

# Chapitre 1

## Office Supplies and Equipment Fournitures et matériel de bureau

### Compétence à acquérir : parler de l'utilisation des fournitures et du matériel de bureau

Dans le test du TOEIC, il vous arrivera peut-être d'entendre des conversations et de lire des lettres ou des publicités se rapportant à des fournitures de bureau (**supplies**) et à du matériel de bureau (**equipment**). Ces échanges écrits ou oraux peuvent traiter de la nécessité de commander des fournitures supplémentaires, ou encore solliciter la réparation (**repair**) du matériel cassé. Ils peuvent expliquer la marche à suivre pour demander (**request**) des fournitures nouvelles ; ils peuvent aussi proposer une aide (**assistance**) à l'utilisation de matériel nouveau. Les passages à lire peuvent porter sur l'achat de nouveau matériel ou expliquer comment l'utiliser.

Office **supplies** and **equipment** are a basic but important part of keeping a business running well. Most offices have someone in charge of office supplies. This person makes sure that all the basic supplies, such as paper, printer cartridges, envelopes, and paper clips, are always on hand. He may ask his coworkers to **fill out** a form when they want to **request** any special supplies. In some offices, coworkers **submit** these forms once a week or once a month. In other offices, they can submit the request form at any time that they need new supplies. Office supplies are usually kept in a special closet or **cabinet**. In some offices, these closets are open to everyone. In others, no one can **remove** supplies without permission. **Maintenance** of office equipment is also important to keeping an office running well. Machines such as photocopiers, computers, and printers are often in need of **repair**. Some machines are not simple, and a coworker might need **assistance** in learning how to use a new piece of equipment.

## Vocabulaire

### Appreciate (v.) : apprécier, être reconnaissant

I appreciate your help with ordering supplies.

*Merci de m'avoir aidé à commander les fournitures / Je vous suis reconnaissant pour votre aide pour la commande des fournitures.*

**n. appreciation** : gratitude, reconnaissance, appréciation

**adj. appreciative** : reconnaissant

**adv. appreciatively** : avec reconnaissance, avec plaisir

She expressed her appreciation for all the help they gave.

She was appreciative of their help.

She spoke appreciatively of her coworkers.

### Assistance (n.) : aide

Mr. Kim offered me his assistance when I had trouble with the printer.

**n. assistant** : assistant, aide

**v. assist** : aider, prêter assistance à

My assistant will give you the supplies you need.

Shirley always assists me when I order new supplies.

### Attempt (v.) : essayer, tenter de

It is not a good idea to attempt to fix that machine yourself.

*Ce n'est pas une très bonne idée que tu essaies de réparer la machine toi-même.*

**n. attempt** : tentative

After several attempts, he still couldn't fix the printer.

### Blame (v.) (blame somebody for + V-ing) : tenir pour responsable, attribuer la responsabilité à ; reprocher

When the photocopier didn't work properly, he blamed a coworker for breaking it.

**n. blame** : responsabilité, faute

He put the blame for the broken photocopier on his coworker.

### Attention

Le verbe **blame** peut être suivi par la préposition **on** ou **for**.

**Blame on** introduit la personne que l'on tient pour responsable du problème :

Somebody broke the chair. I blame it on John.

*Quelqu'un a cassé la chaise. C'est John que je tiens pour responsable.*

**Blame for** introduit le problème :

I take the blame for breaking the chair.

J'accepte la responsabilité. C'est moi qui ai cassé la chaise.

**Cabinet (n.)** : meuble de rangement, armoire de bureau

We keep all the office supplies in that cabinet.

**Equipment (n.)** : équipement, appareillage, outillage

A photocopier is a very expensive piece of equipment.

**v. equip** : équiper, installer, aménager

We will equip the office with new computers.

**Fill out / fill in (v.)** : remplir (pour un document, un formulaire, une fiche)

Please fill out the form with all the necessary information.

**Insert (v.)** : introduire, insérer

Do not insert paper clips or any other small item into the photocopier.

**n. insertion** : introduction, insertion, fait d'introduire

**n. insert** : ajout, encart

The insertion of small objects could break the machine.

An insert in today's newspaper has information about special low prices on computers and printers.

**Maintenance (n.)** : entretien, maintenance

Ms. Lee is in charge of computer maintenance, so tell her if you need help with your computer.

**v. maintain** : entretenir

It is important to maintain all the office equipment in good working order.

