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COMPRÉHENSION DE LA LANGUE ANGLAISE

RAPPEL DU RÉFÉRENTIEL DE L'EXAMEN CONCERNANT LA COMPRÉHENSION DE LA LANGUE ANGLAISE

Niveau d'Anglais A2 défini par le Cadre Commun de Référence pour les Langues (CCRL)

« Peut comprendre des phrases isolées et des expressions fréquemment utilisées en relation avec des domaines immédiats de priorité (par exemple, informations personnelles et familiales simples, achats, environnement proche, travail). Peut communiquer lors de tâches simples et habituelles ne demandant qu'un échange d'informations simple et direct sur des sujets familiers et habituels. Peut décrire avec des moyens simples sa formation, son environnement immédiat et évoquer des sujets qui correspondent à des besoins immédiats. »

GREETINGS

Greeting people

Good morning / Good afternoon...madam / sir - ladies / gentlemen.
Are you Mr Davis? OR You must be Mr Davis, right?

Health

- **How are you (today)?**
- I'm fine, thank you. And you? / What about you?
- I'm very well / I'm okay / all right.

Welcoming People

- **The driver can say:**
 - Welcome to Paris. Did you have a good trip? How was your trip?
 - Pleased to meet you. / Good to see you (again).
 - My name is ... (first name) / I am ... (first name), your chauffeur today.
 - Which hotel are you staying at? Are you going to the X hotel?
 - How long are you staying?
 - Have you been to Paris before? / Is it your first time in Paris?
 - May I help you...? / Could I help you with your bag? / How may I help you...?
 - May I assist you in anything, Ma'am/Sir? How may I assist you?
 - Follow me this way, please.
 - Let me open the door for you.
 - Let me take your coat / your bag / briefcase / suitcase/ belongings? / Allow me to help you with your...!!!

- **The client can reply:**

- Yes, please. / With pleasure. Thank you.
- No, It's O.K / all right, thanks./ No, thank you.
- **I'd like (to) / want (to) know...**
- **I'm visiting the city. I'd like to get to know...**
- **Do you know (if) ...**
- **Could you (possibly) tell me (if) ...**
- **I've been told to go to ...**

- **The driver can say:**

- Take a seat, please.
- Are you well seated? or Are you comfortably seated?
- Shall you please put on your seat belt?!
- Does the temperature suit you? / Is the temperature OK for you?
- Would you like to listen to some music? - We might arrive in approximately 40 minutes.
- There is/are ... at your disposal in the ... (seat pocket, door compartment, armrest, in front of you)

CONVERSATION GUIDE

Basics

- **Would you like to + BV...?** Souhaitez-vous + V... ?
- **I'd like to + BV...** J'aimerais/je voudrais + V
- **We'd like to + BV...** Nous aimerions
- **Do you wish to + BV...?** Est-ce que vous voulez + V... ?
- **Is it OK if I + V...** Cela vous arrange si je + V...
- **Where is...?** Où est... ?
- **Where are...?** Où sont... ?
- **Whose wallet is this?** A qui est ce portefeuille ?
- **Is there a...(here)?** Est-ce qu'il y a un(e) ... ici ?
- **How much is the trip?** Combien ça fait pour la course ?
- **How far is the hotel?** A quelle distance est l'hôtel ?
- **How long will it last?** Cela va prendre combien de temps ?
- **What's that?** Qu'est-ce que c'est ?
- **Certainly!** Absolument!
- **Exactly!** Exactement!
- **One moment please!** Patientez un instant s'il vous plaît!
- **I don't mind!** Ça m'est égal/Qu'importe!
- **What a shame!** Dommage!
- **It doesn't matter!** Ce n'est pas grave!

