

33 SITUATIONS DU QUOTIDIEN

Méthode et entraînement
pour se débrouiller à l'oral

ANGLAIS

A2

B1

B2

DIALOGUES



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Sophie Sebah

ellipses

UNIT 1

À L'AGENCE DE VOYAGE

At the travel agency



TRAVEL



COMPRENDRE, APPRENDRE, S'ENTRAÎNER



COMPRENDRE

LISEZ CE DIALOGUE

[traduction p. 323]

TOURIST: Hi, I'm looking for some information and assistance. Well, I'm interested in taking a vacation to a tropical destination. I was thinking about going somewhere with beautiful beaches and clear blue waters. Do you have any recommendations?

TRAVEL AGENT: Absolutely! Are you looking for something closer to home or are you open to traveling internationally?

TOURIST: I'm open to both options, but I think I prefer an international destination. I want to explore a new culture and have a unique experience.

TRAVEL AGENT: In that case, I highly recommend Bali in Indonesia. Have you already been there? It's known for its stunning beaches, vibrant culture, and lush landscapes. The island offers a mix of relaxation, adventure, and cultural immersion.

TOURIST: I don't know Bali but it sounds amazing! What are some popular activities I can enjoy there?

TRAVEL AGENT: There's plenty to do in Bali. You can visit iconic temples like Tanah Lot and Uluwatu, explore the famous rice terraces in Ubud, or go snorkeling and diving in the crystal-clear waters around Nusa Penida.

TOURIST: That all sounds fantastic! How about accommodations? Are there good options for hotels or resorts in Bali?

TRAVEL AGENT: Bali offers a wide range of accommodations to suit different preferences and budgets. You can find luxurious beachfront resorts, boutique hotels or even cozy villas. Did you think about the type you're looking for?

TOURIST: I'm looking for a mix of comfort and authenticity.

TRAVEL AGENT: One highly recommended option is the Four Seasons Resort Bali at Jimbaran Bay. It offers stunning ocean views, private villas with their own pools, and exceptional service. Another great choice is the Como Uma Ubud, located in the heart of Ubud with beautiful surroundings and wellness facilities.

TOURIST: Those options sound fantastic! How do I go about booking the flights and accommodations?

TRAVEL AGENT: We can book your flights and accommodations directly in our agency.

TOURIST: That sounds convenient! Can you also give me some information about the visa requirements for Bali?

TRAVEL AGENT: Certainly! Bali offers visa-free entry for many nationalities, allowing you to stay for up to 30 days.

TOURIST: Thank you so much for your assistance! I really appreciate all your recommendations and help with the bookings.

TRAVEL AGENT: You're very welcome! I'm sure you'll have an incredible time in Bali. If you have any more questions or need further assistance, don't hesitate to reach out.

TOURIST: Thank you again! I'll be in touch if I need anything else. Have a great day!

TRAVEL AGENT: You too! Enjoy your trip and take care!



LE VOCABULAIRE

1 Cherchez les équivalents anglais de ces mots dans le texte.

- | | | |
|---------------------------|------------------------|---------------------------------|
| a. Vacances | j. Plongée avec tuba | s. Vues sur l'océan |
| b. Plages | k. Plongée sous-marine | t. Villas privées |
| c. Eaux claires et bleues | l. Eaux cristallines | u. Piscines |
| d. Recommandations | m. Hébergement | v. Vols |
| e. Agent de voyage | n. Complexes hôteliers | w. Exigences en matière de visa |
| f. Expérience unique | o. Luxueux | x. Entrée |
| g. Éblouissant | p. Hôtels-boutiques | y. Commodité |
| h. Paysages luxuriants | q. Confort | z. Sans visa |
| i. Aventure | r. Authenticité | |

2 Dans le texte, comment fait-on pour... ?

- a. dire qu'on souhaite prendre des vacances dans un lieu tropical →
- b. se renseigner sur les activités à faire →
- c. exprimer son enthousiasme →
- d. se renseigner sur les logements →
- e. savoir comment réserver un vol et un logement →
- f. demander s'il faut un visa →



LA GRAMMAIRE EN SITUATION DANS LE TEXTE

1 Relevez les phrases interrogatives du texte.

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2 Comment sont construites les questions dans les exemples relevés ? Identifiez leur temps et la structure de la question.

