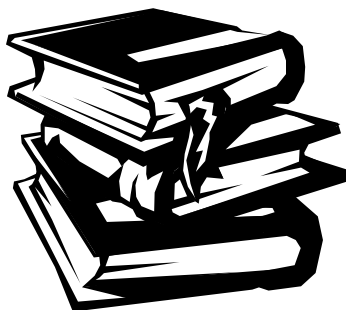


Apprendre l'anglais
Langue seconde



Compréhension de l'écrit,
Expression écrite et
Interaction orale

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Août 1995

Compréhension de l'écrit

DIRECTIVES

Le Test de compréhension de l'écrit se compose de 65 questions à choix multiple. Vous avez une heure et demie pour y répondre. Le test comporte deux types de questions. Voici des exemples des deux types de questions.

QUESTIONS DE TYPE 1

Pour ce type de questions, on vous présente un texte suivi d'une phrase incomplète. Votre tâche consiste à compléter la phrase en choisissant, parmi les quatre réponses proposées, celle qui correspond le mieux à l'information contenue dans le texte.

EXAMPLE 1

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Your participation in the survey will, of course, be voluntary, but if everyone takes part, we all stand to gain.			

1. La personne qui a écrit cette note de service
 - (1) s'offre pour participer au sondage.
 - (2) exige que tout le monde participe au sondage.
 - (3) aimerait que tout le monde participe au sondage.
 - (4) avertit tout le monde du danger de participer au sondage.

Dans l'EXAMPLE 1, Aimerait que tout le monde participe au sondage est, parmi les réponses proposées, celle qui correspond le mieux à l'information contenue dans le texte. La bonne réponse est donc le numéro (3).

QUESTIONS DE TYPE 2

Pour ce type de questions, on vous présente un texte suivi d'un choix de quatre réponses. Votre tâche consiste à choisir, parmi les quatre réponses proposées, la phrase qui décrit mieux le texte.

EXAMPLE 2

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Some time ago I informed you that there would be a meeting with one of the Commissioners in the week of Nov. 29. The English meeting has now been confirmed for Dec. 1 at 13:30 in Room 2617, Asticou Centre. This meeting is compulsory for all personnel and should last approximately an hour and a half. It will be oriented around the subject of the Commission's mission and values vis-à-vis the present government context and how we as employees can best contribute.			

1. Lequel des énoncés suivants DÉCRIT LE MIEUX le texte ci-dessus?
 - (1) Although the meeting of Dec. 1 with the Commissioner is not mandatory, it is recommended that employees attend.
 - (2) Employees are asked to contribute ideas at a meeting with the Commissioner on Dec. 1.
 - (3) The mission of the Commission and contributions of employees will be discussed by the Commissioner on Dec. 1.
 - (4) At a meeting on Dec. 1, employees will be informed of changes in the Commission's mission because of the present government.

Dans l'EXAMPLE 2, The mission of the Commission and contributions of employees will be discussed by the Commissioner on Dec. 1 est, parmi les réponses proposées, l'énoncé qui décrit le mieux le texte. La bonne réponse est donc le numéro (3).

Compréhension de l'écrit

Question 1

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>In reply to your inquiry, I am sending you a brochure that explains the computer course that will be given soon.</p>			

1. Selon la note ci-dessus,
- (1) un cours d'informatique sera offert bientôt.
 - (2) un cours d'informatique a été offert dernièrement.
 - (3) un cours d'informatique est offert chaque semaine.
 - (4) un cours d'informatique est actuellement offert.

Question 2

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I have applied for an English course at Place du Portage Tuesdays and Thursdays from 5 :00 – 8:00 for 6 weeks. The trip takes 15 minutes by car. Therefore, I request that I be permitted to leave work at 4:45 instead of 5:00 PM on those days.</p> <p>If my request does not meet with your approval, please notify me before Friday.</p>			

2. According to this text, normal quitting time is
- (1) 5 :00 PM.
 - (2) 4 :45 PM.
 - (3) 8 :00 PM.
 - (4) Friday.

Question 3

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>The travel expense form must be filed at the local accounting office within fifteen (15) days following the end of the trip. The completed form must be accompanied by all the receipts and/or invoices required to justify each amount claimed (e.g. plane ticket).</p>			

3. La note ci-dessus a pour objet
- (1) d'inciter les gens à être ponctuels.
 - (2) d'informer les gens sur la façon de remplir une demande de remboursement de frais de voyage.
 - (3) d'informer le bureau de comptabilité des dépenses de voyage.
 - (4) de demander une autorisation et une avance de voyage.

