

## Chapitre 12

### Instructions

#### Les ordres et les instructions

#### Compétence à acquérir : comprendre les explications et instructions données dans le cadre professionnel pour effectuer des tâches courantes

Dans le test du TOEIC, il vous arrivera peut-être d'entendre des conversations et de lire des passages traitant de tâches courantes dans le cadre du travail. Par exemple, un nouvel employé est formé (dans ce contexte : **coach**) par un collègue ; un responsable donne des instructions pour expliquer à quelle date une tâche spécifique (**assignment**) doit être terminée ou donne un avis (dans ce contexte : **input**) sur un travail effectué. Vous aurez aussi éventuellement à lire ou à entendre des consignes (**guidelines**) pour toute une gamme de procédures à suivre au bureau.

When you start a new job, it is a good idea to take some time to **familiarize** yourself with your new workplace and colleagues. Your supervisor will explain work **guidelines** to you and may have a coworker **coach** you during your first **assignment**, especially if it is a **complicated** one. Follow instructions as well as you can, but don't be afraid to ask questions if you are unsure about something. Nobody expects you to understand your job perfectly right away, and probably you can **count on** your supervisor and coworkers to help you at the beginning. On the other hand, you also need to show your **willingness** to **tackle** even the most difficult assignments. Your first days on the job are the time to make a good impression. Show your supervisor from the beginning that you are a **productive** worker.

## Vocabulaire

**Assignment (n.)** : tâche, mission, travail

This assignment is due on Tuesday.

Ce travail doit être terminé mardi.

**v. assign** : attribuer, assigner, donner (un travail)

Our supervisor assigns us new work every Monday.

**Coach (v.)** : former, mettre au courant, préparer, entraîner

Sharon will coach you about your duties.

**n. coach** : formateur (dans ce contexte)

Mr. Lee is a very patient coach.

**Complicated (adj.)** : compliqué, difficile

It is not a complicated task and you will learn to do it quickly.

**n. complication** : complication

**v. complicate** : compliquer

Please let your supervisor know if there are any complications.

It will complicate work for everyone if you take the day off.

**Count on (v.)** : compter sur

You can count on your colleagues to help you with a difficult assignment.

▣▣▣▣► Synonymes

Les mots suivants ont la même signification :

**count on, rely on** : compter sur

**Expense (n.)** : dépense, frais, charge

The company will pay all the expenses of your trip.

**adj. expensive** : coûteux, cher

**adv. expensively** : à grands frais, de façon coûteuse

The training will not be very expensive.

It is not a good idea to travel expensively.

**Familiarize (v.)** : (se) familiariser, (s')habituer

I familiarized myself with the names and faces of all my coworkers during my first day at my new job.

**n. familiarity** : familiarité, caractère habituel, connaissance (d'un sujet)

**adj. familiar** : familier, habituel, bien connu

They asked James to coach the new employee because of his familiarity with the work.

You will soon become familiar with your job tasks.



**File (n.)** : *dossier, chemise, classeur, fichier*

Please keep your documents in this file.

**v. file** : *classer, ranger*

You can file that information on your computer.

Homonymes

Le mot **file** a plusieurs significations :

1. (n.) record or place to keep records : *classeur, chemise, dossier*
2. (v.) store records : *classer, ranger*
3. (n.) line or row : *file, file indienne*
4. (n.) metal tool for smoothing surfaces : *lime*

**Guidelines (n.)** : *ligne de conduite, instruction, conseil, consigne*

Please follow the guidelines that are in the employee's manual.

**Input (n.)** : *commentaires, retour, avis* (dans ce contexte)

You can ask any of your colleagues for their input on your work.

**Obvious (adj.)** : *évident, visible, clair, manifeste*

If it is obvious that you need help, someone will give it to you.

**adv. obviously** : *de toute évidence, clairement, manifestement*

George is obviously the best person for this job.

**Overview (n.)** : *vue d'ensemble, tableau complet, panorama*

Sylvia's supervisor gave her an overview of her new job tasks.

**Productive (adj.)** : *productif, rentable, fructueux*

We expect this department to be more productive than it was last year.

**n. productivity** : *productivité*

**adv. productively** : *de manière rentable, productive, efficacement*

They closed down that department because of low productivity.