.....

3 Dans les phrases suivantes, quelle est la fonction de BE ?

- a. What are some popular activities I can enjoy there? →
- b. Are you open to traveling? →
- c. Are you looking for something closer? →

4 Qu'observez-vous concernant l'ordre des mots dans la deuxième partie de la phrase dans ces deux questions ?

- a. What are some popular activities I can enjoy there?

- b. Did you think about the type you're looking for?



► **Mot en wh- + auxiliaire (+ négation) + sujet + verbe + complément**

What (que)	What did you say? → Qu'as-tu dit ?
Why (pourquoi)	Why did he leave? → Pourquoi est-il parti ?
How long = how much time (combien de temps, depuis combien de temps, pendant combien de temps)	How long have you been waiting? → Depuis combien de temps attends-tu ? How long did you stay? → Combien de temps es-tu resté ?
How old (quel âge)	How old is he? → Quel âge a-t-il ?
Where (où)	Where will you stay? → Où resteras-tu ?
When (quand)	When did you buy it? → Quand l'as-tu acheté ?
Which (lequel)	Which one do you prefer? → Lequel préfères-tu ?
How far (à quelle distance)	How far do you live? → À quelle distance habites-tu ?
Whom (qui, que)	Whom did you talk to? → À qui as-tu parlé ?
Who (qui)	Who called this morning? → Qui a appelé ce matin ?
How (comment)	How did you come? → Comment es-tu venu ?
How often = how many times (combien de fois)	How often do you swim? → Combien de fois nages-tu ?
Where ... from (d'où)	Where are you from? → D'où viens-tu ?
Whose (à qui)	Whose keys are these? → À qui sont ces clés ?
How much + sing. (combien) How many + pluriel	How much money do you need? → Combien d'argent te faut-il ? How many are you? → Combien êtes-vous ?
What... for (pour quelle raison)	What did you call him for? Pourquoi l'as-tu appelé ?

► Les auxiliaires de base sont : *be, have, do (does-did)*. Les autres auxiliaires sont les **modaux** (*can, may, might, should, must, could, will, would, shall*).

► Le choix dépend avant tout du temps et du sens de la question.

Présent simple do-does	Présent en -ing am-is-are	Prétérit simple did	Prétérit en -ing was-were
How often do you swim?	What are you doing?	Where did you go?	What was he cooking? What were you doing?
Present perfect have-has	Past perfect had	Futur will	Conditionnel would
What have you seen?	Had he been to Japan before?	Will he be here?	Would he accept to leave if he could?

► L'auxiliaire « être » ne se traduit pas nécessairement par « be » en anglais.

Ex. Est-il parti ? → **Has** he left? ou **Did** he leave?

► L'auxiliaire « avoir » ne se traduit pas toujours par « have ».

Ex. As-tu soif ? → **Are** you thirsty? Quel âge as-tu ? How old **are** you?

