

Chapitre 15

Airline Travel Les voyages en avion

Compétence à acquérir : être capable de faire et de changer des réservations de billets d'avion

Dans le test du TOEIC, il vous arrivera peut-être d'entendre des conversations portant sur des changements de réservations de billets d'avion et vous aurez éventuellement à lire des indications ou des conseils pour préparer vos voyages. Il existe différentes manières de préparer un voyage. Certaines personnes font appel aux services d'une agence de voyage pour organiser ou changer leurs réservations, d'autres préfèrent aller sur Internet pour trouver les meilleures offres (dans ce contexte : **deals**) possibles. Que vous choisissiez l'une ou l'autre solution, vous devrez vous renseigner sur les différents vols possibles (dans ce contexte : **available**) avant de pouvoir effectuer ou changer vos réservations. Si vous êtes obligé de replanifier / de changer vos horaires (**reschedule**), la compagnie aérienne (**airline**) vous fera peut-être payer des frais (**fee**) pour changer vos billets (**tickets**). Si votre voyage a pour but (**purpose**) le plaisir plutôt que les affaires, vous aurez peut-être plus de souplesse (**flexibility**).

The Internet is the easiest, fastest, and most **accurate** way to **arrange** your travel plans and to **ensure** yourself that you have the best **deal available**. **Airline** web sites will explain what **fees** an airline might add to your **ticket** for checked **luggage** or changes to a reservation. If you need **flexibility** in your travel plans, you will pay more. Some airlines will collect a fee to let you **board** first or to have an aisle seat. If you need to **reschedule** or **call off** your trip, the Internet is again the easiest way to make these changes.

Vocabulaire

Abroad (adv.) : à l'étranger

I frequently travel abroad for business.

Accurate (adj.) : correct, juste, exact, précis, fidèle

The flight information on the website was not completely accurate.

n. accuracy : exactitude, précision, justesse, fidélité

adj. inaccurate : incorrect, imprécis, faux

adv. accurately : avec précision, exactement, fidèlement

You can depend on the accuracy of the information the travel agent gives you.

If the information is inaccurate, you might miss your flight.

If I read the schedule accurately, the earliest flight leaves at 6:00 AM.

Aisle (n.) : allée centrale (dans ce contexte)

When the flight attendants are serving meals and drinks, there is usually no room to walk down the aisle.

Arrange (v.) : préparer, organiser

I usually have a travel agent arrange my trips for me.

n. arrangement : préparatifs, organisation

James makes all his travel arrangements himself.

Available (adj.) : libre, disponible

There are no more seats available on that flight.

n. availability : disponibilité

I will have to check the availability of seats on that flight.

Board (v.) : monter à bord, monter dans, embarquer, s'embarquer

Please get ready to board the plane.

adj. boarding : d'embarquement

Be ready to show your boarding pass at the gate.

Homonymes

Le mot **board** a plusieurs significations. En voici quelques-unes :

1. (v.) get on a plane, train, boat, or bus : *embarquer, monter dans*

2. (n.) long, flat piece of wood : *planche*

3. (n.) group of people in charge of a company or organization : *comité, conseil, conseil d'administration*

Call off (v.) : *annuler*

I would like to change my flight reservation because we called off the meeting.

Deal (n.) : *affaire, prix, transaction, marché*

You can find some good deals on plane tickets on the Internet.

Ensure (v.) ; to ensure that : *s'assurer que, être sûr que*

In order to ensure that you get a seat on that flight, you have to make a reservation ahead of time.

Pour être sûr d'avoir une place sur ce vol, il faut réserver à l'avance.

Fee (n.) : *frais, commission*

Sometimes you have to pay a fee to change your flight reservations.

Journey (n.) : *voyage* (le voyage proprement dit, le fait de se déplacer de A à B), *trajet, parcours*

A journey by plane is fast and comfortable.

Luggage (n. sing.) : *les bagages*

If you have only a small piece of luggage, you can carry it on the plane with you.

Party (n.) : *groupe*

If you are traveling with a large party, you may not all be able to get seats on the same flight.

Purpose (n.) : *but*

The purpose of the trip is to attend a conference.

adj. purposeful : *déterminé, résolu, réfléchi, spécifique*

adv. purposefully : *délibérément, résolument, dans un but précis*

Through purposeful Internet research, I found some great deals on plane tickets.

En faisant des recherches précises/spécifiques sur Internet, j'ai trouvé des billets d'avion à prix très intéressants.

I purposefully changed my reservations in order to have some extra time for sightseeing.

J'ai changé délibérément...

Reschedule (v.) : *changer ses plans, les horaires, le programme ; replanifier*

The conference went longer than planned so I had to reschedule my flight home.

n. schedule : *horaire, emploi du temps, programme, plan, calendrier*

v. schedule : *planifier, organiser, prévoir, établir le programme, prévoir le planning*

adj. scheduled : *prévu*

After looking at the airline schedule, I found a more convenient flight.