Customer service

• Understanding problems

- **Could you repeat that please?** Vous pouvez répéter, s'il vous plaît ?
- **I speak hardly any English** Je parle à peine l'anglais
- **Could you speak more slowly, please?**
Est-ce que vous pourriez parler plus lentement, s'il vous plaît ?
- **I understand a little** Je comprend un petit peu
- **I can just about get by** Je me débrouille à peu près
- **I don't understand a word** Je ne comprends rien
- **I didn't understand** Je n'ai rien compris
- **I can understand English but I can't speak it**
J'arrive à comprendre l'anglais mais je ne peux pas le parler
- **I have trouble understanding/speaking** J'ai du mal à comprendre/parler
- **How do you say ... in English?** Comment est-ce qu'on dit ... en anglais ?
- **How do you spell it?** Comment ça s'écrit?
- **What's it called?** Comment on appelle ça?
- **Could you write it down?** Pourriez-vous l'écrire?
- **What's happening?** Qu'est-ce qui se passe?

Duration of the trip

We will arrive within 5 minutes. (it helps the customer prepare themselves to onboard the car)

Dealing with an angry customer/Empathize

• Complaints

- I'm not at all satisfied ...
- I've got a complaint about ...
- I wish to complain about.../ I have a complaint to make ...

Accepting a complaint

• Saying sorry

- I'm sorry for the trouble. I understand why you are upset.
- I'm terribly sorry for the inconvenience/the mess.
- I'm extremely sorry for being late.
- Please accept my apologies.
- I must apologize.
- I'm sorry, that was entirely my fault. / Sorry, I misunderstood your request.

Please trust me/believe me, I'll do my best to solve/fix the issue/the problem/get you there on time.
Thank you for your patience/understanding.

Accepting apologies

- It really doesn't matter (at all)./Don't worry./That's quite all right.
- It's ok!

Offer solutions

- Here is what I'm going to do for you...
- What can I do to resolve this problem?
- I'm glad you voiced it out, so that we can resolve it for you right away.

Along the trip

- **The driver:** How was your trip? Or Did you enjoy your trip?
- **The client:** (It was) good/well/nice.
- **The client:** Have you ever been to England?
- **The driver:** Unfortunately not, but I wish I will one day
- **The client:** Is there any water (lemon flavor) in the vehicle?
- **The driver:** Certainly. There is water at your disposal in the door compartment/ the armrest compartment.
- **The driver:** Fine. Do you want to see or visit any sights?
- **The client:** Yes, why not!!!...(thinking) What's that?
- **The driver:** ... Would you like to take a picture of it?
- **The client:** Yes, it's wonderful/magnificent/beautiful.
- **The driver:** Sure. It's The Eiffel Tower/Sacré Coeur/Orsay Museum/La Défense/ Montparnasse tower.
- **The client:** It is amazing!! Is it free to visit?
- **The driver:** Well, the entrance is free/35€/74€/98€. It is open all the week/from Monday through Saturday...
- **The client:** Great. Drop me there. Thank you (very much).
- **The driver:** Alright!!! Have a wonderful stay.

REQUESTING OR GIVING INFORMATION

Information small talks

- **The driver:** Is it your first time in Paris?
- **The client:** Ooh,no. I'm often here on business/for a trade fair/for a trade exhibition/ for a conference.
- **The client:** Do you know some information about the Louvre Museum?
- **The driver:** Sure. It was built in the middle of the sixteenth century.
- **The client:** Can you show me where it is on the map?
- **The driver:** It's a very nice place ... with various and sumptuous paintings, statues, ornaments...
- **The client:** How much does it cost to get in?
- **The driver:** It is 12 euros for full-day access. You can also ask when you're there. It's open every day from 9AM to 5.45PM. It also opens on Wednesdays and Fridays until 9.45PM

Asking for direction

- **The client** can ask: Excuse me, Where is ... please?/ Which way is it to...? / I'm looking for...
 - Could you tell me how to get to...? What is the quickest way to...?
 - Could you show me on the map?/Is there a street map anywhere?
 - I'm completely lost / a bit lost

