who will be **billed** for the **purchase**?
*Qui sera facturé pour cet achat?*

Who is qualified to apply?
*Qui peut poser sa candidature?*

Whom should customers contact?
*Qui les clients doivent-ils contacter?*

Who is **funding** this activity?
*Qui finance cette activité?*
5. Entraînement à la partie VII : test n° 1

Vous pouvez vous donner un délai de 45 minutes maximum pour répondre à ces 48 questions, puis consulter le corrigé qui suit.

Questions 153-155 refer to the following advertisement

Located in Central America, Panama has for decades been recognized as one of the world’s pre-eminent tax havens. Today, there are more than 100,000 established corporations in Panama, including more foreign corporations than in all the additional tax havens of the Americas combined.

Panama designates all foreign-sources incomes as tax-free. Additionally, there is no Panamanian estate tax, inheritance tax, or income tax on the interest paid on bank-deposits of non-residents.

153 How long has Panama been a tax haven?
   A) For a few years
   B) For about one century
   C) For the last decade
   D) For more than ten years
154 Who may have to pay income tax on the interest yielded by bank-deposits?
A) Foreign corporations
B) Panamanian citizens
C) Tourists
D) Non-residents

155 Who is this ad aimed at?
A) Foreign private investors
B) Panamanian investors
C) Foreign companies
D) Foreign companies and foreign private investors

Questions 156-157 refer to the following introduction

For many second language practitioners, the ring of the telephone is a reason to hide. Aids to face-to-face conversation such as gestures, facial expressions and situational contexts are missing from conversations on the phone. Meaning must be transmitted by words alone through a medium which distorts sound.

Using the phone, with all its many complications, is however a necessary fact of business life.

This book is intended for the professional adults who have already completed a basic English program and who need to improve their ability to communicate on the phone.

156 Who can use this book?
A) American secretaries
B) School children
C) Beginners in English
D) Foreign learners at intermediate level

157 Why is it more difficult for a foreigner to understand English on the phone than in face-to-face situations?
A) Because body movements are missing
B) Because it is more difficult to hear what the speaker says
C) Because there is no situational context
D) For all these reasons

Questions 158-160 refer to the following letter

CD Industries, Inc.
7 Skyline Drive
New York, NY 10888
(872) 643-2101
Telefax (872) 643-2102

July 15, 2008

To whom it may concern:

This is to confirm that Julie Untel (University Nancy II, France) has been an intern with CD Industries, Inc. from March 1, 2008 to July 14, 2008.
During her internship Ms. Untel worked on a number of projects for our group and demonstrated a high level of professionalism and enthusiasm.

Her primary project was a comprehensive market study in the United States and worldwide. The goal was to identify additional opportunities for our products. This was a difficult task that required patience and perseverance and she did an excellent job.

Julie also used her good computer skills to prepare a number of graphic presentations to illustrate the sales history of our global key accounts.

The time that Julie spent with us went quickly. She integrated very easily within our group. It was a pleasure having her. There is no doubt she has an excellent future ahead of her, and we wish her much success. She will be an asset to any organisation.

Sincerely,

Martina Kenman
Director of Marketing

158 What is known about Ms. Untel?
A) Ms. Untel is most probably a student
B) Ms. Untel has been hired by CD Industries
C) Ms. Untel is most probably a computer programmer
D) Ms. Untel has not completed her internship

159 What is this letter mainly about?
A) Ms. Untel’s career objectives
B) Ms. Untel’s proficiency in the use of software
C) Ms. Untel’s credentials
D) Ms. Untel’s achievements during her internship

160 Which asset is NOT mentioned in this letter?
A) Ms. Untel’s fluency in English
B) Ms. Untel’s interpersonal skills
C) Ms. Untel’s conscientiousness
D) Ms. Untel’s ability to prepare reports

Questions 161-162 refer to the following notice

The publication you are reading is protected by copyright law. This means that the publisher could take you to court and claim heavy legal damages if you make unauthorised photocopies from these pages. Photocopying copyright material without permission is no different from stealing a magazine from a newsagent, only it doesn’t seem like theft.

The Copyright Licensing Agency (CLA) is an organisation which issues licences to bring photocopying within the law. It has designed licensing services to cover all kinds of special needs in business, education and government.

If you take photocopies from books, magazines and periodicals at work your employer should be licensed with the CLA. Make sure you are protected by a photocopying licence.
161 What does the notice imply about photocopying copyright material?
   A) Photocopying copyright material without permission is not as bad as theft
   B) Photocopying copyright material without permission is worse than theft
   C) You can be prosecuted for photocopying copyright material without permission
   D) Photocopying copyright material without permission is often tolerated

162 What is the CLA's purpose?
   A) To take offenders to court
   B) To enact copyright law
   C) To supply legal photocopies
   D) To provide employers with licences which make photocopying legal

*Questions 163-165 refer to the following form*

<table>
<thead>
<tr>
<th>APARTMENT FOR RENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. bedrooms: 4</td>
</tr>
<tr>
<td>Rent: $800 a month</td>
</tr>
<tr>
<td>Heat: $50 a month</td>
</tr>
<tr>
<td>Electricity: $40 a month</td>
</tr>
<tr>
<td>What floor? 4th</td>
</tr>
<tr>
<td>Elevator? no</td>
</tr>
<tr>
<td>Washers in bldg.? yes</td>
</tr>
<tr>
<td>Dryers in bldg.? Yes</td>
</tr>
<tr>
<td>Who to see: Mrs Fernandez</td>
</tr>
<tr>
<td>Time: from 6 p.m. to 7 p.m.</td>
</tr>
<tr>
<td>Other information: balcony near shopping no pets allowed</td>
</tr>
</tbody>
</table>

163 Who would this apartment be suitable for?
   A) A family
   B) A single person
   C) Disabled people
   D) A couple with 2 children and a dog

164 How much will the tenant have to pay including utilities?
   A) $800 a month
   B) $840 a month
   C) $850 a month
   D) $890 a month

165 What type of equipment may be needed in this apartment?
   A) A washing machine
   B) A dishwasher
   C) A dryer
   D) A washbasin
Questions 166-169 refer to the following report

New York – U.S. stocks fell as investors sold technology shares on concern interest rates will rise more than expected and stifle consumer spending. Retailers declined after Goldenberg, Sochs and Co. reduced ratings.

Pansar Inc. dropped after the software maker said it earned half what analysts expected in the second quarter because of slowing sales.

Notall tumbled 5 13/16 to 11 3/4, its lowest level since October, after saying it missed profit projections. The company blamed the reorganization of its sales team for the shortfall.

Gold stocks dropped after Lohman analyst Peter Nugget cut his ratings on Newhill Mining Corp., Mountain Gold Co. and King Gold Co. because of expected lower bullion prices.

The Fed’s summary of economic reports from 12 regional banks, known as the Beige Book, will be released later today. Tomorrow sees the publication of productivity and unit-labor cost data for the second quarter.

166 What will be likely to happen if interest rates rise?
A) Consumption will drop
B) Sales will be boosted
C) Retailers will reduce their ratings
D) Investors will buy technology shares

167 When was this report most probably issued?
A) In November
B) In January
C) In July
D) In March

168 What happened to Notall?
A) Its shares increased slightly
B) The reorganization of its sales team had a negative impact on its results
C) It earned more than expected
D) Its projections were accurate

169 What does Peter Nugget believe?
A) He believes that gold mining companies will be less attractive for investors
B) He believes that investors will buy more gold bullion
C) He believes that gold reserves will be reduced
D) He believes that the price of bullion will rise

Questions 170-171 refer to the following advertisement

EARN TRAVEL REWARDS – AND SAVE – WITH THE BLUESKY CREDIT CARD

Now you can earn travel rewards every time you use your credit card. That’s because the Bluesky Credit Card from The Californian Bank earns you one mile for every dollar you spend with the card. And you’ll get 10,000 bonus miles just to get you
started on your way to earning travel rewards for anywhere in the world Bluesky Airlines flies. But that's not all. With your Bluesky Credit card, you'll also be able to:
- Rely on dedicated, toll-free, 24-hour customer service
- Use it almost anywhere – your card is accepted at over 20 million locations
- Access cash conveniently at over 800,000 banks and ATMs
- Save because this card has a low annual fee

170 How many miles will you get if you spend $10,000 with your Bluesky Card?
A) 10,000
B) 1,000
C) 20,000
D) 1,100

171 What feature of the card can be inferred from this advertisement?
A) The card can be used in the US only
B) The card has been issued by The Californian Bank in partnership with Bluesky Airlines
C) The card is free
D) The card cannot be used to make cash withdrawals

Questions 172-175 refer to the following invitation

The French are so intrigued by TV commercials that they are willing to pay to view them at theaters during famous Advertising Nights. This may seem peculiar to American TV watchers who run to the refrigerator during commercial breaks. But they've never seen the entertaining, often humorous and relatively sexy European spots.