The airline has scheduled two flights a day to that city.

All scheduled flights were delayed because of the bad weather.

Smoothly (adv.) : *sans difficulté, sans incident, facilement, comme prévu*

I had no problem changing my plane ticket; the whole process went smoothly.

n. smoothness : *facilité, harmonie, calme*

v. smooth : *faciliter*

adj. smooth : *facile* (dans ce contexte), *sans heurts, harmonieux, calme*

I was pleasantly surprised by the smoothness of the process.

The ticket agent was able to smooth the process and got me my plane tickets right away.

It was a smooth process to change my flight reservations.

Pratiquez votre vocabulaire

Choisissez le mot qui convient pour compléter les phrases suivantes. Vous trouverez les corrigés à la page 324.

abroad reschedule luggage board available

Sometimes you have to change your travel plans. If you need to leave earlier or later than you originally planned, you will have to (1) _____. Check on the Internet to find out which flights have seats (2) _____. If you can be flexible about the day or time of travel, you will have a better chance of finding a seat at a good price. If, on the other hand, you have to travel at a certain time, you might not find what you need or you might have to pay more. When checking the flight schedules, remember that you have to be at the airport at least an hour ahead of time. If you are traveling (3) _____, you might have to be there two hours before your flight leaves. This gives you time to check your (4) _____ and go through security before you (5) _____ the plane.

smoothly deal accurate purpose aisle

If you would rather have assistance with changing your travel plans, you can use the services of a travel agent. A travel agent has the most recent and (6) _____ information about flight schedules. The agent may also be able to help you find a good (7) _____ even at the last minute so that you don't end up paying more. Some people prefer using a travel agent because then they know the whole process will go (8) _____, without any problems. Whether the (9) _____ of your trip is business or pleasure, a travel agent can help you with your plans, including the extras. For example, the agent can tell you the best way to get to the airport if you are in a strange city. And he or she can find the most comfortable seat on the plane for you, whether you prefer to sit on the (10) _____ or next to a window.

call off fee party ensure arranging

If you decide to (11) _____ your trip, you can ask the airline for your money back. This might be more complicated if you are traveling with a (12) _____ of people rather than alone. Either way, you may have to pay a (13) _____ to cancel your tickets. It is a good idea to ask the airline or travel agent about this when you are (14) _____ your trip. Then you can (15) _____ that you won't pay any extra money. If, on the other hand, there are travel delays caused by the airline, then the airline may not charge you for changing your tickets. If they do, you can demand your money back since the airline should take responsibility in such cases.

Grammaire

L'expression de la nécessité et de l'obligation

Should, must, have to et ought to expriment la nécessité et l'obligation.

Should et **must** sont des modaux. Ils sont suivis d'une base verbale. Ils servent d'auxiliaires pour les formes interrogatives et négatives. On n'emploie donc pas l'auxiliaire **do**. Notez bien les différentes possibilités de traduction. Attention, **must, should** et **ought to** se conjuguent de manière personnelle (c'est le sujet qui fait l'action), alors que la traduction française est souvent impersonnelle (*il faut que, il faudrait, il est obligatoire, il est nécessaire, on*) ou pronominale (*se + inf.*).

On utilise **should** pour donner des conseils ou faire des recommandations. Cela signifie **this is a good idea**. (*tu devrais, il devrait..., ce serait bien...*).

Must est plus fort que **should**. Il exprime **la nécessité, le devoir, l'obligation**. On l'utilise souvent dans les règlements, les conditions requises, etc.

You should arrive at the airport an hour before departure time.

Tu devrais / Il faudrait que tu arrives à l'aéroport une heure avant le départ.

You shouldn't be late.

Tu ne devrais pas / Il ne faudrait pas que tu sois en retard.

Should I show my boarding pass at the gate?

Tu penses que je devrais montrer ma carte d'embarquement à la porte d'accès ?

You must have a boarding pass to get on the plane.

Il faut / Il vous faut une carte d'embarquement pour monter à bord.

Une carte d'embarquement est nécessaire / requise / obligatoire pour monter à bord.

You mustn't smoke anywhere in the airport.

Vous ne devez pas fumer dans l'aéroport. / Il est interdit de fumer partout dans l'aéroport. / On ne doit pas fumer dans l'aéroport.

Must we buy our tickets ahead of time?

Est-ce qu'il est nécessaire / obligatoire d'acheter les billets à l'avance ?

Have to et ought to sont suivis d'une base verbale. **Have to** n'est pas un modal. Les phrases interrogatives et négatives se forment avec **do**. **Ought to** s'emploie surtout dans les phrases affirmatives.