If you work productively all day, you will soon finish the assignment.

**Reimburse (v.)** : *rembourser*

The company will reimburse you for your plane ticket.

**n. reimbursement** : *remboursement, compensation*

**adv. reimbursable** : *remboursable*

You will receive reimbursement before the end of the month.

All your trip expenses are reimbursable.

**Tackle (v.)** : *prendre en main, s'attaquer à, traiter, s'occuper de*

This one is a difficult assignment, so tackle it first.

**Willingness (n.)** : *bonne volonté, empressement, fait d'être d'accord, d'accepter*

We are grateful for your willingness to tackle this difficult assignment.

**adj. willing** : *disposé à* ; **adj. to be willing to + V** : *être d'accord pour, être prêt à*

**adj. unwilling** : *non disposé à, pas prêt à*

**adv. willingly** : *avec bonne volonté, avec empressement, volontiers, de bon cœur*

If you are willing to work hard, you will probably get a pay raise soon.

If you are unwilling to do the assignment, you need to speak with your supervisor. George always takes on extra work willingly.

Expression courante

**On the job** signifie **at a particular job position** (*dans cet emploi*) ou **while working** (*pendant le travail*).

Pauline learned a lot during her first month on the job.

*Pauline a beaucoup appris pendant son premier mois dans cet emploi.*

I never eat on the job.

*Je ne mange jamais pendant le travail.*

## Pratiquez votre vocabulaire

Complétez les passages suivants avec les mots de la liste qui conviennent. Vous trouverez les corrigés à la page 320.

expenses familiarize reimbursement guidelines assignment

If your (1) \_\_\_\_\_ requires you to travel, the company will pay you for the (2) \_\_\_\_\_ of your trip. To get (3) \_\_\_\_\_, keep all receipts for tickets, meals, and hotels. Submit them to the office manager within one week of returning from your trip. If you have any questions about this, please see the (4) \_\_\_\_\_ for business travel on page 10 of the employee manual. (5) \_\_\_\_\_ yourself with them before you travel.

willing      complicated      coach      count on      input

Your supervisor will have a coworker (6) \_\_\_\_\_ you about your duties during your first month on the job. You will not be given any (7) \_\_\_\_\_ tasks to do during this first month. However, if you are unsure about anything concerning your work, you can ask your supervisor for (8) \_\_\_\_\_. You can also (9) \_\_\_\_\_ your coworkers to explain anything you don't understand. Anyone in your department will be (10) \_\_\_\_\_ to help you. At the end of the month, your work will be reviewed. At this time, you may move from a temporary to a permanent position.

obvious      productivity      files      overview      tackle

Most assignments have limits on the amount of time allowed to complete them. If it becomes (11) \_\_\_\_\_ to you that you won't finish an assignment before the deadline, let your supervisor know as soon as possible. Give her an (12) \_\_\_\_\_ of which parts of the assignment you have completed and which parts you still need to work on, and let her know how much more time you need. If your supervisor allows you more time, you will still have to (13) \_\_\_\_\_ your work with all your effort in order to complete it by the new deadline. Supervisors are concerned with the (14) \_\_\_\_\_ of their workers, so it is very important to meet your deadlines. When you have finished writing an assignment, make a copy for your (15) \_\_\_\_\_ before sending it to your supervisor.

## Grammaire

### Les verbes de causalité – Faire faire, laisser faire, autoriser à, permettre de, obliger à

On utilise les verbes de causalité pour exprimer le fait que le sujet agit sur le complément ou obtient un résultat de ce dernier.

#### Traduction de faire faire, obliger à faire, laisser faire

Les verbes **let**, **make** et **have** expriment cette notion. Ils sont suivis de la base verbale.

My supervisor let me take a day off.

verbe de causalité + c. d'objet + base verbale

*Mon chef m'a laissé prendre un jour de congé.*

The company made us pay the expenses ourselves.

verbe de causalité + c. d'objet + base verbale

*L'entreprise nous a fait (nous a obligés à) payer les frais nous-mêmes.*

I had someone make the copies for me.

verbe de causalité + c. d'objet + base verbale

*J'ai fait faire les photocopies à quelqu'un d'autre.*

#### Traduction de autoriser à, permettre de, obliger à, etc.

Certains autres verbes de causalité comme **get**, **allow**, **permit**, **force**, **re-quire**, **cause** sont suivis d'un infinitif.

