

Chapitre 3

Correspondence: Emails, Memos, Letters Correspondance : courriels, mémos, lettres

Compétence à acquérir : comprendre les échanges de correspondance à caractère professionnel

Dans le test du TOEIC, vous pourrez avoir affaire à de la correspondance commerciale : des lettres, des courriels ou des mémos portant sur un grand nombre de sujets. Par exemple, on vous donnera peut-être une lettre écrite par un professionnel à un collègue (**colleague**) pour proposer (**propose**) une idée ou pour le remercier pour sa contribution (**acknowledge somebody's help**). L'expéditeur d'une lettre peut y joindre (**enclose**) des documents, par exemple un CV ou un article de journal. Vous pouvez aussi être confronté à un courriel adressé à un collègue et lui demandant un retour (**feedback**) sur l'ébauche (**draft**) d'un rapport qu'il est en train de rédiger. Un courriel peut aussi inclure des pièces jointes (**attachments**). Vous aurez peut-être aussi l'occasion de lire des mémos adressés aux membres du personnel (**staff**) et portant sur des situations professionnelles variées.

E-mail is a fast form of business communication. An e-mail makes it easy to share documents in a **timely** manner by **attaching** the document to the e-mail. A letter is more formal. A businessperson might write a letter to a **colleague** to **propose** a plan or to **introduce** an idea. People may **enclose** supporting documents with the letter. Often they make a **draft** before sending the final letter. Memos can be either formal or informal. A memo might be sent to the **staff** to **acknowledge** an event or to ask for **feedback** on a new **proposal**.

Vocabulaire

Acknowledge (v.) (to acknowledge something) : reconnaître, se montrer reconnaissant de, remercier pour

I am writing to acknowledge your contribution to our most recent project.
Je vous écris pour vous remercier pour votre contribution à notre dernier projet.

n. acknowledgement : remerciement, reconnaissance
We sent him a letter of acknowledgement.

Allow (v.) (to allow somebody to + V) : permettre, autoriser, laisser

Your boss may allow you to take a day off next week.
Votre chef vous autorisera peut-être à prendre une journée de congé la semaine prochaine.

adj. allowable : permis, autorisé, légitime

According to the memo, it is allowable to use the company car for business trips only.

Attach (v.) : joindre, ajouter, attacher

Don't forget to attach the document when you send the email.

n. attachment : pièce jointe (à un courriel)

The attachment has all the information you will need.

Chance (n.) : occasion

I hope you get a chance to read this email before the meeting.

||||► Faux amis

Chance (en anglais) signifie *hasard, possibilité* ou *occasion* en français.
Chance (en français) se dit **luck** en anglais.

Colleague (n.) : collègue

She wrote a letter to her colleagues in Japan.

Delete (v.) : supprimer ; rayer, barrer

I delete all my emails as soon as I read them.

n. deletion : rature

He made so many deletions on the report that it was difficult to understand.

Draft (n.) : brouillon, premier jet, ébauche, avant-projet

Please read this draft and tell me where I can make changes.

v. draft : rédiger, écrire ; élaborer, rédiger un projet, faire une ébauche

Peter drafted a plan and asked his boss to approve it.

Homonymes

Le mot **draft** a plusieurs significations :

1. (n.) first version of a document : *premier jet, ébauche, avant-projet*
2. (v.) draw up, write, write the first version of a document : *rédiger, élaborer*
3. (n.) current of cold air (American English) : *courant d'air*
4. (v.) call someone to do military service : *incorporer, appeler sous les drapeaux*

Enclose (v.) : *joindre, ajouter*

Please enclose a resume with your letter.

n. enclosure : *pièce jointe* (à une lettre ou à un courriel)

The enclosures include a CV (*curriculum vitae*) and a copy of her diploma.

Feedback (n.) : *retour, commentaires, réaction, feedback*

I am writing to ask for your feedback on my plans for the project.