You have to have a boarding pass to get on the plane.

Tu as besoin d'une carte d'embarquement pour monter à bord.

You don't have to use a travel agent to make your reservations.

Tu n'es pas obligé d'utiliser les services d'une agence de voyages pour tes réservations.

Do we have to buy our tickets ahead of time?

Est-ce qu'il faut acheter les billets à l'avance ?

You ought to ask the travel agent about any extra fees.

Tu devrais demander à l'agence de voyages s'il y a des frais supplémentaires.

Ought to a le même sens que **should**.

Have to a un sens presque équivalent à **must** dans les phrases affirmatives. Dans les phrases négatives cependant, il exprime l'idée contraire : **Mustn't** exprime une interdiction, **don't have to** exprime l'absence d'obligation.

You mustn't eat that cake. It will make you sick. (= You aren't allowed to eat the cake.)

Il ne faut pas que tu manges ce gâteau. Tu ne dois pas manger ce gâteau. Cela va te rendre malade.

Autres traductions possibles : *C'est interdit, il ne faut absolument pas.*

You don't have to eat that cake if you don't like it. (= It isn't required to eat the cake. It's your choice.)

Tu n'es pas obligé de / Ne te sens pas obligé de manger ce gâteau s'il n'est pas à ton goût.

Autres traductions possibles : *Il n'est pas obligatoire, il n'est pas nécessaire, ce n'est pas obligé.*

Pratiquez votre grammaire

Cochez la signification appropriée pour chacune des phrases. Vous trouverez les corrigés à la page 324.

	A	B	C	D
	It's a good idea.	It's not a good idea.	It's required.	It isn't required.
1. You don't have to change your reservations on the Internet.				
2. He should reschedule his flight as soon as possible.				
3. You must get your boarding pass first.				
4. We ought to ask for an aisle seat.				
5. You should look on the Internet if you want to get a good deal.				
6. The airline shouldn't charge a fee to change a reservation.				
7. I have to travel abroad next month.				

Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 324.

Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

- We had difficulty making travel arrangements because we were traveling with a large _____ of people.
 - partied
 - parties
 - party
 - part
- My ticket cost very little because I found a great _____ on the Internet.
 - deal
 - aisle
 - party
 - schedule
- I need to change my reservation right away because I must _____ in London for a meeting tomorrow.
 - be
 - to be
 - not be
 - being
- He should _____ a travel agent for assistance with planning his trip abroad.
 - will ask
 - to ask
 - asks
 - ask
- I didn't encounter any problems when changing my ticket, and the whole process went _____.
 - purposefully
 - flexibly
 - smoothly
 - ideally

6. I missed my flight because the schedule information I had was _____.
- (A) inaccurate
 - (B) accurately
 - (C) accuracy
 - (D) accurate
7. In the end, we didn't have _____ our flight but made the trip as we originally planned.
- (A) reschedule
 - (B) rescheduled
 - (C) to reschedule
 - (D) rescheduling
8. You can _____ that you won't lose your luggage if you label it clearly with your name and address.
- (A) call off
 - (B) ensure
 - (C) schedule
 - (D) demand
9. The travel agent will need to check the _____ of flights on that date before changing the reservation.
- (A) avail
 - (B) available
 - (C) availing
 - (D) availability
10. She ought to _____ her company to pay for a first class ticket.
- (A) asks
 - (B) ask
 - (C) asked
 - (D) asking

Exercice de compréhension

Lisez le passage suivant, puis répondez aux questions.

Although it is easy to arrange your own travel plans on the Internet, using the assistance of a travel agency has many advantages. In the first place, information on the Internet can sometimes be inaccurate, but a travel agent will always give you correct information about prices and schedules. If you have to change your flight reservations, a travel agent can help you avoid problems and ensure that the whole process goes smoothly. You just call or email the agency and they make all the arrangements for you. They will know how to find the best deals and can help you avoid any extra fees. In addition, a good travel agent will know about the best hotels and restaurants at your destination. After looking at your agent's list of suggestions, you should do a little further research of your own on the Internet. Careful planning will ensure a pleasant journey.

1. What is the purpose of this article?
 - (A) To show how to use the Internet to plan travel
 - (B) To discuss where to get the best travel deals
 - (C) To explain the benefits of using a travel agent
 - (D) To suggest ways to find hotels and restaurants
2. What does this article recommend doing on the Internet?
 - (A) Looking up information about hotels and restaurants
 - (B) Researching different travel agencies
 - (C) Changing flight reservations
 - (D) Searching out the best travel deals
3. The word *arrange* is closest in meaning to
 - (A) enjoy
 - (B) organize
 - (C) destroy
 - (D) share
4. The word *inaccurate* is closest in meaning to
 - (A) mistaken
 - (B) unnecessary
 - (C) difficult
 - (D) useful