Members of New York's advertising fraternity will be able to view on May 5th, some one hundred 8-60 second European TV commercials, free of charge, courtesy of FTT's Advertising Department. All it will cost is a taxi or subway ride to Seventh Avenue and 27th Street. A continental breakfast is set for 8:30 a.m. to be followed by the hour-and-a-half presentation.

172 What cultural aspects are emphasized in this invitation?
A) European commercials are usually more entertaining than American ones
B) American people are fond of TV commercials
C) Commercials are the same all over the world
D) There is never any sex in American commercials

173 Who is this invitation aimed at?
A) Students
B) Admen
C) TV technicians
D) European experts

174 When will the presentation probably begin?
A) At 8:30 a.m.
B) At 8:30 p.m.
C) Around 9 a.m.
D) At 1:30 a.m.
175 What will the participants have to pay for?
   A) Transportation fees
   B) Breakfast
   C) The presentation
   D) Nothing

*Questions 176-177 refer to the following announcement*

A PLUS is an international company with European opportunities for outstanding graduates. With more than 100,000 employees worldwide, and an annual turnover of over $20 billion we are one of the world’s largest consumer goods companies.

At A PLUS, we hire, inspire and develop talented people. We are looking for graduate trainees in the following functional areas to join our program:

• In Engineering for Manufacturing, we are looking for engineers who can deliver practical solutions, appreciate commercial imperatives behind activities and understand the needs of our customers.

• Within Sales and Marketing, we require graduates who can identify future trends and build strong customer relationships.

• Within Information Technology we can offer you varied experience on project management, working closely with customers to find creative solutions.

Apply now!

176 What is known about A PLUS’s goals?
   A) A PLUS is looking for HR professionals
   B) A PLUS wants to create new subsidiaries in Europe
   C) A PLUS emphasizes the importance of good customer relationships
   D) A PLUS is looking for American students

177 Which functional area is NOT mentioned in the announcement?
   A) IT
   B) Finance
   C) Commercial services
   D) Production

*Questions 178-180 refer to the following contract*

**EMPLOYMENT AGREEMENT**

Section 1: Employment. Subject to the terms and conditions set forth herein, the employee shall perform the following services: **Maintenance.**

Official title: **Electrical technician.**

Section 2: Salary. For services performed, the employer shall pay the employee a salary of $20,000 a year. The employee shall be entitled to participate in the life, accident and health insurance and in the incentive, profit-sharing and retirement plans provided by the employer.

Section 3: Vacations. The employee is entitled to 4 weeks of vacation per calendar year, at full pay. The employee cannot carry over more than 1 week(s) of unused vacation time from any previous calendar year into any succeeding calendar year.
178 What can be inferred about the employee’s position?
  A) The employee will manufacture electrical appliances
  B) The employee will have to supervise other electricians
  C) The employee will have to repair electrical appliances
  D) The employee will be in charge of production

179 What is known about the benefits provided by the employer?
  A) The employee may get a bonus
  B) The employee will be paid for hours of overtime
  C) The employee may receive a salary as severance pay
  D) The employee is covered by an insurance even when he is on vacation

180 If the employee wants to take 2 weeks of vacation in one year
  A) The employee will be allowed to take 4 weeks off the year after
  B) The employee will be allowed to take 5 weeks off the year after
  C) The employee will be allowed to take 6 weeks off the year after
  D) The employer will not allow the employee to do so

Questions 181-185 refer to the following e-mail and letter

TO: Mike Philips
FROM: Jane Clarke
RE: Our order TD 829
SENT: 25 July, 2008

Dear Mr Philips,

Last month, we ordered 150 boxes of your article No 711. You promised delivery on 24 July.

So far, we haven’t received this order and have not heard from you.

We hope that you’ll be able to put things right very quickly – in time for the Birmingham toy trade fair on 4 August. Should the goods be delivered after 2 August, we would have to refuse them as we would not have enough time to set up our stand and choose what to display.

Looking forward to a rapid reply and delivery of the order.

Sincerely,

Jane Clarke
Boxingday International
Ms Jane Clarke  
Chief Buyer  
Boxingday International  
1 Mistletoe Road  
Birmingham B2 JT3

26 July 2008

Dear Ms Clarke,

I am writing to apologise for the late delivery of your order ref TD 829.

We normally pride ourselves on keeping to our delivery dates, but in this case the order was more complex and time-consuming than we had anticipated. Indeed, we have encountered a number of unprecedented difficulties this year. Shortages of olive and amaranth wood have had a marked effect on production. In addition, one of our machine-tools broke down last week and it took us two days to get it fixed.

Our revised delivery date is now Thursday, 31 July. Our lorry will arrive at your warehouse at 8 a.m. and unloading will take approximately 1 hour.

We hope that this revised date and time is suitable and we greatly regret any inconvenience that may have been caused.

Yours sincerely,

Mike Philips  
Sales Manager
185 How will the goods be transported?
A) By plane
B) By train
C) By a truck belonging to Santa Factory Ltd
D) By an independent carrier

Questions 186-190 refer to the following ad and e-mail

**SOMERSET HOTEL KNIGHTSBRIDGE**

The Somerset Hotel at 327 Pitt Street (opposite the Colargol Museum) has 35 sensibly priced bedrooms available and a friendly, helpful staff.

- **SINGLE ROOMS** .......................................................... £70
- **DELUXE DOUBLE OR TWIN ROOMS FROM** .................. £90
- **DELUXE TRIPLE ROOMS** ........................................... £120

Rooms feature colour television and satellite channels, hairdryer, tea/coffee making facilities, complimentary newspaper, ironing facility/trouser press, direct dial telephone, high speed internet access, video conferencing facilities and independently controlled air conditioning.

The Norton suite is ideal for larger conferences whilst a range of state of the art meeting rooms provide an ideal venue for smaller meetings.

The City Café provides a selection of menus for flexible private dining, from working lunches to three-course dinners.

Hotel recently refurbished.

To make a reservation, please call: 071-584 1923 or e-mail us at somersethotel@yahoo.com

327 Pitt Street, Knightsbridge, London SW1X OBD
Fax: 071-584 1924  E-mail: somersethotel@yahoo.com

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From: c.diesel@coldmail.com
To: somersethotel@yahoo.com
Date: 17 August
Subject: booking a room

Dear Sir or Madam,

I would like to book a single room at your hotel for the nights of 27, 28, 29 and 30 August.

I understand you have a restaurant. Please let me know what time it closes because I may have to schedule meetings late in the afternoon and be back around 9 p.m.

Could you also give me an indication of your rates per night including half board?

My details are: Anthonie van Dijckstraat 5, 1077 ME. Amsterdam. Telephone: (+31) (0)20 77 97 84. Let me know if you need a deposit or a credit card number.

I should be grateful if you would confirm my booking as soon as possible.

Yours faithfully,
Christopher Diesel
186 What is NOT a service provided by the hotel?
   A) Restaurant
   B) Internet access
   C) Indoor pool
   D) Conference rooms

187 What is learned about the hotel?
   A) It has been renovated
   B) It is located in Somerset
   C) It is brand new
   D) It has a lot of rooms

188 What is the purpose of Christopher's visit?
   A) Business
   B) Visiting family
   C) Visiting museums
   D) Leisure

189 What does Christopher probably intend to do?
   A) To spend 3 nights at the hotel
   B) To have lunch and dinner at the hotel
   C) To have lunch at the Colargol Museum
   D) To have dinner at the hotel

190 Where does Christopher live?
   A) In Belgium
   B) In Austria
   C) in Switzerland
   D) in the Netherlands

Questions 191-195 refer to the following documents

St John Community Council
Annual General Meeting May 2008

Appendix A – Chair's Report

The last year has I believe been a typical Community Council Year with continued debate and sometimes arguments meaning that occasionally meetings have stretched beyond the normal finishing time of 9.30 p.m.

The important factor however is that all meetings have been conducted by all concerned with the well-being of St John in mind.

During the year we have introduced:
1 / Our Quarterly Bulletin to provide ongoing information from this Council.
2 / The Honorary Citizen Award with the first recipient being Mr Gordon Black.

With the Community Council Elections being deferred until the autumn it is my hope that we can continue to carry out our duties and perhaps pay particular attention to some of the following on going items:
1 / Continue pressure for Civic Amenity Site.
2 / Continue monitoring of the town’s traffic flow situation with regards to road layouts and pedestrian crossings.
3 / Continue to be involved in the efforts to secure a new hospital for St John.
I would personally like to continue my efforts to find a solution to the town centre problems by continuing the discussions between residents, hoteliers, merchants, police, university, students and young people of the town.

Hopefully a Code of Practice can be drawn up before the start of the next university year.

I would like to finish my report with a final thanks to all for their efforts this year and for putting up with me in the chair.

Philip Macdonald

Appendix B – Annual Statement of Accounts 2007-2008

The attached audited Annual Statement of Accounts for the financial year 2007-2008 is submitted for the approval of Council.