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- **The driver** can answer:
 - **Continue.../keep going...** Continuez **Go straight ahead...** Allez tout droit
 - **Follow...Follow me** Suivez...suivez-moi
 - **Go down...** Descendez **Go up...** Montez
 - **Turn left/right...** tournez à gauche/droite
Take a left/a right tournez à gauche/à droite, à pied
 - **Make a U-turn** faites demi tour, en voiture...
 - **Turn around** faites demi-tour, à pied
 - **Are you walking? / are you driving?** Vous êtes à pied ?/en voiture ?
 - **It's five minutes away on foot/ by car/by bus** C'est à 5 minutes à pied/en voiture/en bus
 - **It's the first /second/third street on the right** C'est la 1ère/2ème/3ème rue à droite
 - **It's the 1st/ 2nd/ 3rd building on the left** C'est le 1er/2ème/3ème bâtiment à gauche
 - **Take a right/left at the next four way-stop** Tournez à droite/gauche au prochain Carrefour
 - **Go straight ahead at the next light** continuez tout droit après le prochain feu
 - **Take the next exit** Prenez la prochaine sortie
 - **It's not far** Ce n'est pas loin
 - **It's just around the corner / it's very close** C'est tout près
 - **I think we've gone the wrong way** Vous avez pris la mauvaise direction, je crois
 - **This is a one-way street** C'est une voie à sens unique
 - **You'll see, it's marked** Vous verrez, c'est indiqué

Requesting help

- **The client:** I'd like to know ..., please. Can you tell me/help me...?
 - Do you know ...?/ May I have...?
 - Could you give me any information about (on) ... please? / Could you possibly tell me more about...
- **The driver:** Sure/Certainly/Definitely/With pleasure.

Saying you don't know

- Sorry I can't. / I'm afraid I have no clue/idea. I do not have any opinion about this topic.
- I'm afraid I haven't got that information./I don't know anything about...

Verifying the information

- Could you repeat that, please?
- Do you mean...
- Do you really mean that...?
- Sorry Ma'am/Sir? Pardon me?

Incorrect information

- I'm afraid your information is not correct, Sir!
- Are you sure you are correct?
- I don't think I can rely on this information.

Saying you are sure

- I'm absolutely/quite/fairly sure...
- It's likely/probably/quite certain/possible...

...not sure

- I've some doubt about...
- I can't say definitely...

Reminding

- May I remind you that... Puis-je vous rappeler que...
- I think, I should remind you that ... Je pense que je dois vous rappeler que...
- If I remember correctly,... Si je me rappelle bien...

Recommending

- What about... / How about...
- What do you think about...
- Do you wish to use the tablet?/ read a magazine? Do you wish to use tissues?

Warning

- I (don't) think you should ...
- I wouldn't recommend ...
- I wouldn't advice ...
- Wearing your seatbelt is mandatory!

Eat and drink nearby

- The tourist: Where is the X restaurant, please?
- The client: It is just right there/over there (pointing out).
- The client: Can we eat there? / Where can we eat?
- The driver: There's a restaurant in ... (place), it is called ... (name). You can eat French food and have alcoholic drinks like wine or liquor.

I really recommend taking a day to walk through Champs Elysées and the surrounding areas. There is a lot to do and many things to see.

Leaving politely for a short time

- Excuse me, I'll be back in a minute.
- Will you excuse me for a moment, please?
- Could you wait a moment, please?

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KEEPING THE CONVERSATION GOING

If the customer/client asks to stop at a specific place, you could say one of the following:

- Certainly, Sir/Madam.
- I am sorry, I cannot stop here, but I can stop half a block up.
- Your fare is 32 euros and 50 cents. Here is your receipt.

If the passenger asks you to wait while he is going out a while, some possible responses are:

- Sure, I will be here.
- I will have to park across the street.
- I am sorry but I cannot wait here, but I can give you my number if you would like to call me to come get you.
- I cannot wait here; I am afraid I cannot wait here, would you mind getting another driver?

• Understanding the Passenger

1. Please speak more slowly.
2. Do you know the address of the restaurant?
3. Sorry, I do not understand your request.
4. Would you mind repeating that please?

• Traffic conditions

1. There is a traffic jam on the speedway/highway/motorway.
2. Traffic is horrible right now; you may want to walk the next two blocks.
3. I think we are stuck because of the pileup on the freeway.
4. The trip may take a bit longer than expected because we will be stuck in rush hour traffic.
5. I will have to take 5th district/a peripheral road to avoid the traffic.

• Fare and fees

1. The fare is 65€/90€/75€.
2. Thank you very much for the tip.
3. Do you have smaller bills?
4. If you want me to go on the toll road, you will need to pay the fee.