- **Accommodation:** hébergement
- **Airport transfers:** transferts d'aéroport
- **Bed and breakfast:** chambre d'hôte
- **Booklet:** brochure
- **Cancellation fees:** frais d'annulation
- **Cancellation:** annulation
- **Cruise:** croisière
- **Flight booking:** réservation de vol
- **Flight:** vol
- **Group tours:** voyages en groupe
- **Guided tour:** visite guidée
- **Hotel reservation:** réservation d'hôtel
- **Itinerary:** itinéraire
- **Journey:** voyage
- **Luggage:** bagages
- **Office bureau:** office de tourisme
- **One-way ticket:** billet simple
- **Online booking:** réservation en ligne
- **Package tour:** voyage organisé
- **Passport renewal:** renouvellement de passeport
- **Rate:** tarif
- **Refundable:** remboursable
- **Return/round ticket:** billet aller-retour
- **Seaside resort:** station balnéaire
- **Services:** prestations
- **Sightseeing tour:** excursion
- **Sleeping car:** wagon-lit
- **Stopover:** escale
- **Ticket:** billet
- **Timetable:** horaire
- **To collect = pick up a ticket:** retirer un billet
- **To confirm:** confirmer
- **To issue:** délivrer (un billet)
- **To land:** atterrir
- **To take off:** décoller
- **Tour package:** forfait touristique
- **Tourist attractions**
- **Travel agency:** agence de voyages
- **Travel agent:** agent de voyage
- **Travel guide:** guide de voyage
- **Vacation packages:** forfaits vacances
- **Youth hostel:** auberge de jeunesse

PHRASES CLÉS

- ▶ J'aimerais réserver un vol pour Paris pour la semaine prochaine, s'il vous plaît.
→ *I'd like to book a flight to Paris for next week, please.*
- ▶ Pouvez-vous me parler de vos forfaits vacances pour les Caraïbes ?
→ *Can you tell me about your vacation packages to the Caribbean?*
- ▶ Quelles sont les dates disponibles pour la visite guidée de l'Italie ?
→ *What are the dates available for the guided tour of Italy?*
- ▶ J'ai besoin d'informations sur les hôtels à New York.
→ *I need some information about hotels in New York City.*
- ▶ Combien coûte une croisière d'une semaine en Alaska ?
→ *How much does a one-week cruise to Alaska cost?*
- ▶ Pourriez-vous m'aider avec le processus de demande de visa pour la Thaïlande ?
→ *Could you help me with the visa application process for Thailand?*
- ▶ Y a-t-il un service de navette de l'aéroport à l'hôtel ?
→ *Is there a shuttle service from the airport to the hotel?*
- ▶ Puis-je souscrire une assurance voyage pour mon voyage ? → *Can I purchase travel insurance for my trip?*
- ▶ Nous avons manqué notre correspondance. Que devrions-nous faire ?
→ *We missed our connecting flight. What should we do?*

ON PEUT VOUS DIRE, VOUS DEMANDER

- ▶ *Here's our latest catalogue and the price list.* → Voici notre dernier catalogue et les tarifs.
- ▶ *Help yourself!* → Servez-vous !
- ▶ *Here's a list of useful addresses.* → Voici une liste d'adresses utiles.
- ▶ *When would you like to leave/come back?* → Quand voulez-vous partir/revenir ?
- ▶ *How many people will be travelling?* → C'est pour combien de personnes ?
- ▶ *You must confirm the reservation before Wednesday.*
→ Vous devez confirmer la réservation avant mercredi.
- ▶ *Let me check.* → Je vais vérifier.
- ▶ *You are required to leave a 25% deposit for the reservation.*
→ Vous devez verser un acompte de 25 % pour la réservation.
- ▶ *The reservation is firm.* → La réservation est définitive.
- ▶ *This hotel doesn't charge for children under 6.* → Cet hôtel ne fait pas payer les enfants de moins de 6 ans.
- ▶ *There will be a charge of 30 euros per booking.* → Il y a des frais de réservation de 30 euros par billet.
- ▶ *Would you like a cancellation insurance?* → Voulez-vous prendre une assurance annulation ?
- ▶ *It will cost you...* → Cela vous coûtera...
- ▶ *How will you be paying?* → Vous réglez comment ?
- ▶ *Pick up the tickets at the company's counter.* → Retirez vos billets au comptoir de la compagnie.
- ▶ *This ticket is non-refundable.* → Ce billet n'est pas remboursable.
- ▶ *Take off is at 12 from Terminal C.* → L'avion décolle à midi du terminal C.
- ▶ *It is a direct flight.* → C'est un vol direct.
- ▶ *There will be a stopover.* → Il y aura une escale.