The 707 Club Account and the C.C. (Community Council) Trust Account are not included in the Statement as separate accounts are produced for them by their management committees.

Two copies of the complete audited 2007-2008 Accounts are available for reference if required – one being held by the Secretary and the other by the Treasurer. Two further signed copies, after approval of the accounts by Council, will be sent to the East Area Finance Manager, Fife Council as required by regulation.

Councillors are asked to please note that « Secretarial Expenses » includes paper, envelopes, printing materials, publicity, newsletters, agendas, minutes, posters, photocopying, a service to several C.C. Committees, etc. This year it also includes the cost of toner cartridges for the C.C.’s LaserWriter. It should also be noted that « Rec. Committee Chairman’s Expenses » include costs arising from the Garden Competition, St. John Week Art & Photographic Exhibition, Best Kept Town, Music Festival, etc.

Members of Council are reminded that claims for payment of expenses should be made using expense claim forms obtainable from the Treasurer.

As Treasurer I am somewhat concerned that £6928 is still being held within the Garden Competition Account and would suggest if this sum is not to be used by the Garden Competition Committee for some appropriate project it should be transferred to the General Fund.

Andrew Fasto

191 Which of the following topics has NOT been discussed by the Council?
A) Road traffic
B) The Presidential election
C) A new hospital
D) Town centre problems

192 What does C.C. stand for?
A) Committee Chairman
B) Council Committee
C) Community Council
D) Council Competition
193 How many copies of the Audited Accounts have been issued?
   A) 1
   B) 2
   C) 3
   D) 4

194 What do « Secretarial Expenses » include?
   A) Stationery
   B) A laser printer
   C) Gardening tools
   D) Music

195 Who is Andrew Fasto?
   A) The chairman of the Community Council
   B) The auditor of the Community Council
   C) The person in charge of the Garden Competition Committee
   D) The treasurer of the Community Council

Questions 196-200 refer to the following e-mail and letter

TO : mail@www.bccywatch.com
FROM : Brenda.Lee@warmmail.com
RE : BCCY
SENT : 02/15/08

Issue #1: BCCY let me access my account online for free for almost 2 years. In January they said my online access would now cost me $10/month.

Issue #2: One of my employees went to the BCCY branch where my business account is to cash her pay check, and after calling me to verify that the check was good they charged her $5 to cash it! They told me that they do that because there is so much fraud now. I asked them why I bothered signing a signature card when I opened the account if they weren’t going to look at it when questioning a check.

Issue #3: I had a payment with my BCCY Credit Card due on February 8th. On the morning of February 7th I went to make my payment online. Come to find that the site was not in operation so a regular payment would not be processed until the 9th. If I did that then my payment would be considered late—unless I made a payment by phone, for which I would be charged $15.

So here I am paying my bill 1 day before the due date and yet because of their lousy system I’m forced to pay $15 to avoid late fees.

On the evening of February 7th I called BCCY to see if they would be willing to waive the $15 telephone processing fee. I was told I’d have to call back and talk with a Supervisor. I agreed to do so.

On the morning of Friday the 8th I called and spoke with Erin, a supervisor and was told that it could not be waived because it’s a « processing fee ». After back and forth arguing over it for at least 15 minutes she still would not waive the $15 processing fee.

I think this practice is really uncalled for as I have no other credit card that tries to pull one over on me for paying on time. I have transferred my account to another financial institution and had to incur the costs of doing that.
Office of the Comptroller of the Currency  
1301 McKinney Street  
Suite 3450  
Houston, Texas 77010-9050  

SUBJECT: BCCY NORTH AMERICA

The purpose of this communication is to confirm the accuracy of consumer complaints relative to BCCY, the specifics of which are outlined below. We are BCCY Watch, a consumer watchdog organization that operates www.bccywatch.com and other support sites which facilitate our ability to perform trend analysis from consumer reports.

During the approximate period from 15 January through today (27 April 2008) an extremely and abnormally high volume of consumer complaints pertain to the customers’ inability to make payments through the Internet using the BCCY online payment website at www.bccyaccount.com. We believe this is a trend that may have huge ramifications for the consumer. The trend may also show predatory tactics on the part of BCCY. Indeed, any major US corporation with technical support staff can correct a non-functioning website in a short period of time, or post a notice to the website that the site is not in operation. BCCY North America did neither.

Consumers are faced with two options if they cannot pay online. The first option is to mail their payment to the company. Many consumers, upon discovering they could not pay online through the designated website, were already too far into the billing cycle to mail a payment in time for it to post in the billing cycle. Therefore, their account was declared in default of the terms. Late fees at $35 were added. The second option was to call the company, making a payment by phone, for which they were charged an additional $15.

Our statistics reflect approximately 300 visitors per day who cannot pay online at BCCY. For a period of almost 14 weeks, this represents approximately 29,400 people. Statistically only 4 percent of consumers complain to advocacy and complaint websites.

Consider the benefit to BCCY. 29,400 people represent a possible profit to BCCY of $441,000 in telephone payment fees at $15, or $1,029,000 in late fees at $35.

There are reasonable grounds to believe that BCCY has conducted this scheme to defraud its customers. Consumers clearly need the help of regulators and authorities. Their hands are tied. They cannot do anything without you. Please look in to the circumstances outlined in this document.

Respectfully submitted by
BCCY Watch Consumer Advocates

196 Which of Brenda’s problems is/are also referred to in BCCY Watch’s letter?
A) Issue #1
B) Issue #2
C) Issue #3
D) Issues #1, #2 and #3

197 What does Brenda explain in Issue #2?
A) She couldn’t cash her check
B) Her employee couldn’t cash her check
C) She was charged $5
D) Her employee was charged $5
198 How much online access and telephone fees did Brenda pay in February?
A) $15
B) $20
C) $25
D) $30
199 What does BCCY Watch imply in paragraph 2?
A) BCCY does not have enough technicians
B) BCCY often posts a notice to the website that the site is not in operation
C) BCCY quickly corrects its non-functioning website
D) BCCY could have remedied the situation
200 What does BCCY Watch imply at the end of the letter?
A) Late fees should be cancelled
B) BCCY failed to correct its site to make profit
C) Customers are not familiar with banking regulations
D) Customers tied BCCY’s hands

6. Corrigé détaillé du test n° 1

153-D : « for decades » signifie « depuis des décennies », par conséquent la réponse D est la plus proche en sens. C (for the last decade = depuis la dernière décennie) ne convient pas.

154-B : « there is no interest paid on bank-deposits of non-residents » : on en déduit que seuls les citoyens panaméens peuvent être assujettis à ces taxes.

155-D : on trouve en effet les 2 informations suivantes : « there are more than 100,000 established corporations in Panama, including (...) foreign corporations » et « there is no Panamanian (...) tax (for) non-residents ».

156-D : « second language practitioners » implique qu’il s’agit de leur seconde langue et « This book is intended for the professional adults who have already completed a basic English program » signifie que les destinataires du livre sont des adultes qui ont déjà des bases en anglais.

157-D : « Aids to face-to-face conversation such as gestures, facial expressions (...) are missing » correspond à la réponse A.

« A medium which distorts sound » (un support qui déforme le son) correspond à la réponse B. « Aids to face-to-face conversation such as situational contexts are missing » correspond à la réponse C.

Par conséquent, toutes ces réponses sont pertinentes, ce qui correspond au choix proposé en D.

158-A : « Julie Untel (University Nancy II, France) » indique que la stagiaire vient d’une université.

En revanche, « She will be an asset to any organisation » (Elle représentera un atout pour toute organisation) indique qu’elle n’est pas embauchée par l’organisation CD Industries. B ne convient donc pas.

À propos des tâches effectuées, on apprend que « Her primary project was a comprehensive market study » et que « Julie also used her good computer skills to prepare a number
of graphic presentations». On ne peut donc pas trancher quant à la formation initiale de l’étudiante (marketing, informatique ?). C ne convient donc pas.

D ne convient pas : le stage a bien eu lieu du 1er mars au 14 juillet et la lettre est écrite le 15 juillet.

159-D : La lettre recense toutes les tâches accomplies par la stagiaire. Il s’agit donc bien de « Ms. Untel’s achievements during her internship ».

Il n’est pas fait mention des objectifs de carrière de la stagiaire (A).

Les compétences de la stagiaire en informatique (B) ne sont évoquées que brièvement dans la lettre, alors que la question est « What is this letter mainly about ? ».

C ne convient pas : on ne nous parle pas des titres universitaires de la stagiaire.

160-A : La compétence B (facilité à communiquer) est bien mentionnée : « She integrated very easily within our group. »

La compétence C (conscience professionnelle) apparaît dans « high level of professionalism » et « patience and perseverance ».

La compétence D (capacité de préparer des rapports) apparaît clairement.

Seul le niveau de la stagiaire en anglais (A) n’apparaît nulle part.

