

The Telephone

Au téléphone

Compétences à acquérir : laisser un message, prendre un message au téléphone

Dans le test du TOEIC, vous pourrez entendre des conversations et lire des messages téléphoniques ou des articles qui traitent des usages au téléphone. Vous pourrez aussi entendre des conversations téléphoniques et lire des messages dont le but est de prendre ou d'annuler un rendez-vous (**appointment**), et des messages qui demandent des renseignements spécifiques ou qui constituent un rappel (**reminder**) pour une réunion importante. Il se peut que la personne qui appelle souhaite remercier son interlocuteur pour le temps qu'il lui a consacré, ou désire présenter ses excuses pour avoir perturbé (**disturb**) son emploi du temps. Le correspondant peut laisser un message ou proposer de rappeler (**call back**) plus tard.

The telephone is an important part of a businessperson's life. Aside from talking about business matters over the phone, a telephone is useful for making and canceling **appointments**, for **apologizing** for arriving late to the office, or for giving a coworker a **brief reminder** about a meeting. A cell phone makes things easier for a businessperson with a **hectic** schedule. With a cell phone in her pocket, she can be away from the office at any time and still be able to receive urgent phone calls. If she is not **expecting** any important calls, she can let her **voice mail** take messages. This way, callers don't **disturb** her if she is busy with something important. Then she can check her voice mail messages and **call back** at a moment when she is less busy.

Vocabulaire

Apologize (v.) (apologize for + V-ing ou + N) : s'excuser, présenter ses excuses

I apologize for taking so long to return your call.

Je suis désolé d'avoir mis si longtemps avant de te rappeler.

n. apology (pluriel apologies) : excuse(s)

adj. apologetic : d'excuse, qui s'excuse, désolé, contrit

adv. apologetically : pour s'excuser, avec un air contrit, d'une manière contrite

Please accept my apology for missing your phone call.

John was very apologetic when he mentioned the lost message.

He explained the mistake apologetically.

Attention

Le verbe **apologize** s'emploie avec la préposition **for** suivie d'un nom ou d'un gérondif.

I apologize for my child's behavior.

I apologize for disturbing you.

Voir le chapitre 13 pour l'emploi du gérondif après les prépositions.

Appointment (n.) : rendez-vous (professionnel, médical, officiel), entrevue

to make an appointment : prendre rendez-vous

I'm calling to make an appointment with Ms. Whitcomb.

Aware (adj.) (to be aware of something, to be aware that...) :

conscient, conscient de, au courant de

I am aware that he is in a meeting, but I would still like to speak with him.

n. awareness : conscience

adj. unaware (to be unaware of something, to be unaware that...) : ne pas être conscient de, ne pas savoir, ne pas être au courant de, ignorer

We made the appointment with the awareness that we might have to change it.

When I called, I was unaware that Mr. Paul was away on a business trip.

Brief (adj.) : bref, court, concis

Would you like to leave a brief message?

adv. briefly : brièvement, rapidement

We spoke briefly on the phone last week.

Call back (v.) : rappeler

Mr. Kim can't come to the phone right now, so please call back later.

Disturb (v.) : déranger, perturber, troubler

I am sorry to disturb you, but this phone call is very important.

n. disturbance : dérangement, perturbation

adj. disturbing : dérangeant, perturbant, qui bouleverse les plans

Frequent phone calls cause a lot of disturbance to our work day.

The content of the message was disturbing.

Exchange (v.) : échanger, faire un échange

We exchanged telephone numbers.

Expect (v.) (to expect somebody to do, to expect something to happen) : s'attendre à, anticiper, attendre, espérer, compter sur

I expect Shirley to return in the early afternoon.

n. expectation : attente

adj. expectant : qui attend, qui a de l'espoir

adv. expectantly : avec espoir, dans l'expectative

Our expectation is that he will arrive before noon.

She sat, expectant, by the silent phone.

He waited expectantly by the phone, but no one called.

Extension (n.) : poste

n. extension number : numéro de poste

If you'd like to make a call, you can use the extension on my desk.

Hang up (v.) : raccrocher

After I hang up, I'll put the message on her desk.

Hectic (adj.) : chargé, intense

My schedule is full; it will be a hectic day.

Lengthy (adj.) : long, détaillé

She left a very lengthy message about the meeting.

n. length : longueur

adj. lengthily (= at length) : longtemps, en détail

Because of the length of the phone message, I didn't hear the end of it.

They spoke lengthily on the telephone about their plans.

Pressing (adj.) : urgent, pressant

Mr. Garneau called to speak with you about a pressing matter.