Homonymes

Le mot **maintain** a plusieurs significations :

1. (v.) keep in working order : *entretenir, assurer l'entretien de*
2. (v.) continue : *maintenir*
3. (v.) give money for living : *financer, subvenir aux besoins de, entretenir*

**Omit (v.)** : omettre, oublier

When you fill out the form for new supplies, don't omit your name and the date.

**n. omission** : omission, oubli

Omission of important information on the form means you may not get the supplies you wanted.

**Remove (v.)** : enlever, retirer, ôter

To remove paper from the photocopier, open the side door.

**n. removal** : suppression, déplacement, fait d'enlever

**adj. removable** : amovible, détachable, qui peut être déplacé

We don't allow removal of computers from this office.

The side door of the photocopier is removable.

**Repair (v.)** : réparer

Mr. Oliver knows how to repair the broken printer.

**n. repair** : réparation

**n. repairperson** : réparateur, technicien

**adj. repairable** : réparable

The repairs on that machine will cost a lot of money.

We will have to pay a repairperson to fix that machine.

The printer isn't working now, but it is repairable.

**Request (v.)** : demander, demander officiellement

Please use this form to request office supplies.

**n. request** : demande formelle, officielle, formulaire de demande, requête

Give me your request for supplies before the end of the week.

**Submit (v.)** : soumettre, donner officiellement

Submit your requests to Ms. Marshall.

**n. submission** : document remis, rendu officiellement, fait de remettre, de rendre un document administratif ou officiel

I cannot give you more office supplies without the submission of a form.

**Supply (n.)** : fournitures ; provisions, réserves, stocks

We order new supplies for the office every month.

**v. supply (to supply somebody with)** : fournir

The store on the corner supplies us with most of our office paper and envelopes.

Expressions courantes

**On hand** signifie **ready for use** : prêt à l'emploi, à portée de main

**In charge of** signifie **responsible for** : chargé de, en charge de, responsable de

## Pratiquez votre vocabulaire

Choisissez le mot qui convient pour compléter les phrases suivantes.

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equipment      attempt      remove      repairperson      insert

### Instructions

To use this (1) \_\_\_\_\_, follow these instructions carefully. To make copies, (2) \_\_\_\_\_ your document into the upper slot. Press the green button, and the red light will go on. When the red light goes off, your copy is ready. (3) \_\_\_\_\_ it from the bottom slot. If your copy becomes stuck, do not (4) \_\_\_\_\_ to take it out. Turn off the machine and call a (5) \_\_\_\_\_.

fill out      supplies      submit      omit      cabinet

### Notice

Basic office (6) \_\_\_\_\_, such as paper, pens and envelopes, are in the (7) \_\_\_\_\_ in the front office. If you need something that is not there, we can order it for you. Please (8) \_\_\_\_\_ the form with your name and the list of things that you need. Please answer all the questions on the form, and don't (9) \_\_\_\_\_ any information. If you (10) \_\_\_\_\_ the form to me by Wednesday, you will have your order on the following Monday.

request      maintain      appreciate      assistance      blame

### Notice

We now have a new photocopier for the office. It is a very expensive machine and it is important to (11) \_\_\_\_\_ it well. We don't want to have to pay for expensive repairs. If you have any problems with the machine, please (12) \_\_\_\_\_ help. I will be happy to give (13) \_\_\_\_\_ to anyone who does not know how to use it. We had many problems with our old photocopier. It broke down often, and I (14) \_\_\_\_\_ that on people who did not know how to use it correctly. Let's not have the same problems with this new machine. Please let me know if you want me to explain how to use it. I (15) \_\_\_\_\_ your cooperation with this matter.

## Grammaire

### L'accord du sujet et du verbe

Un verbe s'accorde avec son sujet.

This cabinet holds all our supplies.

sujet au singulier + verbe au singulier

These cabinets hold all our supplies.

sujet au pluriel + verbe au pluriel

Faites attention à bien identifier le sujet. On trouve parfois une expression ou une proposition qui sépare le sujet et le verbe. L'accord sujet-verbe reste le même.

The information on these forms explains how to order more supplies.

sujet au singulier + verbe au singulier

The instructions on this form explain how to order supplies.

sujet au pluriel + verbe au pluriel

Les mots qui commencent par **every** ou **no**, comme **everybody**, **everyone**, **everything**, **nobody** et **nothing** sont des singuliers.

Everybody wants to use the new computer.

Nobody has asked for more pens.

Certains mots ressemblent à des pluriels, mais sont grammaticalement au singulier, comme **species**, **series** ou **means**.