Introduce (v.) (to introduce somebody to) : *présenter*

I would like to introduce my colleague to you.

n. introduction : *présentation*

He made the introductions of the new staff members during the meeting.

Leave out (v.) : *oublier, omettre*

Don't leave out any important information when you write the letter.

Proposal (n.) : *proposition, suggestion*

Please read my proposal and let me know your opinion.

v. propose : *proposer, suggérer*

I have several ideas to propose.

Faux amis

Le verbe **propose (to propose to)** peut avoir aussi le sens de *demander en mariage*. Le mot *proposition* existe aussi en anglais, mais il a souvent le sens de proposition malhonnête, sexuelle.

Recall (v.) : *se rappeler, se souvenir de*

Do you recall meeting me in Los Angeles last year?

Staff (n.) : *personnel*

This memo is for the entire office staff.

Timely (adj.) : *à propos, opportun, qui arrive au bon moment, qui tombe à pic*

Your letter asking for a job is timely as we are looking for a new office assistant.

n. timeliness : *opportunité, à-propos, le fait d'arriver au bon moment*

Because of the timeliness of the letter, we were able to hire someone right away.

Pratiquez votre vocabulaire

Choisissez le mot qui convient pour compléter les passages suivants. Vous trouverez les corrigés à la page 309.

enclosed **chance** **proposal** **colleagues** **introduce**

Dear Ms. Peters,

Are you trying to improve your company's sales? Then let me (1) _____ myself to you. I am Amanda Babel and I specialize in marketing for small businesses like yours. I have helped many small businesses in your city make more money, and I know I can do the same for you. I have (2) _____ a document which shows my plan to improve your company's sales. Please read my (3) _____ carefully. After you have had the (4) _____ to think about the ideas I present, contact me and we can begin to put the plan into action.

Many of your business (5) _____ have used my marketing services and seen their sales improve in ways they never thought possible. You have nothing to lose and everything to gain. I hope to hear from you soon.

Amanda Babel

attached **timely** **draft** **feedback** **delete**

From: scummings@slomoinc.com

Date: Tuesday, April 10

To: prichards@slomoinc.com

Subject: Project report

Attachment: draft

Paul,

I finished the first (6) _____ of the project report, and I have (7) _____ it to this email. Please read it, let me know what you think, and tell me what changes you suggest. If you think it is too long, let me know which parts I could (8) _____. I would like to get your (9) _____ before I make the final copy, so it would be helpful if you could read it this morning and send me a (10) _____ response. I need to give it to my boss tomorrow. Thank you for your help.

Shirley



leave out recall acknowledge staff allow

Memo

To: All Office Staff
 From: Stephen Fields
 Re: Thanks

This is to (11) _____ the extra help several (12) _____ members gave on the Chicago project last month. Without their help, it would have been difficult to complete the work on time. I thank Mr. Robertson, Ms. Wilson, Ms. Chartrand, and Mr. Brown for their special assistance with this project. I hope I didn't (13) _____ any names, but please let me know if I did. As everyone may (14) _____, these people were at the office every weekend last month working on this project. To thank them for their efforts, we will (15) _____ them to have some extra time off this month.

Grammaire

Les pronoms réfléchis

Les pronoms réfléchis se terminent par **-self** ou **-selves**.

myself	ourselves
yourself	yourselves
himself, herself, itself	themselves

On utilise les pronoms réfléchis lorsque le sujet et le complément d'objet d'une phrase font référence à la même personne ou à la même chose.

John introduced himself to Mr. Kim by letter.

sujet + c. d'objet

I blame myself for losing the letter that you sent me.

sujet + c. d'objet

We prepared ourselves for the meeting by reading the memo.

sujet + c. d'objet

On peut utiliser les pronoms réfléchis pour mettre en valeur, pour insister sur le pronom sujet.

The director is a busy man, but he answers all his email himself.