Reluctant (adj.) : réticent, peu disposé, peu enthousiaste

He is reluctant to call someone he has never met before.

n. reluctance : réticence, manque d'enthousiasme

adv. reluctantly : à regret, sans enthousiasme, avec réticence, à contrecoeur

Because of my reluctance to disturb them, I waited till morning to make the call.
He came to the phone reluctantly.

Reminder (n.) : rappel

He called to give you a reminder about this afternoon's meeting.

v. remind somebody of / about : rappeler quelque chose à quelqu'un

Please call to remind me about the appointment.

▶ Attention

Le verbe **remind** s'emploie souvent avec la préposition **of** ou **about** après le complément d'objet (voir plus haut). Ces prépositions sont suivies d'un nom ou d'un gérondif.

She reminded me of the time.

She reminded me about meeting them at the airport.

Voir le chapitre 13 pour l'emploi du gérondif après les prépositions.

▶ Attention

Il ne faut pas confondre **remember** et **remind**.

Remember (to remember something, to remember to + V) : se rappeler, se souvenir de quelque chose ; c'est le contraire de forget. C'est le sujet qui fait l'action de lui-même.

I remembered to bring the documents to the meeting.

J'ai pensé à apporter les documents lors de la réunion.

He remembered the telephone number.

Il se souvenait (il s'est souvenu) du numéro de téléphone.

Remind (to remind somebody about something ; to remind somebody to do something) : rappeler quelque chose à quelqu'un, rappeler à quelqu'un de faire quelque chose, signifie help remember.

Le sujet du verbe fait l'action à l'égard de quelqu'un d'autre.

My co-worker reminded me about the meeting.

Mon collègue m'a rappelé la réunion.

I reminded my boss to sign the paper.

J'ai rappelé à mon chef qu'il devait signer le papier.

Expressions courantes

Voice Mail signifie **computerized system for telephone messages** : *messagerie vocale*

Dial signifie **call a number on the telephone** : *composer un numéro*

Dial Tone signifie **sound you hear when you pick up the telephone to make a call** : *la tonalité lorsque vous décrochez*

Busy Signal signifie **sound you hear when the number you are calling is busy (occupied)** : *la tonalité qui indique que la ligne est occupée*

Please hold ou **Please stay on the line** signifie **Please wait** : *veuillez rester en ligne, ne raccrochez pas*

Get through to someone signifie **reach somebody by telephone** : *être mis en communication avec quelqu'un, avoir quelqu'un au bout du fil*

Put someone through to signifie **connect a telephone caller to another person** : *passer quelqu'un à quelqu'un d'autre, mettre en communication*

Différences US/GB

En anglais américain, un **téléphone portable** s'appelle **a cell phone**.

En anglais britannique, un **téléphone portable** s'appelle **a mobile phone** ou, plus simplement, **a mobile**.

Pratiquez votre vocabulaire

Complétez les messages téléphoniques avec les mots de la liste. Vous trouverez les corrigés à la page 308.

call back **appointment** **lengthy** **expects** **hectic**

Mr. Jones called to ask for your help. He has an (1) _____ to meet with a client this afternoon at 3:00. However, his schedule has become (2) _____ and he won't have time for this. He would like to know if you could meet with the client in his place. He says the meeting will not be (3) _____. He (4) _____ it will take no more than 30 minutes. Please (5) _____ by 11:00 to let him know if you can do this.

pressing **brief** **apologize** **remind** **disturb**

Hello, this is Marie calling. I want to (6) _____ for calling you so late last night. I'm so sorry that I had to (7) _____ you at home. I hope you understand that my problem was (8) _____ and that was the only reason I called you so late. Thank you so much for your help. Also, I want to (9) _____ you that I'll meet you at your office after 1:00 this afternoon. It will be a (10) _____ meeting so it won't take up much of your time.

reluctant **aware** **hung up** **exchanged** **extension**

Mr. Petit called at 11:30. He wants to correct a mistake. When you (11) _____ business phone numbers with him yesterday, he gave you the wrong number. The correct number for his office is 435-9852, and his (12) _____ number is 21. He also hopes you are (13) _____ that he very much enjoyed talking with you. The only reason he (14) _____ the phone so soon was that he was (15) _____ to take up too much of your time. He looks forward to talking with you again soon.

Grammaire

Adjectifs et pronoms possessifs

Les adjectifs et les pronoms possessifs expriment un rapport de possession et disent à qui appartient le « possédé ».

This is Susan's cell phone.

cas possessif/génitif

This is her cell phone.

adjectif possessif

Un adjectif possessif est toujours suivi d'un nom. Contrairement au français, il prend le genre et le nombre de la personne qu'il remplace et non du nom du « possédé ».