Il peut y avoir des mots au pluriel dans le nom d'une entreprise ou d'un pays, mais il s'agit d'une entreprise, d'un pays, d'une entité unique, donc le nom est un singulier.

Acme Computers has many customers in this city.

Les mots qui se terminent par **-ics**, comme **politics**, **economics**, **mathematics** et **athletics** sont généralement des singuliers.

Mathematics was my favorite subject in school.

Les sommes d'argent sont généralement au singulier, tout comme les expressions qui désignent une mesure.

One hundred dollars is the price of this printer.

Five liters is enough.

Les mots indéénombrables (ou incomptables) comme **baggage**, **luggage**, **equipment**, **advice**, **information**, **furniture**, **news** sont des singuliers, même lorsqu'ils font référence à plusieurs choses ou notions.

This equipment needs repair.

## Pratiquez votre grammaire

Choisissez la forme qui convient pour compléter les phrases suivantes. Vous trouverez les corrigés à la page 307.

1. The questions on the form \_\_\_\_\_ easy to answer.  
(was/were)
2. Eight hundred dollars \_\_\_\_\_ the usual price people pay for a computer.  
(is/are)
3. Repairs to this photocopier \_\_\_\_\_ easy to make.  
(are/is)
4. Nobody \_\_\_\_\_ the key to the supply cabinet.  
(has/have)
5. Smith Office Supplies \_\_\_\_\_ paper and envelopes at very low prices.  
(sells/sell)
6. The paper in these drawers \_\_\_\_\_ for everybody to use.  
(are/is)
7. The lists on my desk \_\_\_\_\_ all the supplies that I ordered.  
(show/shows)
8. Everybody \_\_\_\_\_ their supplies on Friday.  
(requests/request)

## Révision lexicale et grammaticale

Vous trouverez les corrigés à la page 307.

### Phrases à compléter

Choisissez le mot qui convient pour compléter les phrases suivantes.

1. Supplies for this printer \_\_\_\_\_ a lot of money so please use them carefully.  
(A) costing  
(B) has cost  
(C) costs  
(D) cost

2. We had to buy an expensive new printer because the old one wasn't \_\_\_\_\_.  
(A) repairs  
(B) repairing  
(C) reparable  
(D) repairperson
3. Ms. Martinez really \_\_\_\_\_ the help we gave her in choosing a new fax machine for the office.  
(A) appreciated  
(B) appreciation  
(C) appreciative  
(D) appreciatively
4. Nobody \_\_\_\_\_ how to use the new photocopier.  
(A) have known  
(B) is knowing  
(C) know  
(D) knows
5. This machine is for office use only; please do not \_\_\_\_\_ it from this room.  
(A) remove  
(B) submit  
(C) attempt  
(D) omit
6. According to this information, National Tires \_\_\_\_\_ more money on office supplies than other similar companies.  
(A) spend  
(B) don't spend  
(C) spends  
(D) is spending
7. All our office machines are old so it is time for us to order new \_\_\_\_\_.  
(A) submission  
(B) request  
(C) cabinet  
(D) equipment

8. Most of the business professionals agree that economics \_\_\_\_\_ an important subject for an aspiring business person to study.  
(A) is  
(B) are  
(C) were  
(D) have been
9. All the computers in this room \_\_\_\_\_ repairs.  
(A) needs  
(B) need  
(C) needing  
(D) are needing
10. Mr. Degenaro's \_\_\_\_\_ is the person in charge of ordering office supplies.  
(A) assistance  
(B) assistant  
(C) assists  
(D) assist

## Exercice de compréhension

Lisez le passage suivant, puis répondez aux questions.

### The Acme Corporation Office Supply Request Form

Name: Miranda Cassavetes

Date: Thursday, June 10

Request:

- address labels – 1 box of 500
- pens (red ink) – 100
- large white envelopes – 2 boxes of 500 each
- copy paper (blue) – 3 boxes of 500 sheets each

Before you fill out this form, check the supply cabinet. We may already have the supplies you need on hand.

Submit this form to the office assistant at the front desk by Friday morning. You will receive your supplies the following Tuesday.

1. How many envelopes does Miranda want?  
(A) 100  
(B) 500  
(C) 1,000  
(D) 1,500
2. When will Miranda receive her supplies?  
(A) June 10  
(B) June 11  
(C) June 14  
(D) June 15
3. The phrase *fill out* is closest in meaning to  
(A) complete  
(B) request  
(C) send  
(D) give
4. The word *assistant* is closest in meaning to  
(A) worker  
(B) helper  
(C) leader  
(D) cleaner