The guidelines allow us to take three weeks vacation a year.

verbe de causalité + c. d'objet + infinitif

*Les consignes officielles nous autorisent à prendre trois semaines de congé par an.*

My boss required me to work extra hours.

verbe de causalité + c. d'objet + infinitif

*Mon chef m'a demandé de faire plus d'heures.*

### Pratiquez votre grammaire

Complétez les phrases suivantes avec le verbe donné à la forme correcte. Vous trouverez les corrigés à la page 320.

1. Your boss might have you \_\_\_\_\_ a new employee.  
(coach)
2. The situation forced him \_\_\_\_\_ for a new job.  
(look)
3. The office manager requires everyone \_\_\_\_\_ their orders on Friday.  
(submit)
4. Your supervisor will let you \_\_\_\_\_ more time off.  
(take)
5. Her boss made her \_\_\_\_\_ the assignment.  
(redo)
6. My supervisor always has me \_\_\_\_\_ her documents for her.  
(file)
7. The company allows us \_\_\_\_\_ for reimbursement for travel expenses.  
(ask)

8. His boss got him \_\_\_\_\_ a difficult assignment.  
(do)

## Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 320.

### Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

1. According to the company guidelines, your boss cannot require you \_\_\_\_\_ on weekends if you don't want to.  
(A) work  
(B) to work  
(C) working  
(D) works
2. He was unwilling to tackle the assignment, but they made him \_\_\_\_\_ it.  
(A) do  
(B) did  
(C) to do  
(D) doing
3. If you are \_\_\_\_\_ to take on more work, you can earn some extra money.  
(A) willingness  
(B) unwilling  
(C) willingly  
(D) willing
4. If there are any \_\_\_\_\_ with your assignment, let your supervisor know immediately.  
(A) complicate  
(B) complicates  
(C) complications  
(D) complicated
5. Every morning your supervisor will \_\_\_\_\_ you your jobs for the day, and you must complete them before five o'clock.  
(A) assign  
(B) file  
(C) force  
(D) complicate
6. If you work extra hours one week, your boss will let you \_\_\_\_\_ time off the following week.  
(A) will have  
(B) having  
(C) to have  
(D) have
7. Your plane ticket, hotel, and meals are \_\_\_\_\_, but your entertainment costs are not.  
(A) reimburse  
(B) reimbursing  
(C) reimbursable  
(D) reimbursement
8. We can finish this work by the deadline if we get someone \_\_\_\_\_ us.  
(A) help  
(B) helps  
(C) to help  
(D) helping
9. You should have a coworker \_\_\_\_\_ you input on your work before you submit it to your boss.  
(A) give  
(B) gave  
(C) to give  
(D) giving
10. There is always someone in the office willing to \_\_\_\_\_ a new employee who needs help with his assignments.  
(A) familiar  
(B) coach  
(C) tackle  
(D) reimburse

## Exercice de compréhension

Lisez les consignes ci-dessous, puis répondez aux questions.

When you have finished writing a report, submit it to your supervisor. You are required to submit three copies. You can have a member of the support staff make the copies for you if you are too busy. Make a fourth copy to keep for your own files. If you need extra time to finish an assignment, let your supervisor know. She may give you extra time, or she may get a coworker to help you finish it by the deadline. If you frequently have trouble meeting deadlines, your supervisor will discuss the problem with you and give you input on your work methods. She may also have a coworker coach you.

1. How many copies of a report should be made?
  - (A) One
  - (B) Two
  - (C) Three
  - (D) Four
2. If the employee can't meet a deadline, what should he do?
  - (A) Ask a coworker for help
  - (B) Tell his supervisor
  - (C) Submit the report late
  - (D) Request a coach
3. The word *assignment* is closest in meaning to
  - (A) appointment
  - (B) reading
  - (C) job
  - (D) copy
4. The word *coach* is closest in meaning to
  - (A) teach
  - (B) ask
  - (C) work
  - (D) remove