**LE VOCABULAIRE****1 Vrai ou faux**

- a. "Youth hostel" is a type of accommodation.
- b. "To land" means to take off.
- c. "Stopover" refers to a direct flight without any layovers.

- | | |
|--------------------------|--------------------------|
| V | F |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

2 Complétez ces phrases avec des mots de la liste de vocabulaire.

- a. The provides information about tourist attractions and services.
- b. I need to my hotel reservation for next week.
- c. She booked a for a one-week vacation.
- d. The travel agent arranged a to explore the city.
- e. The tour package includes a guided

3 Associez les synonymes et les antonymes.

- | | | |
|----------------------|--------------------|-----------------------|
| a. Itinerary | • Holiday packages | • Cancel |
| b. To confirm | • Baggage | • Random |
| c. Vacation packages | • Route | • Empty-handed |
| d. Luggage | • Validate | • Individual bookings |

4 Répondez à ces questions en anglais.

- a. What does "one-way ticket" mean? →
- b. Where can you collect/pick up a ticket? →
- c. What is the difference between "refundable" and "non-refundable" tickets? →

**LA GRAMMAIRE****1 Complétez ces phrases avec un mot interrogatif.**

- a. are you going to the party with?
- b. cities did they visit during their trip to Europe?
- c. is the concert taking place?
- d. did you learn to play the guitar?
- e. does this book belong to?
- f. is your sister reading?
- g. time does the meeting start?
- h. did they go on their vacation?
- i. are you so excited about?
- j. did you meet at the conference?

2 Complétez les phrases suivantes en choisissant le bon auxiliaire (be, do, have) et en construisant la question correcte en anglais.

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|--|---|
| a. (she /go) to the store yesterday? | e. they going to the party tonight? |
| b. They (not) studying for the exam. | f. you ever been to Paris? |
| c. he finished his project yet? | g. she lived in London for five years? |
| d. We (not) to that restaurant before. | h. they coming to the concert with us? |



ACTIVITÉ GUIDÉE

1 Complétez le dialogue suivant.

Booking a ticket

Mike: Hello, I to schedule my trip Paris for next week.

Henrita: When would you like to

Mike: I have to reach Paris the 24th.

Henrita: Is this a round? Will you need a ticket, too?

Mike: Yes. Check that for 31st the evening.

Henrita: Yes, there's a nonstop flight Paris from Kennedy airport 24th at 6AM. On 31st you may board 309 which is also nonstop 4:30PM.

Mike: Okay, fine. I think that can work me.

Henrita: Would you like to book the then?

Mike: What's the

Henrita: It'll \$2750.

Mike: Do you cards?

Henrita: Yes, we do.

2 Imaginez un dialogue entre un agent de voyage et un client à partir des éléments suivants.

SCENARIO Vacation booking

Client	Travel agent
Destination : Hawaii	Fantastic choice
Duration : one week	Beautiful resorts, activities (excursions to explore the islands)
Date : November	Ideal period
Number of travellers : 2	Price : \$3,000 including flights and accommodations



ACTIVITÉ AUTONOME

Un client appelle son agent de voyage. Il est en déplacement mais son vol est annulé et il a besoin d'aide pour trouver un autre vol.

SCENARIO Assistance for a traveler on the move

Personnage A (Client en déplacement): "Hello, I'm currently on a business trip, and my connecting flight got canceled due to bad weather. I need assistance with rebooking."

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How to express acceptance

- Okay, I'm in.
- Sure, why not?
- Count me in.
- I'm on board with that.
- That works for me.
- I'm happy to accept.
- I'm fine with it.
- Consider it accepted.
- Sounds good to me.
- I'm willing to go along with it.
- I'm on the same page.
- I'm pleased to accept.
- That's acceptable to me.
- I'm cool with that.