ENDING THE SERVICE

Saying good bye

• The driver can say:

- Here we are/We've arrived. - It's been very nice/interesting talking to you.
- Goodbye. See you soon.
- Have a nice stay/ I hope you enjoy your stay.
- Have a great time here in Paris.

- Have a nice trip back.
- Enjoy your meal.
- All the best. (Bonne continuation)
- Watch your step when you get out. / Watch out for cars when you get out.
- Have you got everything?/Do you have everything?/Do not forget your bags.
- If you need a driver, feel free to call me anytime. Here is my number.
- Would you like me to accompany/escort you/assist you to ...

The payment procedure

• The driver can say:

- We've arrived, Mr X. It is ... euros. How will you pay?
- The fare is ... euros. How would you like to pay?
- You can pay in cash or by credit card!
- May I have your card, please?
- Here is the payment terminal. Could you please dial your pin number, please?...
Here is your receipt.
- You will receive your invoice by E-mail/from the app.
- Here is your change, Sir/Ma'am. (when the client is paying in cash).
Thank you for using our services.

QUESTIONS? ... À VOUS

- I plan to go to... J'ai l'intention d'aller à...
- Could you take me to my hotel? Pouvez-vous me déposer à mon hôtel ?
- I'd like some information on...je voudrais avoir des renseignements sur...
- Where can I find information on... Où est-ce que je peux trouver des informations sur...
- Do you have a map of Paris? Auriez-vous une carte de Paris ?
- Can you show me where it is on the map? Pouvez-vous me montrer où c'est sur le plan?
- How do I get there? Comment on y va?
- When was it built? Quand est-ce que ça a été construit ?
- What are the opening hours? Quelles sont les heures d'ouverture ?
- What time do they close? A quelle heure ferment-ils ?
- Is it open on Sundays? Est-ce que c'est ouvert le dimanche ?
- How much does it cost (to get in)? Combien coûte l'entrée ?
- Is it a guided tour? Est-ce que c'est une visite guidée ?
- Can we take pictures / photos? Peut-on prendre des photos ?
- Do they have an exhibition catalog in English? Ont-ils un catalogue de l'exposition (en anglais) ?
- How long does the trip last? Combien de temps dure le trajet ?
- How much farther do we have to go to get to the hotel?
Dans combien de temps arrivons nous à l'hotel ?
- Two tickets at reduced price and one full price Deux tarifs réduits et un plein tarif

IDIOMATIC PHRASES

- **An exhibition** Une exposition
- **A trip** une course
- **Trip destination** Destination de la course
- **Supply/Provision** Prise en charge
- **To arrive on time** arriver à l'heure
- **To pick up / To collect** mon client Récupérer mon client
- **To drop off my client at his hotel** Déposer mon client à son hotel
- **To open/close the window** Baisser/monter la vitre
- **To escort my client** Accompagner mon client
- **To seat my client** Installer mon client
- **To take a seat** S'installer/S'asseoir
- **To turn up the heating system/air conditioning (AC)** Augmenter le chauffage/la climatisation
- **To drink some water** Boire de l'eau
- **To use the tablet** Utiliser la tablette
- **To listen to some music** Ecouter de la musique
- **To take my client to/To carry my client to** Emmener mon client à
- **To make a U-turn** Faire demi-tour
- **To give a piece of advice** Donner un conseil
- **To exchange money** Echanger de l'argent
- **To park the car** Garer le véhicule
- **To borrow a pen** Emprunter un stylo
- **To shop at the supermarket** Faire des courses au supermarché
- **To take the luggage out of the trunk** Sortir les valises du coffre
- **To pay the bill** Payer l'addition/la facture
- **Fare** Prix du trajet
- **Flight number** Numéro de vol
- **ETA (Estimated Time of Arrival)** Heure d'arrivée prévue
- **Sightseeing tour** Visite touristique
- **Stop-and-go** Arrêt minute
- **It's closed / open** C'est fermé/ ouvert
- **It's free admission today** Aujourd'hui l'entrée est gratuite
- **They've forecast good weather for the whole week** Ils ont prévu du beau temps pour toute la semaine
- **It might rain** Il risque de pleuvoir
- **It's going to be nice/bad today** Il va faire beau/ mauvais aujourd'hui
- **We're lucky with the weather** On a de la chance avec le temps
- **Entry to the amusement park is / costs...** L'entrée pour le parc d'attraction coûte...
- **You can go this way** Vous pouvez emprunter cette voie là
- **You must go and see...** Il faut absolument que vous alliez voir...
- **I can suggest / recommend you to + BV...** Je vous suggère/recommande de + infinitif...
- **You should go...** Vous devriez aller...
- **It's worth a stop/ a trip/ a detour** ça vaut le détour
- **It's better going during the week, it's not so busy** Il vaut mieux aller en semaine, il y a moins de monde

