

SESSION 2004

MENTION COMPLEMENTAIRE
TELEBILLETTERIE ET SERVICES VOYAGES

E3 : COMMUNICATION TOURISTIQUE

EN LANGUE VIVANTE ETRANGERE

LVB : ANGLAIS

Durée : 1 heure 30

Coefficient : 2

L'usage du dictionnaire unilingue ou bilingue est autorisé.

Barème : Compréhension : 15 points
Traduction : 10 points
Expression : 15 points

*Dès que le sujet vous est remis, assurez-vous qu'il est complet.
Ce sujet comporte 2 pages numérotées de 1/2 à 2/2.*

TRAVAIL À EFFECTUER

I. COMPRÉHENSION (15 points)

Vous travaillez dans une agence de voyage. Votre chef de service vous demande de lui faire, par écrit, un compte rendu **en français** du document ci-dessous **en une centaine de mots**.

The start of a new French Revolution

There's a huge choice of high-flying holidays as the French try to reclaim top billing as Britain's favourite playground. Steve Keenan reports.

January 10, 2004

Ten years ago, a summer holiday in France usually meant two weeks in a gîte or under canvas on a campsite. A weekend break invariably meant Paris or, if feeling flush, two nights in a Loire château.

Why offer more? After all, France was les rosbifs' favourite holiday choice and the British took what they were given, even when the ferries charged £350 to take the car across the Channel.

Not any more. Now more Britons choose to holiday in Spain instead of France, as the appeal of cross-Channel travel becomes as faded as the wallpaper in a rural gîte.

Last year, the number of Britons taking a holiday in France fell by a further 8 per cent. Yet the criticism of complacency, inflexibility and irritability (often warranted) seems finally to have had a hugely beneficial effect on Gallic sensibilities.

Hotels no longer insist on half board but offer B&B with the option of dinner. Hoteliers are also replacing fixed menus with à la carte, as they listen to holidaymakers' demands.

Villa and gîte owners are also moving from fixed changeover days. Now, they are starting to offer properties in spring and autumn by the day, to reflect demand for short breaks but also 10- or 11-day holidays.

The change in attitudes is helping tour operators, who recognise that new ideas are needed to entice the next generation of holidaymakers. The net result is the widest choice of French holidays yet.

(273 words)

Source: <http://www.timesonline.co.uk>

II. TRADUCTION EN FRANÇAIS (10 points)

Lire le texte ci-dessous et traduire de la ligne 7 « Before the industry crashed... » à la ligne 15 « ...the biggest travellers of tomorrow. »

Travel forecast

A « perfect storm » of terrorism, war, disease and recession has kept would-be travellers close to home and halted 20 years of growth in global travel. But the future may brighten as citizens of developing nations begin to hit the road.

5 While tourism has historically been driven by customers from the West, the next two decades will be shaped by the democratisation of travel, as Russians, East Europeans, Southeast Asians and, most importantly, the Chinese gain the means and the desire to go abroad.

10 [Before the industry crashed, new trends were already taking shape. Tourism from Russia to France has risen by 25% in the past year, as wealthy Russians flock to see the churches, ski resorts and beaches their grandparents visited 100 years ago. And in China, a growing middle class has been booking package tours to places as far-flung as Turkey and Hawaii.

15 Two years ago the World Tourism Organization predicted that China would become the fourth largest country for outbound tourism by 2020. Before the SARS epidemics, the Chinese were already well on their way to achieving that goal. Now experts say it may take a year or more for travel to return to previous levels. But few doubt that the Chinese will be among the biggest travellers of tomorrow.]

Adapted from : *Travellers of Tomorrow*
By Rana Foroohar (Newsweek May 26 / June 2, 2003)

III. EXPRESSION (15 points)

Travail à faire **en anglais**.

Vous êtes Julie Clément. Vous travaillez pour Worldwide Tours Ltd, à New York. Monsieur et Madame Marlowe souhaitent passer une semaine à Paris au mois de juin. Vous leur faxez, de façon succincte, mais rédigée, la confirmation des points suivants :

- 2 allers-retours en 1ère classe :
départ New York JFK samedi 05 juin à 20h55 / arrivée Paris CDG dimanche 06 juillet à 10h / vol AF011
retour Paris CDG samedi 12 juin à 18h55 / arrivée New York JFK à 20h50 heure locale / vol AF008,
- le transfert de l'aéroport à l'hôtel,
- la réservation d'une chambre double avec bain à l'hôtel 4 étoiles California Champs Elysées pour 7 nuits,
- 2 billets d'entrée pour l'exposition « Joan Miró, 1917-1934, La naissance du monde » au Centre Pompidou
- règlement du solde à effectuer un mois avant le départ.