

L'usage du dictionnaire bilingue est interdit.

I - Complétez le dialogue suivant en choisissant dans la marge la proposition adéquate : (5 points)

	Secretary: MDB prod , Good morning.
1 speaking 1 talking	Mrs Dufour: Good morning, Mrs Dufour from the Valenciennes film festival (1)..... I'd like to contact Mr Ken Roach.
2 I'm afraid 2 I'm sorry	Secretary: (2), but Mr Roach is in Ireland and won't be back until next Wednesday.
	<i>Mrs Dufour</i> : Oh, that's really annoying. Is there someone from the production I can talk to?
3 hold on 3 wait a minute	Secretary: Certainly, (3)..... Please. I'll get Mrs Jones, his Personal Assistant, for you.
	<i>Mrs Dufour</i> : Thank you!
4 pass you 4 'll put you through	Secretary: One moment Mrs Dufour, I (4).....!
5 can I help you 5 can I do for you	P A: Mrs Jones speaking. How (5).....?
	<i>Mrs Dufour</i> : I'm Mrs Dufour from the Valenciennes film festival and we are currently organizing Mr Roach's timetable at our 18 th festival next March.
6 would 6 Can	P A: All Right Mrs Dufour,(6)..... I take your message?
7 would leave 7 will be provided	<i>Mrs Dufour</i> : Yes. As the guest president of our festival, a limousine (7)..... at Lesquin Airport or Lille Europe international station depending on his choice. Moreover,
8 could 8 should	(8)you confirm by e-mail the number and the names of the crew who will come along for the whole week.
9 postcode 9 e-mail address	PA: Of course, Mrs Dufour; Could you give me your(9).....please?
	<i>Mrs Dufour</i> : yes indeed , that's <u>Valsfilmfestival@wanadoo.fr</u> You can also download our brochure and the 2007 programme.
10 as soon as possible 10 fast	P A: That's fine, I'll send you an e-mail to confirm (10)..... Goodbye, Mrs Dufour. See you next March in Valenciennes.
	<i>Mrs Dufour</i> : Thank you Mrs Jones. Goodbye!

	Session 2007	Facultatif : code		
Examen et spécialité Mention complémentaire - Assistance, conseil, vente à distance				
Intitulé de l'épreuve Épreuve E3 → Anglais professionnel				
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**II - Complétez le tableau en anglais en suivant les informations qui sont données dans le texte :
(10 points)**

Vous êtes Angela Brown. Vous travaillez au centre d'appel de la banque internationale WWB. Vous êtes chargée de prendre rendez-vous avec Mrs Lambert. Mr Forester, conseiller financier, avait au préalable envoyé un courrier proposant de nouveaux produits financiers à chacun de ses clients.

Prise de contact présentation (1 point) et Demander Mrs Lambert (1 point)	
Mrs Lambert: Yes, I'm Mrs Lambert. What can I do for you?	
Dire que vous appelez de la part de Mr Forester.(1point) Demander de confirmer la réception du courrier de la semaine dernière. (1 point)	
Mrs Lambert: Yes indeed, I received his letter yesterday.	
Proposer de rencontrer Mr Forester pour plus de renseignements (1 point)	
Mrs Lambert: Yes, that's a good idea because there are new products I don't really understand much about.	
Dire que Mr Forester sera heureux de répondre à ses questions (1 point) et lui faire profiter de ses offres. (1 point) Demander si elle est disponible le ..., à ... (proposer une date et un horaire). (2 points)	
Mrs Lambert: Yes, I am free on Monday, December 12th and 2 pm is all right for me.	
Confirmer le rendez-vous avec Mr Forester (1 point) et prendre congé.	

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III -Traduisez ce courriel en français : (5 points)

Mail to: Mrs Gibson

Subject: Itinerary Ashford – Bromley

Attachment:

Dear Mrs Gibson,

Could you please provide me with an itinerary for my trip from Ashford to Bromley on Monday, 25th April? I need to be in Bromley for 8.15 a.m., for a meeting at 8.30. Please send me a road map, together with details about the length of time the journey will take at that time of day, and the distance. Would it be quicker if I took the train? If so, I will need a plan of Bromley in order to find my way to the meeting!

Thanks a lot,
Harry Wheelbarrow

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