TRANSPORT & TOURISM VOCABULARY

A

abroad	à l'étranger
accommodation	hébergement
admission	entrée
admittance	droit d'entrée
advanced booking required	sur réservation
airplane	avion
« a la carte » service	service à la carte
All Saint s Day	Toussaint (la)
amusement park	parc d'attractions
animal park	parc animalier
antique	ancien
antique	antique
apologies	excuses
architecture	architecture
area	territoire
arena	arène
armistice	armistice
army	armée
arrival	arrivée
art center	centre culturel
art gallery	galerie d'art
ascension	ascension
attraction	attraction
available	disponible
availabilities	disponibilités
average stay duration	durée moyenne de séjour

B

bag	bagage
bag	valise
bank	banque
bank holiday	jour férié
barrage	barrage
basilica	basilique
beer	bière
bell	cloche
boarding pass	carte d'embarquement
book (to)	réserver
booked	réservé
booking	réservation
boot	coffre
bottled water	bouteille d'eau
bridge	pont
by airplane	par avion
by rail	par chemin de fer

C

camera	appareil photo/caméra
car rental/car hire	location de voiture
carry out	emporter

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COMPRÉHENSION DE LA LANGUE ANGLAISE

case
check-in
check-in desk/checkpoint
checkout (to)
city tax
climb
closing period
cloudy
comfort standards
competitive price
crossroads
cruise
culture
curiosity
custom
customer data base
customer loyalty
customs
customs agent

valise (US)
vérification/enregistrement
guichet d'enregistrement
régler la note (séjour en hôtel)
taxe de séjour
monter
heures de fermeture
couvert
normes de confort
prix compétitif
carrefour
croisière
culture
curiosité
coutume
fichier client
fidélisation
douane
douanier

D

day
deadline
delay
deluxe
direct booking
do you rent?
door pocket/compartment
drive
duchess
duty-free shop

jour
délai
retard
luxueux
réservation directe
louez-vous ?
compartiment de porte
conduire
duchesse
boutique hors taxes

E

enjoy
embassy
embankment
emergency
enter/key in
entertainment
entry
entrance
escort (to)
estimate/quote
European Union
excursion
exhibition center

apprécier
ambassade
quai (berge urbaine aménagée)
issue de secours
entrer/taper (code)
divertissement
portail
entrée (d'un bâtiment)
accompagner
devis
Union Européenne
excursion
parc des expositions

F

fair
famous
far away/distant/remote
fare
fashion
festival

fête
connu/célèbre
lointain(e)
tarif de transport / prix du train, bus, taxi...
mode
festival

flagship shop
flight
fly (to)
forbidden exit
freeway/highway
front office

magasin fleuron
vol
voyager/partir en avion
sortie interdite
autoroute
réception

G

gate
get off a train/an airplane
go on a package holiday
go on a skiing holiday
go on a walking holiday
go out at night
golf path
guesthouse
guided tour

porte
descendre d'un train/d'un avion
partir en voyage organisé
aller aux sports d'hiver
faire de la randonnée
sortir le soir
parcours de golf
chambre d'hôtes
visite guidée

H

halfway
headquarter
heavy
historical
holiday(s)/vacation
homeland
hospital

a mi-chemin
quartier général (qg)
lourd
historique
vacances
patrie
hôpital

I

ID card
I shall be leaving tomorrow
included
inconvenience
information
information sign
invoice
it's cold
it's hot

carte d'identité
je partirai demain
compris
dérangement/inconvenient
renseignements
panneau d'information
facture
il fait froid
il fait chaud