Susan's cell phone cost a lot of money. She uses her cell phone for work.

Susan's cell phones cost a lot of money. She uses her cell phones at work.

Dans ces deux exemples, **her** fait référence à **Susan**. **Susan** possède peut-être un (1^{er} exemple) ou plusieurs (2^d exemple) téléphones portables. Cela ne change pas l'adjectif possessif parce que **her** se réfère à **Susan**, pas au(x) téléphone(s) portable(s).

Un pronom possessif remplace le nom du possesseur et de l'objet possédé.

This is Susan's cell phone.

possesseur + objet possédé

This is hers.

pronom possessif

Mary and John both own cell phones. Hers is in her pocket and his is on the desk.

Dans cet exemple, **Mary** et **John** sont les possesseurs. **Hers** remplace Marie et son téléphone portable. **His** remplace John et son téléphone portable.

Adjectifs possessifs		Pronoms possessifs	
Singulier	Pluriel	Singulier	Pluriel
my your his (man) her (woman) its (thing)*	our your their	mine yours his (man) hers (woman) its (thing)	ours yours theirs

Pratiquez votre grammaire

Complétez les phrases suivantes avec l'adjectif ou le pronom possessif qui convient. Vous trouverez les corrigés à la page 308.

- Sarah and I share an office assistant ____ assistant takes phone messages and ____ types documents.
- Mr. Sato called and left a message. He said that ____ message was urgent.
- Marie called to give ____ apology for missing the meeting.
- Both Peter and I left phone messages. Peter's message was brief, but ____ was quite lengthy.
- I couldn't understand Celeste's message because ____ voice was so unclear.
- Did you leave your cell phone in my office? This phone is mine, but I think that one is ____.
- I always ask my friends to leave ____ messages on my voicemail because I don't want to bother my assistant with personal calls.
- I gave Suzanne her phone messages but I haven't given Paul ____.

9. George is going to see the doctor tomorrow. ____ appointment is at 10:00 AM.

10. Mr. Clark told me his ideas and Ms. Lee told me ____.

Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 308.

Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

- Mr. Kim was very _____ about disturbing his boss during the meeting.
 - apologies
 - apologize
 - apologetic
 - apologetically
- Jacques is not in the office now but we _____ him to return before 10:00.
 - expect
 - expectant
 - expectantly
 - expectation
- Ms. Chang took my phone messages for me, but *she didn't take _____.
 - her
 - it
 - your
 - yours
- Charlene mentioned the new project in _____ phone message.
 - her
 - my
 - its
 - hers

5. I know Denise is busy but I just need to speak with her _____. I won't take up too much of her time.
- (A) clearly
(B) reluctantly
(C) lengthily
(D) briefly
6. I think we should work in your office because _____ is too noisy.
- (A) your
(B) mine
(C) my
(D) me
7. Ms. Durand called to _____ you that you have an appointment with her this afternoon at 2:00.
- (A) remind
(B) expect
(C) disturb
(D) exchange
8. Mr. Isaacs always closes _____ office door when he is talking on the telephone.
- (A) it
(B) her
(C) his
(D) my
9. He didn't tell me that he changed his phone number so I was not _____ of it.
- (A) awake
(B) aware
(C) unaware
(D) awareness
10. _____ new office is large and bright and we are all very happy with it.
- (A) Hers
(B) We
(C) Our
(D) Ours

Exercice de compréhension

Lisez le message téléphonique suivant et répondez aux questions.

MESSAGE

For: James Morgan

From: Sara Danko

Date: March 10 Time: 1:15

urgent returned your call please call back

Message:

Ms. Danko needs to discuss the annual report with you. Can she have an appointment with you before the end of the week? She is free every morning before 11:00 and most afternoons from 1:00 to 4:00. She is aware that your schedule is hectic this week and apologizes for adding to it, but she feels this is a pressing matter since the Board of Directors will meet next week and the report must be ready before then. Please call her back today. She will be in her office until 5:30, or you can call her at home after 6:00. The number there is 439-0674.

- Why did Ms. Danko call Mr. Morgan?
 - To tell him about the Board of Directors meeting.
 - To ask him for a copy of the annual report.
 - To ask for an appointment with him.
 - To give him her home telephone number.
- What time will she leave her office today?
 - Between 1:00 and 4:00
 - At 5:30
 - After 6:00
 - Before 11:00
- The word *hectic* is closest in meaning to
 - very busy
 - empty
 - completed
 - late
- The word *pressing* is closest in meaning to
 - smart
 - fine
 - interesting
 - urgent