On peut utiliser les pronoms réfléchis avec **by**. Cette expression signifie *tout seul, par lui-même, sans aide extérieure*.

Sarah wrote all the letters by herself. No one in the office helped her.

Sarah a écrit toutes les lettres elle-même. Personne dans le bureau ne l'a aidée.

Robert planned the proposal by himself.

Robert a élaboré cette proposition tout seul.

Pratiquez votre grammaire

Complétez les phrases suivantes avec le pronom réfléchi qui convient. Vous trouverez les corrigés à la page 309.

1. Marie gave _____ extra time to finish writing the proposal.
2. They felt very pleased with _____ after getting such good feedback on their work.
3. The email _____ didn't contain much information, but the attachments explained everything.
4. John wrote the first draft by _____, but Pauline helped him rewrite it.
5. I didn't get a chance to read the memo _____, but my assistant told me about it.
6. I would like you to read the attached document _____ and then give me your feedback.
7. We wrote a letter to Mr. Perkins to tell him how much we enjoyed _____ during our visit.
8. Martha should write that memo to the staff _____. No one else should do it.

Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 309.

Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

1. We _____ wrote that memo about the new proposal.
 (A) us
 (B) it
 (C) ours
 (D) ourselves

2. Don't forget to _____ your CV when you write a letter asking for a job.
(A) allow
(B) introduce
(C) enclose
(D) acknowledge
3. Henry blamed _____ for forgetting to attach the document to his email.
(A) itself
(B) himself
(C) themselves
(D) myself
4. In the email she sent last week, she _____ several new ideas for the company.
(A) proposes
(B) proposed
(C) proposal
(D) proposals
5. She mentioned an _____ in her letter, but I didn't find anything in the envelope.
(A) enclose
(B) enclosed
(C) enclosing
(D) enclosure
6. I didn't send her the letter because I couldn't _____ her address.
(A) recall
(B) propose
(C) attach
(D) delete
7. Samantha allowed _____ to rewrite the letter several times before she mailed it.
(A) ourselves
(B) yourself
(C) herself
(D) itself

8. Samuel should be acknowledged because he finished the project all by _____.
(A) he
(B) his
(C) him
(D) himself
9. The directors _____ gave me feedback on my proposal.
(A) themselves
(B) himself
(C) herself
(D) myself
10. Roger wrote several _____ of the report before it was good enough to submit to his boss.
(A) drafts
(B) chances
(C) deletions
(D) colleagues

Exercice de compréhension

Lisez la lettre suivante, puis répondez aux questions.

Dear Ms. Silva,

I don't know whether you recall meeting me at the convention in Paris last August. I introduced myself to you at dinner on the first evening, and we had a very interesting talk about computers. At the time we met, I had a good job at a company here in Lisbon. The work itself was very interesting, and the job allowed me the chance to travel often. However, the company has had many problems, and it closed down last month. Therefore, I am now looking for a new job. Is there any need for computer technicians at your company? I have a good deal of experience in this area. I have worked at my present job for ten years, and before that, I was a computer technician for a company in Madrid for five years. In addition to my computer skills, I speak Portuguese, Spanish, and French. I am enclosing my CV so that you can see my complete job history. I would be happy to meet with you at your office in Seville to tell you about what I can do for your company. Please think it over. I look forward to hearing from you.

Sincerely,

Jaime Mendoza

1. Why did Mr. Mendoza write this letter to Ms. Silva?
 - (A) To ask her for a job
 - (B) To recall their meeting
 - (C) To invite her to a convention
 - (D) To tell her about his job history
2. Where did Mr. Mendoza work most recently?
 - (A) Paris
 - (B) Lisbon
 - (C) Madrid
 - (D) Seville
3. The word *chance* is closest in meaning to
 - (A) time
 - (B) work
 - (C) luck
 - (D) opportunity
4. The word *enclosing* is closest in meaning to
 - (A) finishing
 - (B) writing
 - (C) adding
 - (D) using