161-C : Photocopying copyright material without permission is no different from stealing » donc la réponse ne peut être ni A ni B. Une réponse possible serait « Photocopying copyright material without permission is as bad as theft ».

C correspond bien à « the publisher could take you and your employer to court » (idée de poursuivre en justice).

162-D : « The Copyright Licensing Agency (CLA) is an organisation which issues licences to bring photocopying within the law » (La CLA est une organisation qui émet des licences pour rendre les photocopies légales). La CLA n’est pas chargée de poursuivre les contrevenants (A), ni de légiférer (B), ni de fournir des copies (C).

163-A : la taille de l’appartement (« 4 bedrooms ») exclut la réponse B.

L’absence d’ascenseur exclut la réponse C (« disabled » = handicapé).

La mention « no pets allowed » (animaux domestiques interdits) exclut la réponse D.

164-D : Le loyer y compris les charges (« utilities ») est de $800 + $50 (chauffage) + £40 (électricité) = $890.

165-B : A et C sont mentionnés (« in building »). En revanche, il n’y a apparemment pas de lave-vaisselle dans l’appartement. On peut par contre imaginer qu’il y a forcément déjà un lavabo (D).

166-A : « interest rates will rise more than expected and stifle consumer spending » indique qu’une hausse des taux d’intérêts réduirait les dépenses des consommateurs.

167-C : On donne à deux reprises des résultats du deuxième trimestre (« second quarter »). On en déduit que le rapport est diffusé en juillet.

168-B : L’action a chuté (« tumbled ») et l’entreprise a imputé cette contre-performance à la réorganisation de sa force de vente : « the company blamed the reorganization of its sales team for the shortfall ».

169-A : Peter Nugget a abaissé ses notations (« ratings ») sur plusieurs entreprises d’exploitation de mines, parce qu’il pense que le prix du lingot va baisser (« because of expected lower bullion prices »).
170-C : «... one mile for every dollar you spend with the card. And you'll get 10,000 bonus miles just to get you started » implique bien que l'on obtient 1 mile pour chaque dollar dépensé et que l'on dispose au préalable de 10,000 miles de bonus.

171-B : « The Bluesky Credit Card from The Californian Bank » et « anywhere in the world Bluesky Airlines flies » rendent logique la réponse B.

La restriction A n'est mentionnée nulle part.

La carte n'est pas gratuite (C) puisqu'elle a un coût annuel peu élevé (« it has a low annual fee »).

La réponse D ne convient pas : la carte peut être utilisée pour faire des retraits (ATM = distributeur automatique).

172-A : Le premier élément de réponse est contenu dans la phrase suivante, qui montre que les téléspectateurs américains ont tendance à fuir les spots publicitaires diffusés sur les chaînes US : « This may seem peculiar to American TV watchers who run to the refrigerator during commercial breaks. » Le deuxième est contenu dans : « But they've never seen the entertaining, often humorous and relatively sexy European spots », qui indique que les publicités européennes sont, elles, divertissantes.

173-B : « Members of New York's advertising fraternity » fait référence aux professionnels de la publicité (« admen »).

174-C : si un petit déjeuner est servi à 8 h 30, suivi de la présentation qui va durer une heure trente (« A continental breakfast is set for 8:30 a.m. to be followed by the hour-and-a-half presentation »), la présentation ne peut commencer à 8 h 30 (B).

20 h 30 (B) et 1 h 30 du matin (D) sont irréalistes.

175-A : « free of charge » signifie que la présentation est gratuite. En revanche, il faudra acquitter le prix du mode de transport choisi : « All it will cost is a taxi or subway ride. »

176-C : A, B et D ne sont pas mentionnés. En revanche, trois éléments indiquent que « A PLUS emphasizes good customer relationships » (A PLUS met l'accent sur l'importance d'une relation-clients de qualité) : « understand the needs of our customers », « build strong customer relationships » et « working closely with customers ».

177-B : IT est l'abréviation usuelle de Information Technology donc A ne convient pas. Commercial services renvoie à « Sales and Marketing » donc C ne convient pas. Production renvoie à « Manufacturing » donc D ne convient pas.

178-C : « maintenance » implique des réparations.

179-A : « incentive » fait référence à d'éventuelles primes.

Il n'est pas fait mention des heures supplémentaires (B), d'une prime de licenciement (C), ni de l'extension de l'assurance aux périodes de congés (D).

180-B : « The employee cannot carry over more than 1 week(s) of unused vacation time from any previous calendar year into any succeeding calendar year » signifie que les congés non utilisés au cours d'une année ne peuvent être utilisés l'année suivante qu'à concurrence d'une semaine, donc s'il a pris 2 semaines une année, il bénéficiera de 4 + 1 = 5 semaines l'année suivante.

181-B : La lettre de Mike Philips est adressée à Jane Clarke, Chief Buyer, Boxingday International. Ce poste correspond bien à la fonction de directeur d'un service achats (head of a purchasing department).
182-D : Ms Clarke espère recevoir les articles à temps pour la foire aux jouets de Birmingham (toy trade fair). On apprend par ailleurs que l’entreprise Santa Factory a dû faire face à une pénurie de bois d’olivier et d’amaranthe (Shortages of olive and amaranth wood). On en déduit que cette entreprise produit probablement des jouets, dont certains sont en bois.

183-D : Jane Clarke indique que la date de livraison promise était le 24 juillet (You promised delivery on 24 July). Mike Philips lui répond que la livraison est reportée au 31 (Our revised delivery date is now Thursday, 31 July). La livraison aura donc lieu avec une semaine de retard (One week behind schedule).

184-C : Le retard de livraison n’est dû ni à un malentendu (misunderstanding), ni à une grève (strike), ni à des fournisseurs défaillants (failing suppliers), mais bien à un manque de matières premières (shortages of olive and amaranth wood) et à des problèmes techniques : une machine-outil est tombée en panne (one of our machine-tools broke down).

185-C : La livraison sera bien assurée par un camion (lorry en anglais britannique, truck en anglais américain) de l’entreprise Santa Factory (Our lorry will arrive at your warehouse at 8 a.m.).

186-C : La seule installation qui n’est pas mentionnée est une piscine intérieure (indoor pool).

187-A : L’hôtel a été récemment remis à neuf (Hotel recently refurbished).

188-A : La seule indication de ce que compte faire Christopher à Londres est la suivante : « Il est possible que je doive programmer des réunions tard dans l’après-midi » (I may have to schedule meetings late in the afternoon). On en déduit qu’il est probablement là pour affaires.

189-D : Christopher se renseigne sur l’heure de fermeture du restaurant car il rentrera probablement tard les soirs (Please let me know what time it closes because I may have to schedule meetings late in the afternoon and be back around 9 p.m.). En outre, il se renseigne sur le tarif de la ½ pension (Could you also give me an indication of your rates per night including half board ?). On en déduit qu’il souhaiterait prendre ses repas du soir à l’hôtel.

190-D : Christopher habite à Amsterdam, aux Pays-Bas.

191-B : Les réponses A (town’s traffic flow situation), C et D sont mentionnées dans le rapport. L’allusion à une élection reportée à l’automne (With the Community Council Elections being deferred until the autumn) concerne le Conseil et non l’élection présidentielle.

192-C : La réponse est fournie dans la troisième ligne de l’annexe B (The 707 Club Account and the C.C. (Community Council) Trust Account).

193-D : Deux exemplaires sont disponibles (Two copies... are available) et deux autres exemplaires vont être envoyés à un organisme (Two further copies will be sent to...).

194-A : Andrew Fasto cite différents articles de papeterie (= stationery) : paper, envelopes, printing materials. La réponse B n’est pas pertinente car il mentionne l’achat de toner et non de l’imprimante elle-même (the cost of toner cartridges for the C.C.’s LaserWriter).

195-D : Dans le dernier paragraphe de l’annexe B, Andrew Fasto exprime ses préoccupations en tant que trésorier (As Treasurer I am somewhat concerned that...).

196-C : Seul le troisième problème relaté par Brenda (I went to make my payment online. Come to find that the site was not in operation...) est similaire à celui que
dénonce l’association de défense des consommateurs : the customers’ inability to make payments through the Internet using the BCCY online payment website.

197-D : L’employée de Brenda s’est rendue à l’agence bancaire pour encaisser son chèque de salaire (One of my employees went to the BCCY branch to cash her pay check) et elle a dû payer 5 $ de frais (they charged her $5 to cash it).

198-C : Issue #1 : Brenda a dû payer 10 $ de frais d’accès mensuels à Internet (In January they said my online access would now cost me $10/month).
Issue #3 : À ces 10 $ s’ajoutent les frais de paiement par téléphone que la banque n’a pas voulu annuler : I’m forced to pay $15 to avoid late fees.