J

journey

voyage

K

kiosk

kiosque

L

law courts
leaflet
leisure
listed building

palais de justice
brochure
loisir
monument classé

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COMPRÉHENSION DE LA LANGUE ANGLAISE

long weekend
low season
luggage

pont (weekend allongé)
basse saison
bagage

M

map
mobile phone
model
monument
municipal
museum
my key, please

carte
téléphone portable
mannequin
monument
municipal
musée
ma clé, s'il vous plaît

N

Nameboard
national archives
natural reserve
nature park
near/close to/next to
nearby
network
night club
number

pancarte (chauffeur privé)
archives nationales
réserve naturelle
parc naturel
près de
à proximité
réseau
boîte de nuit/discothèque/cabaret
numéro

O

open-air café (near the river)
orders for a mission
outdoor
outside
overnight stay/bed night

guinguette (au bord de l'eau)
ordre de mission
de plein air
en dehors de
nuitée

P

pack one's bags
package deal
package tour
pad
palace
park
party
passport
pay the bill (to)
peak season
pedestrian crossing
pedestrian precinct
places of interest
plane
platform
playground
pleasant
police department
providers
provision

faire ses valises
forfait
voyage organisé
tablette tactile
palais/hôtel de luxe
parc
fête
passeport
régler la note
haute saison
rue piétonne
zone piétonne
lieux d'intérêt
avion
quai (gare,métro)
plaine/aire de jeux
agréable
poste de police
prestataires (de service)
mise à disposition/prestation de service

public /brand image
purposes/goals/aims
put (to) your feet up

image de marque
objectifs
se détendre

R

railway station
range
rates
reception
receptionist
rent
rental
replacement chauffeur
report
reservation
resolve
resort
resort
resort hotel
restaurant
river
roadmap
roadsigns
road trip
round about/traffic circle

gare
niveau de gamme
tarifs
réception
réceptionniste/hôtesse d'accueil
loyer
location
chauffeur de remplacement
rapport
réservation
résoudre
hôtel-club (US)
lieu de villégiature
hôtel de tourisme
restaurant
fleuve/rivière
carte routière/guide
panneaux de signalisation
excursion en voiture
rond-point

S

safe
safety standards
satchel
stay
seaside
secondary home
self-service
shopping centre
shop
shopping center
short stay
show
shuttle
signpost
sightseeing
sightseeing tour
spell
spending estimation
stamp
statue
step

coffre fort
normes de sécurité
sacoche/serviette (sac)
séjour
bord de mer
résidence secondaire
libre-service
centre commercial
magasin
centre commercial
court séjour
spectacle
navette
panneau d'interprétation
tourisme
visite des principales curiosités
épeler
estimation de dépense
timbre-poste
statue
étape

T

takeaway restaurant
take off
task
tasting/sampling

restaurant « à emporter »
décoller/décollage
tâche
dégustation

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COMPRÉHENSION DE LA LANGUE ANGLAISE

theater
ticket
tip
tobacco
tourist attendance
tourist itinerary
tourist observation
tourist office
tour operator
tourist train
town hall
trade fair
traffic jam
train
tram
travel
travel
travel
travel agency
travel agent
traveler
traveling
travelling
trip
trip
trip
try local food

théâtre
billet
pourboire
tabac
fréquentation touristique
itinéraire touristique
observatoire du tourisme
office du tourisme
voyagiste/tour opérateur
train touristique
hôtel de ville
foire
embouteillage
train
tramway
voyager
transport
voyage
agence de voyages
agent de voyage
voyageur
voyage (US)
voyage (GB)
excursion
trajet
voyage
goûter à la cuisine locale

V

vacancy
vacation
visa
visiting
voucher
voucher
voucher
voucher
voucher

libre
congé
Visa
de passage
bon d'achat
bordereau
récépissé
reçu
bon

W

walk
walk
walkthrough
water park
Welcome
Welcoming message
What is this?

marcher
promenade
visite guidée
parc aquatique
Bienvenue
Message d'accueil
Qu'est-ce que c'est?

Y

You are welcome !

Je vous en prie !