199-D : BCCY Watch laisse entendre que n’importe quelle grande entreprise est capable de réparer rapidement un site Internet (any major us corporation with technical support staff can correct a non-functioning website in a short period of time) ou d’afficher un message advertissant les clients que le site est momentanément inaccessible (post a notice to the website that the site is not in operation), mais que BCCY n’a fait aucune de ces deux démarches : BCCY North America did neither.

200-B : BCCY Watch calcule les bénéfices potentiels réalisés par la banque grâce aux frais prélevés (Consider the benefit to BCCY. 29,400 people represent a possible profit to BCCY of $441,000 in telephone payment fees at $15, or $1,029,000 in late fees at $35) et laisse entendre que BCCY a utilisé sciemment ce système pour spolier ses clients : There are reasonable grounds to believe that BCCY has conducted this scheme to defraud its customers.

7. Entraînement à la partie VII : test n° 2

Vous pouvez vous donner un délai de 45 minutes maximum pour répondre à ces 48 questions, puis consulter le corrigé qui suit.

Questions 153-155 refer to the following letter of complaint

ACME GOURMET
77, Melon Drive
Denver
CO 123 456

Mr TRAMONTANE
Chief Accountant
Vins Fins du Roussillon
Impasse de la Vigne
66 123 LE BOUQUET

Dear Mr Tramontane,

We acknowledge receipt of your statement of account dated September 4 but we must point out certain discrepancies between your entries and ours.

August 10 : you debit us $760 against invoice No. 123, but the amount does not correspond with the price quoted on your pro forma invoice, which reads $670.

September 12, 2008
August 18: invoice No. 204. The order is charged twice: as you will see you have made a similar debit with the same reference on August 17.

Will you please let us have your comments.

Sincerely yours

Mike Nicholson
Purchasing Manager

153 What is NOT true about ACME GOURMET and Vins Fins du Roussillon?
A) ACME GOURMET is a customer of Vins Fins du Roussillon’s
B) Vins Fins du Roussillon is a supplier of ACME GOURMET’s
C) Mike Nicholson works in ACME GOURMET’s Accounting Department
D) Mr Tramontane is an executive with Vins Fins du Roussillon

154 What happened with invoice No. 123?
A) ACME GOURMET was billed more than expected.
B) ACME GOURMET was billed less than expected.
C) ACME GOURMET had not received any pro forma invoice.
D) ACME GOURMET had not ordered anything

155 What happened with invoice No. 204?
A) The amount does not correspond with the order
B) The amount had already been debited before
C) ACME GOURMET was billed less than expected
D) ACME GOURMET cannot trace the invoice

Questions 156-158 refer to the following notice

ATM notice to customers of Ocean Bank and the former Atlantic Bank:

We are pleased to inform you that effective January 1st, 2008, Atlantic Bank has merged with Ocean Bank. The systems are still in the process of integration but in the meantime, kindly be advised of the following in respect of your ATM transactions:

All customers can use any of the ATMs of the new merged Ocean Bank entity (including those of the former Atlantic Bank) to perform cash withdrawals and balance enquiries. In this case, a former Atlantic bank ATM cardholder will not be charged any fees when withdrawing from an Ocean Bank ATM.

Any transaction other than cash withdrawal and balance enquiry can only be done at the ATMs of your previous bank network (e.g. a former Atlantic bank cardholder can only do a fund transfer at a former Atlantic Bank ATM).

There are no changes to the ATM operating hours:
Ocean Bank ATMs: 6.00 a.m. – 12.00 midnight
Former Atlantic Bank ATMs 24 hours daily

If you have any queries, please contact our Customer Care Help Desk at 1 800 76 544 or visit our nearest branch.
156 What is the name of the new entity?
   A) Atlantic Bank
   B) Ocean Bank
   C) Merged Ocean Bank
   D) Former Atlantic bank

157 A former Atlantic Bank customer will NOT be able to
   A) withdraw cash from an Ocean Bank ATM
   B) perform a balance enquiry at an Ocean Bank ATM
   C) do a fund transfer at a former Atlantic Bank ATM
   D) do a fund transfer at an Ocean Bank ATM

158 What is known about ATM operating hours?
   A) They will be altered
   B) Ocean Bank’s ATMs have longer operating hours than the former Atlantic Bank’s
   C) Customers can withdraw money after midnight at Ocean bank’s ATMs
   D) The former Atlantic Bank’s ATMs are opened around the clock

Questions 159-160 refer to the following memo

To: Sales staff  Date: 03/10/2008
From: Marketing Director
Subject: Open House on May 10

The objective of this Open House at May Technologies is to create an event around our new sportswear range and to show our new production line to wholesale dealers.

About catering and the presentation itself, suggestions from your end would be welcomed. Yet we have agreed on these elements of the event:

Full-color flyer to be sent to all our distributors: Bob Holden will provide a detailed costing of its production using in-house staff and facilities. This will be compared with an estimate provided by our advertising agency.

Gifts: tee-shirts and booklets on company history

159 What are Salespeople invited to do?
   A) Submit ideas for meals
   B) Send a flyer to their customers
   C) Contact the advertising agency
   D) Welcome visitors

160 Which department does Bob Holden most probably work in?
   A) Maintenance
   B) Human Resources
   C) Marketing
   D) Shipping
**3**

**AMERICA, 24 Charlotte Avenue.** Note: this is a side street off the main road through town.

This is our favorite restaurant in the area. Great view and good service, although a bit slow on week-ends. Now open for lunch. They offer a fixed price menu from Monday to Friday.

Bar appetizers are available all week for $8 and bartenders actually know how to make a Manhattan!

Crab cakes are very good and they have a very tasty sauce.

There is also an entire menu page devoted to spare ribs featuring some very interesting toppings such as strawberries.

One regret: an attempt to change selection of mashed potatoes to French fries was answered with "no substitutions".

Somewhat expensive but the quality supports the pricing.

161 What could be improved according to this rating?

A) The quality of food
B) The quality of drinks
C) The choice of accompanying vegetables
D) The setting

162 What is implied about the price?

A) Having a full meal may be more expensive on week-ends
B) Appetizers are more expensive on week-ends
C) The price does not match the quality of food
D) Lunch is less expensive than dinner

**Questions 163-164 refer to the following special offer**

**America's 8-day special package**

Price per person £1,200

This includes:

- Scheduled return flight from London Heathrow (on Mondays) on British Air.
- Domestic flights from New York to Las Vegas and from Las Vegas to San Francisco.
- Continental breakfast at first-class hotels
- Share Twins (singles available for £400 extra charge)
- All transfers to and from your hotels
- Sightseeing as per itinerary and full commentary
- Entrance fees to museums
- This does not include:
  - Airport taxes
  - Travel insurance
  - Lunches, dinners and refreshments
- Optional shopping trip to Mexico (£150)
- Optional flight over the Grand Canyon (£100)
163 How much will the package cost a person who doesn’t want to share his/her bedroom and intends to take the optional flight over the Grand Canyon?
A) £1,300
B) £1,600
C) £1,700
D) £1,750

164 Where will the participants fly back to on the 8th day?
A) Las Vegas
B) Mexico
C) New York
D) Heathrow

Questions 165-167 refer to the following article

How to write a good résumé

In searching for employment, the letter of application and the résumé will be your first contact with a potential employer. The résumé gives facts about you which the prospective employer will want to know. The purpose of this document is to present the most marketable information about you in a concise form.

The résumé should be organized into 5 sections: personal data, education, professional experience, skills, and interests. You do not make reference to the kind of job desired; this is reserved for the letter of application.

If you have a few years’ experience working, you should emphasize this more than education. List your work experience beginning with the most recent and continuing backward in time.

165 What should NOT be mentioned in a résumé?
A) Computer skills
B) Foreign languages
C) Name
D) The type of job the candidate is seeking

166 What is said about referees?
A) They should be mentioned in the résumé
B) They should be mentioned in the letter of application
C) Their names should be furnished upon request
D) Nothing is said about referees

167 The main purpose of a résumé is to:
A) Speak about the company you are writing to
B) Sell your skills and experience
C) Give as many personal details as possible
D) Show that you education is your most important asset
Questions 168-170 refer to the following report

REPORT ON SALES OF “FLOWER SOAP”

As requested in your letter of 10 October, I am sending you a short report on the decline in sales during the past year, together with my recommendations for reversing this trend. My findings are based on personal observation and experience of the Swiss market over the past three years.

The following factors appear to be operating to bring about this drop:

— overall reduction in demand. The market for basic soap is, in some areas, almost saturated;
— intensified competition from other European manufacturers;
— lack of appeal of our packaging.

My recommendations are as follows:

— product diversification (new fragrances and colors);
— sales-promotion (samples and coupons);
— packaging revamping.

12/11/07

P. L.

168 Who is the most probable sender of this report?
A) A customer
B) A sales rep
C) The CEO of the company manufacturing soap
D) A technician

169 Which is NOT given as a reason for the decline in sales?
A) The price
B) The packaging
C) the lack of choice in the range marketed by the company
D) the competition

170 Which year is referred to in the report?
A) 2006
B) 2007
C) 2008
D) This information is not given in the report

Questions 171-172 refer to the following minutes

MINUTES OF THE MANAGEMENT MEETING

Held at head office, room 27, Nagler building, on Monday, February 28, 2008 at 9 a.m.

Present: M. Dell (chair), L. Thomas, F. Drake, R. Moore, G. Coleman, F. Friedman (secretary).

Apologies for absence received from H. G. Wells.

Minutes of the last meeting

The minutes of the last meeting, previously circulated, were taken as read and agreed.
**Maintenance staff**

Maintenance engineers are currently overworked. It was resolved that two new technicians would be hired and a three-shift system would be introduced so that the machines we operate are fully supervised at all times.

**Language training**

Despite increased training expenditure, the results had been disappointing. In view of this, it was resolved that the present contract with Merveilleux Français be terminated. With effect from April 1, the Grenouille Study Center would be appointed to set up a French language training scheme.

**Date of the next meeting**

The date of the next management meeting was scheduled for Wednesday March 27, 2008.

M. Dell  
CEO  
March 3, 2008

171 Why will a three-shift system be introduced?  
A) To give more work to maintenance people  
B) To produce more  
C) To ensure the constant supervision of the machines  
D) To hire technicians

172 What is said about the Grenouille Study Center?  
A) Its contract was terminated  
B) Its results were disappointing  
C) It has been chosen to teach French  
D) It was appointed in March

*Questions 173-175 refer to the following document*

**HELPFUL INFORMATION FOR TRANSFER PASSENGERS**

If you’re continuing your journey by air from Lancaster you should go to the nearest transfer desk after landing. The desks are easy to find (just follow the green TRANSFER sign) and there’s one in each of the five arrival piers.

After you’ve checked in for your connection you’ll be given a boarding pass, which tells you the pier, departure gate and boarding time of your flight. (By this time your luggage will have been transferred automatically.)

All the arrival and departure gates are on the same level and you don’t have to go through customs for a second time.

To find your new departure gate, just follow the signs showing pier letters and gate numbers. Getting there is no problem either – moving walkways take you there quickly and effortlessly.
173 Where is this information likely to be found?
   A) In a bus terminal
   B) In a newspaper
   C) In a train station
   D) In an airline in-flight magazine

174 What is the first thing a passenger should do on arrival?
   A) Go through customs
   B) Retrieve his/her luggage
   C) Check in for his/her connection
   D) Get to his/her departure gate

175 Why is it easy to get to departure gates?
   A) Passengers can take the elevator
   B) Passengers can take the escalator
   C) Passengers just have to follow the guide
   D) All the gates are on the same floor

*Questions 176-177 refer to the following document*

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/01</td>
<td>Gas (company credit card)</td>
<td>$ 54.89</td>
</tr>
<tr>
<td></td>
<td>Penn Motel, Louisville (receipt attached, personal check)</td>
<td>$ 85.00</td>
</tr>
<tr>
<td>06/02</td>
<td>Lunch with Camden Mill’s Purchasing Manager (cash)</td>
<td>$ 92.50</td>
</tr>
<tr>
<td></td>
<td>Taxi to airport (cash)</td>
<td>$ 32.00</td>
</tr>
<tr>
<td>06/03</td>
<td>Hire of car for 2 days, including insurance + mileage charges (company credit card)</td>
<td>£160.00</td>
</tr>
<tr>
<td>06/04</td>
<td>Dinner and theatre with customer (Hardy) and wife, inc. drinks and tickets (part cash, part company credit card, documents attached)</td>
<td>£146.00</td>
</tr>
<tr>
<td>06/05</td>
<td>Gas for hired car</td>
<td>£ 34.00</td>
</tr>
<tr>
<td></td>
<td>Hotel Canterbury Inn, 2 nights + meals (company credit card)</td>
<td>£237.00</td>
</tr>
<tr>
<td></td>
<td>Taxi to airport (cash)</td>
<td>£ 17.00</td>
</tr>
</tbody>
</table>

Name: M. P. Clarke
Post: Export Manager

176 How long did M. P. Clarke stay in Great Britain?
   A) 3 days
   B) 5 days
   C) 1 week
   D) 5 months
177 Which means of transportation did he NOT use?
   A) Rental car
   B) Taxi
   C) Hotel limo
   D) Airplane

Questions 178-180 refer to the following report

2007: ANOTHER RECORD YEAR FOR HALLER

Mr Nichols, Chairman, reports:

2007 proved to be another record year for the Group with profits up about 20% over last year to £120,000.
   Overall, consolidated Group turnover rose to £74 million.

A final dividend of £2.38 is recommended.

This growth, achieved despite intense competition, reflects our commitment to our strategy of quality, innovation and geographical expansion.

The highlight of 2007 was the acquisition of our new subsidiaries, BARBIER Inc. USA and CARRE S.A. in France, which received unanimous support from our shareholders.

Generally, 2007 was characterised by instability and slow growth in the world economy. Unemployment continued to affect many of the industrial nations. The instability of exchange rates was a disturbing feature of the international finance scene.

178 How much did profits amount to in 2007?
   A) £100,000
   B) £120,000
   C) £144,000
   D) £2.38

179 What is the most probable location of the parent company?
   A) France
   B) The USA
   C) Great Britain
   D) Canada

180 Which negative factor is NOT mentioned in the report?
   A) Competition
   B) Shareholders’ distrust
   C) Instability
   D) Unemployment
Questions 181-185 refer to the following letters

1006 West St. Paul Ave.
Milwaukee, WI 53233
Etats-Unis
Phone: (414) 271-3851
maximom@gargamail.com

March 3rd, 2008

Mr. Luke Atme
Personnel Director
XYZ Bank
777, Wool Street
Denver, CO 72567
USA

Dear Mr. Atme

I would like to express my interest in a credit-analyst position with XYZ Bank. Throughout my job search and conversations with several executives in the field I have come to respect the professionalism and dynamism that characterize your firm and its employees.

I was also impressed to learn that XYZ Bank has become the European market leader for stock market flotation and equity advisory services. I see this tactic as indicative of XYZ’s commitment to achieving growth and success in the future.

Proof of my interpersonal, analytical and decision-making skills has been demonstrated in my responsibilities as credit analyst intern at BNCI Bank last summer, and my outstanding grades in financial mathematics, accounting and management.

I will complete my master’s degree in finance from the University of Wininpay in mid-May and will be available to begin employment in early June.

Enclosed is a copy of my résumé, which more fully details my qualifications for the position.

I look forward to talking with you about my application.

Thank you for your consideration.

Sincerely,

Max Imom
Enclosure
XYZ Bank
Personnel and Development Operations
777, Wool Street
Denver, CO 72567
USA

Mr. Max Imom
1006 West St. Paul Ave.
Milwaukee, WI 53233
USA

April 15th, 2008

Dear Mr Imom

Further to your letter expressing an interest in employment openings with XYZ Bank, we have given careful consideration to your skills and experience with our existing vacancies in mind and I regret that we are unable to identify a suitable position at the present time.

You may like to watch both the financial press and our website for future advertised vacancies and I hope you will not be discouraged from applying to us again in the future.

I should like to take this opportunity of thanking you again for the interest shown in XYZ Bank and wish you all the best for the future.

Sincerely yours

Sarah Fleming
Personnel and Development Operations

181 What is learned about Max Imom?
A) He is a credit analyst
B) He completed an internship with XYZ Bank
C) He has not graduated yet
D) He will be available in May

182 What did Max Imom do last summer?
A) He learned financial mathematics
B) He was an intern
C) He applied for a job with BNCI Bank
D) He completed his master’s degree

183 The word « equity » in Max Imom’s letter, paragraph 2, line 1, is closest in meaning to
A) Fairness
B) Share
C) Communication
D) Quality

184 Who is Ms. Fleming?
A) A credit analyst
B) XYZ’s CEO
C) The head of Human Resources
D) A colleague of Mr Atme’s
185 Why has XYZ Bank written this letter?
A) To ask Max Imom for further information
B) To help Max Imom to identify a suitable position
C) To ask Max Imom to apply on-line
D) To explain that there are no current vacancies that could suit him

Questions 186-190 refer to the following ad and form

**SELL MILES**

TRAVELBROKER buys and sells transferable frequent flyer mileage awards. TRAVELBROKER also buys and sells frequent flyer upgrade awards, which allow the user to fly in the next higher class of service than that of the purchased ticket. We broker transactions between frequent flyers selling awards and travelers purchasing airline tickets at less than published airline prices.

If you sell frequent flyer miles TRAVELBROKER usually pays 0.8 to 1.6 cents per mile (cpm).

For example, TRAVELBROKER may offer you $200 for a 25,000 mile award ticket (0.8 cpm); $500 for two 25,000 mile tickets (1.0 cpm); $1,260 for one 90,000 mile ticket (1.4 cpm) and $2,880 for one 180,000 mile or two 90,000 mile frequent flyer award tickets (1.6 cpm).

TRAVELBROKER may also offer you $200 per frequent flyer upgrade award.

TRAVELBROKER reimburses all airline ticketing fees and airport taxes you may pay.

**APPLICATION FORM**

Please note: Fields marked with (*) are required.

Please tell us your contact information.
First Name * FRANKLIN
Middle Initial D
Last Name * ROSWORLD
Address 1673 LAWRENCE STREET
City * DENVER
US State or Country * COLORADO
Zip or Postal 80202

Email fdr@msnmel.com
Home Phone 303 295 1234

Please tell us about your frequent flyer miles.
The minimum number of miles needed per account is 25,000.
1st Program:
Which Airline? OMEGA AIRLINES
How Many Miles? 90,000
2nd Program:
Which Airline? AIR ABRACADABRA
How Many Miles? 90,000
Please tell us about your upgrade certificates.

Which Airline? OCEANIA AIRWAYS
Number: 2
Expiration: 03/07/2014

How did you find us? Choose One:
Existing Relationship
Friend
Clicked on Ad
Search
Other

186 What CANT you do thanks to TRAVELBROKER?
A) Buy and sell frequent flyer mileage awards
B) Buy and sell frequent flyer upgrade awards
C) Book seats on flights
D) Buy airline tickets at discounted prices

187 What do frequent flyer upgrade awards allow the user to do?
A) To get extra miles for free
B) To fly in a higher class of service
C) To exchange miles for gift certificates
D) To get a refund for airport taxes

188 How many airlines does Mr Rosworld often use?
A) 1
B) 2
C) 3
D) 4

189 How much may Mr Rosworld get from TRAVELBROKER for his frequent flyer miles?
A) $200
B) $1,260
C) $1,440
D) $2,880

190 How much may Mr Rosworld get from TRAVELBROKER for his frequent flyer upgrade certificates?
A) $200
B) $400
C) $500
D) $1,260
Questions 191-195 refer to the following memo and e-mail

MEMO FROM: William Boyd  
Personnel Director  
TO: Jenny Fisher  
DATE: Thursday, January 10th

Hi Jenny!

Did you see the last issue of Psychology applied to Business? There's an article about Effective Communication in the Workplace. The author explains:
- how to use less abstract and more concrete language;
- how we communicate with body language;
- barriers to attentive listening and how to overcome them;
- how to create positive communication climates.

It's very interesting. Do you think we should do a workshop for all our managers and office staff? It might really improve work relations.

You could run a workshop on a subject like this. Or maybe we should bring in someone from the outside? Would it be expensive? Which option do you favour?

Think about it. Let's meet at the beginning of next week to talk about the idea.

See you.

Bill

TO: William Boyd  
FROM: Jenny Fisher  
RE: Communication workshop  
SENT: 01/11/08

Hi Bill,

I hadn't read the article, so I looked it up. You're right! It is very interesting research. I think we could do a very good workshop on the subject. It would be very helpful.

However, I don't think I should run it. People come to me with their personal problems and I'm too close to them. I think we should get someone from outside the company. I've already started thinking about possible psychologists that could do this kind of workshop.

As part of employee benefits, there is a budget for projects like this. $17,000 has been budgeted for 2008 and the cost of such a seminar should be around $3,000 for 2 days.

We should meet to plan this as soon as possible, but I'm going to be out of the office for the whole week. How about the week after next? Let me know if that's okay for you.

Jenny
191 What is NOT mentioned in Bill's memo?
A) Interpersonal communication
B) Listening skills
C) Gender communication differences
D) The cost of a workshop

192 Where does Jenny Fisher probably work?
A) In a factory workshop
B) In the Research and Development Department
C) In the Human Resources Department
D) In a business consulting firm

193 Why doesn't she want to run the workshop?
A) Because it is too expensive
B) Because she doesn't find it useful
C) Because she's going to be out of the office
D) Because she knows the participants too well

194 The word «benefit» in Jenny's e-mail is closest in meaning to:
A) Profit
B) Bonus
C) Entitlement
D) Good deed

195 When will Jenny be back?
A) On November 11
B) On November 14
C) On January 14
D) On January 21

Questions 196-200 refer to the following letters

ALLEGRO Inc.
170 West Randolph Street
Chicago, IL 60601
USA

Fa. Hans Diehl GmbH
Richardstr. 30
4700 Hamm
Germany

03/03/2008
Ref: Enquiry

Dear Mr Diehl,

The German Chamber of Commerce was kind enough to pass on the name and address of your company as a manufacturer of medical laser machines. We would like to import your products to the American market and would also be interested to learn whether you are represented in this part of America. We are a medium-sized company with 50 employees. We have 6 salespeople in the Chicago area and 11 more across the states of Illinois, Ohio and Indiana.
Please let us have your detailed offer for full 20' containers CIF port of Chicago, including price per unit and present lead time.

As payment we would suggest 60 days after date of invoice, net.

Would you offer a discount for large quantities or regular orders?

Please send us a company brochure and some catalogues showing the different kinds of machines and applications you can offer.

We look forward to hearing from you.

Sincerely,

Paul Johnson
Purchasing Manager

Hans Diehl GmbH
Richardstr. 30
4700 Hamm
Germany

ALLEGRO Inc.
Attn: Mr Johnson
Purchasing Manager
170 West Randolph Street
Chicago, IL 60601
USA

March 10, 2008

Ref: Your enquiry dated March 3, 2008

Dear Mr Johnson,

Thank you for your letter of March 3rd and the interest you showed in our products. First, we would like to tell you that our company was founded in 1975, has at present 90 employees and we are hoping to expand next year to a further unit in Central Westphalia. We mainly sell our products in Europe, but are hoping to expand our export activities.

At the moment we are not represented in the eastern United States, and we would be interested in arranging a meeting to discuss your proposal. We have enclosed our current price list.

Please note the following:

All our prices are to be understood FOB German port including packing. For CIF deliveries we would have to charge an extra 10% on list price. These prices are based on a minimum quantity of 10 units per order in 20' containers. For regular orders we would offer a discount of 5%.

Present lead time is ex works three weeks after receipt of order. (According to our policy, the lead time is considered respected if the goods are ready for shipment at the moment of expiry of the lead time period.)
For the first order we would prefer payment «Cash against Documents», for which we would offer a discount of 3%. For further orders we would consider an open payment term.

We have enclosed the requested company brochure and various catalogues. Should you wish to have further details, we are at your complete disposal. We look forward to hearing from you.

Sincerely,

Peter Diehl
Export Manager

Encl: Brochure
        Price list
        Catalogues

196 Where does Allegro Inc. have sales representatives?
   A) Only around Chicago
   B) In three states
   C) Throughout the country
   D) In Central Westphalia

197 What is the definition of lead time in this context?
   A) The time from the moment Hans Diehl GmbH receives an order to the moment it ships it
   B) The time from the moment Hans Diehl GmbH receives an order to the moment the order arrives at Allegro’s warehouse
   C) The time from the moment Hans Diehl GmbH ships an order to the moment the order arrives at Allegro’s warehouse
   D) Delivery time

198 What will Paul Johnson probably do if he is interested in Diehl’s products?
   A) Schedule a meeting with Peter Diehl
   B) Order samples
   C) Contact Diehl’s competitors
   D) Cancel the order

199 What about CIF deliveries?
   A) Hans Diehl GmbH does not offer them
   B) They are more expensive than FOB deliveries
   C) They entail a 3% discount
   D) They entail a 10% discount

200 What about the terms of payment suggested by Paul Johnson?
   A) Peter Diehl refuses them
   B) Peter Diehl always demands Cash against Documents
   C) Peter Diehl will not accept them for the first order
   D) Peter Diehl does not answer Paul Johnson’s question
8. Corrigé détaillé du test n° 2

153-C : Le titre de Mike Nicholson est mentionné sous son nom, en bas de la lettre (Purchasing Manager = Directeur des achat). Il ne travaille par conséquent pas dans le service comptabilité. La présentation de la lettre et son contenu permettent de dire que les réponses A, B, D sont exactes.

154-A : La facture pro forma indiquait $670 or ACME GOURMET a ensuite été débité de $760.

155-B : Le débit opéré le 18 août correspondant à la facture 204 avait déjà été effectué le 17 août (« you have made a similar debit with the same reference on August 17 »).

156-B : La réponse est contenue dans « the new merged Ocean Bank entity » (merged = fusionné et former = précédent).

157-D : Les clients de l’ancienne Atlantic Bank peuvent effectuer des retraits et consulter leur solde (« perform cash withdrawals and balance enquiries ») dans les deux banques mais toute autre transaction ne peut être effectuée que dans le réseau antérieur (« ATMs of your previous bank network »), notamment s’il s’agit d’un virement (« fund transfer »). Ocean Bank ne convient donc pas.

158-D : « 24 hours daily » est synonyme de « around the clock ». Les distributeurs automatiques d’Atlantic Bank fonctionnent en permanence alors que ceux d’Ocean Bank ne fonctionnent pas la nuit. Il n’y aura pas de changement (« There are no changes ») dans ces horaires, ce qui exclut A (alter = modifier).

159-A : La réponse est contenue dans la phrase suivante : « About catering... suggestions from your end would be welcomed » (pour la restauration... vos suggestions sont les bienvenues).

160-C : Bob Holden est la personne qui doit fournir un devis du prospectus (flyer) fabriqué en interne. En procédant par élimination (A, B et D ne sont pas cohérents), on en déduit qu’il travaille dans le service marketing.

161-C : La qualité de la nourriture n’est pas critiquée (A), ni celle des boissons (B), ni le cadre (setting) (D). En revanche, le manque de flexibilité du restaurant à propos des légumes d’accompagnement l’est (une tentative d’échange de la purée contre des frites s’est heurtée à un refus).

162-A : Il n’y a pas de menu à prix fixe le week-end (« They offer a fixed price menu from Monday to Friday »), par conséquent il faudra choisir des plats à la carte, ce qui sera probablement plus cher. C ne convient pas puisque « Somewhat expensive but the quality supports the pricing » signifie « plutôt cher, mais la qualité justifie les tarifs. »

163-C : Price per person £1,200 + Single (chambre simple) available for £400 extra charge + Optional flight over the Grand Canyon £100 = £1,700.

164-D : Les participants repartiront de San Francisco le dernier jour et atterriront à Heathrow puisqu’il s’agit d’un vol aller-retour (return flight).

165-D : L’instruction apparaît clairement dans l’article : « You do not make reference to the kind of job desired. »
166-D : L’article ne parle pas des personnes qui sont prêtes à recommander le candidat (« referees »).

167-B : Skills (compétences) et expérience sont mentionnés dans les catégories nécessaires ; « concise » exclut C et la phrase « If you have a few years experience working, you should emphasize this more than education » exclut D.

168-B : « Requested » (= exigé, demandé) exclut les réponses A et C.

169-A : Le prix est le seul paramètre qui n’est pas mentionné dans les recommandations formulées.

170-B : Le rapport a été rédigé le 11 décembre 2007 (information donnée en bas de page) et répond à une demande formulée en octobre. On en déduit que « the past year » (= année en cours) est l’année 2007.

171-C : La réponse est contenue dans la phrase : « ... a three-shift system would be introduced so that the machines we operate are fully supervised at all times ».

172-C : A et B concernent le prestataire Merveilleux Français. Grenouille interviendra à partir d’avril, ce qui exclut D.

173-D : Les mots « air », « landing » et « flight » excluent A et C et impliquent le choix de D.

174-C : Le début du deuxième paragraphe indique que l’enregistrement de la correspondance (« checking in for connection ») est la première formalité à accomplir.

175-D : La première raison invoquée est bien : « All the arrival and departure gates are on the same level. »

176-A : Les sommes portées en livre (£) indiquent que le directeur export a passé les 3, 4 et 5 juin en Grande-Bretagne.

177-C : Seule une limousine fournie par l’hôtel (hotel limo) n’est pas mentionnée.

178-B : La phrase « 2007 proved to be another record year for the Group with profits up about 20 % over last year to £120,000 » indique que les bénéfices de 2007 sont en hausse de 20 % et ont atteint £120,000.

179-C : Les chiffres sont donnés en livre (£) et le groupe a acquis des filiales en France et aux États-Unis. On en déduit que l’entreprise est probablement britannique.

180-B : Les facteurs A, C et D sont mentionnés dans le texte.

181-C : Max Imom obtiendra son diplôme mi-mai et pourra commencer à travailler début juin (I will complete my master’s degree in finance from the University of Wininpay in mid-May and will be available to begin employment in early June).

182-B : L’été dernier, Max Imom a effectué un stage au sein de la banque BNCI : ... my responsibilities as credit analyst intern at BNCI Bank last summer.

183-B : XYZ est le leader européen pour l’activité de conseil concernant les introductions en bourse et les actions (stock market flotation and equity advisory services).

184-D : La personne qui répond à Max Imom n’est pas le directeur du personnel, Luke Atme, qui était destinataire de la lettre, mais Sarah Fleming, une personne qui travaille également dans le service Ressources humaines (Personnel and Development Operations).
185-D : Sarah Fleming explique qu'il n'y a pas de poste disponible actuellement qui pourrait convenir à Max Imom (We are unable to identify a suitable position at the present time) et elle l'encourage à poser à nouveau sa candidature (applying to us again in the future) s'il identifie un poste adéquat dans une annonce de la presse financière ou sur le site de la banque (watch both the financial press and our website for future advertised vacancies).

186-C : Toutes les opérations mentionnées dans les réponses A, B et D sont énoncées dans les trois premières lignes du premier document.

187-B : Ce type de gratification consiste à être surclassé lors d'un prochain vol (frequent flyer upgrade awards allow the user to fly in the next higher class of service than that of the purchased ticket).

188-C : D'après le formulaire qu'il a rempli, Mr Rosworld utilise fréquemment OMEGA AIRLINES, AIR ABRACADABRA et OCEANIA AIRWAYS.

189-D : Mr Rosworld dispose de deux programmes de 90,000 miles chacun. Il pourra donc recevoir la somme de $2,880 ($2,880 for one 180,000 mile or two 90,000 mile frequent flyer award tickets).

190-B : Mr Rosworld dispose de deux certificats de surclassement sur OCEANIA AIRWAYS. Sachant que chacun de ces certificats se négocie à $200, il pourra obtenir $400 : TRAVELBROKER may also offer you $200 per frequent flyer upgrade award.

191-C : Le seul thème qui n'est pas abordé par Bill est celui de la différence qui existe entre les modes de communication des hommes et des femmes (Gender communication differences).

192-C : Le memo de Bill prouve que Jenny Fisher travaille au sein de l'entreprise et qu'elle a les compétences nécessaires pour animer un séminaire sur la communication. Par ailleurs, l'indice qui permet de conclure que Jenny travaille dans le service du Personnel est contenu dans la phrase suivante : People come to me with their personal problems and I'm too close to them. Ces différents indices excluent les réponses A, B et D.

193-D : Jenny ne souhaite pas animer le séminaire car les salariés lui font part de leurs problèmes personnels et elle est trop proche d'eux (I don't think I should run it. People come to me with their personal problems and I'm too close to them).

194-C : L'expression employee benefits recouvre les avantages auxquels ont droit (to be entitled to) les salariés.

195-D : Bill écrit à Jenny le jeudi 10 janvier. Elle lui répond le vendredi 11, indique qu'elle sera absente toute la semaine et propose de le rencontrer la semaine suivante : I'm going to be out of the office for the whole week. How about the week after next ?

196-B : L'entreprise a des représentants dans trois états, y compris l'Illinois où elle est située : across the states of Illinois, Ohio and Indiana.

197-A : À la lecture du § 4 de la lettre de Peter Diehl, on comprend que le délai (lead time) commence à la réception de la commande (receipt of order) et s'achève au moment de l'expédition (the lead time is considered respected if the goods are ready for shipment at the moment of expiry of the lead time period).

198-A : Peter Diehl a suggéré une rencontre (we would be interested in arranging a meeting to discuss your proposal). Par conséquent, si Paul Johnson est intéressé par les
produits de Hans Diehl GmbH, il va probablement programmer un rendez-vous avec son interlocuteur allemand.

199-B : Peter Diehl suggère une livraison FOB et indique ensuite qu’une livraison CIF serait plus onéreuse *(For CIF deliveries we would have to charge an extra 10 % on list price)*.

200-C : Peter Diehl indique que pour une première commande, il préfère le mode de paiement « Paiement contre documents » *(For the first order we would prefer payment « Cash against Documents », for which we would offer a discount of 3 %)*.
NEW TOEIC® : comment optimiser son score analyse chacune des épreuves qui composent le NEW TOEIC® pour aider les candidats à identifier leurs lacunes et à les combler.

Cet ouvrage contient également :
– 17 fiches de vocabulaire spécifique au NEW TOEIC®, classées par thème (Business trips, Office life, Shopping, etc.)
– 30 chapitres, suivis d'exercices corrigés, consacrés aux points de grammaire qu'il faut connaître pour réussir le test.

Les explications inhérentes aux différentes parties du test sont suivies de tests d'entraînement corrigés (l'ouvrage contient plus de 600 questions/réponses).

NEW TOEIC® : comment optimiser son score s'adresse en priorité aux étudiants et aux cadres préparant le NEW TOEIC®, mais il a également été conçu pour permettre à chacun de réactiver ou d'approfondir ses connaissances en anglais des affaires, puisque tous les exercices et les documents présentés sont tirés de la vie professionnelle.

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