Question 4

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>We are seeking your support in ensuring that the rules are complied with so that the efficiency of the building air conditioning system may be maintained.</p>			

4. La note ci-dessus a pour objet
- (1) d'inviter les gens à suggérer des moyens afin d'améliorer un système.
 - (2) d'informer les gens des règles.
 - (3) de former les gens.
 - (4) de demander la participation des gens.

Question 5

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
The oral interaction part of your second language examination will take place on Tuesday, June 11, at 2:00 PM at l'Esplanade Laurier, Room 1207. Please report first to the receptionist's office on the 12 th floor, North Tower.			

5. Selon la note ci-dessus,
- (1) l'examen aura lieu le mardi 11 juin à 14 h.
 - (2) l'examen aura lieu le jeudi 11 juin à 14 h.
 - (3) l'examen se déroulera au bureau de la réceptioniste.
 - (4) l'examen aura lieu à 15 h, le 11 juin, à l'Esplanade Laurier.

Question 6

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Good luck with your presentation May 1. I would like to remind you that you are required to prepare an evaluation form for your listeners to fill out. Please include questions inviting comments or suggestions.			

6. The purpose of this memo is
- (1) to offer good luck.
 - (2) to ask for comments.
 - (3) to evaluate an audience.
 - (4) to give instructions.

Question 7

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
I wish to express my thanks to you and the members of your staff for your co-operation and special efforts in preparing the Annual Report within the assigned time frame.			

7. The main purpose of this memo is to express
- (1) appreciation.
 - (2) disappointment.
 - (3) dissatisfaction.
 - (4) co-operation.

Question 8

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
The Translation Bureau must be advised if the document is to be given special security treatment. Both copies of the text to be translated must bear the appropriate security code.			

8. D'après cette note de service,
- (1) deux copies du texte doivent être envoyées avec la demande de traduction
 - (2) si un texte exige des mesures de sécurité spéciales, les deux copies du texte doivent porter la cote de sécurité appropriée.
 - (3) la formule de demande doit comporter tous les renseignements nécessaires.
 - (4) la traduction sera fournie en deux copies.

Question 9

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
This authorization is given on the understanding that the videotape will be used only in the national museums of Canada and solely for educational purposes.			

9. Selon la note ci-dessus, le vidéo
- (1) est très facile à comprendre.
 - (2) est réservé aux institutions éducatives.
 - (3) est disponible seulement dans les musées nationaux du Canada.
 - (4) n'est pas disponible.

Question 10

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Every year, the Incentive Awards Board distributes an average of \$156 000 in Suggestion Awards. Over the past five years, the average award has been \$175 and, every year, there are usually 21 awards over \$1 000. So submit a suggestion right now.			

10. Selon le texte ci-dessus,
- (1) au cours des cinq dernières années, la prime moyenne a été de 175 \$ par suggestion.
 - (2) il y a généralement 21 primes de 175 \$ accordées chaque année.
 - (3) la meilleure suggestions présentée au cours des cinq dernière années a une de 156 000 \$.
 - (4) à l'avenir, une prime de 1 000 \$ sera versée pour les meilleures suggestions.

Question 11

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Attached are rough drafts of some handouts for the upcoming information session: the agenda, a floor plan, a blank page for notes, and an organization chart. As I mentioned on the phone, immediate feedback is necessary as the session is scheduled for next week.</p>			

11. The writer of this memo wants
- (1) a response.
 - (2) rough drafts.
 - (3) a phone call.
 - (4) a schedule.

Question 12

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>How to use this index: Place your thumb on the section title you want on the outside edge of the cover. To locate the place desired, fold the edge of the directory to line up the mark on the cover with the appropriate edge mark on the pages of the section.</p>			

12. Selon la note ci-dessus, pour consulter l'index, il faut
- (1) utiliser tous ses doigts.
 - (2) aligner le pouce sur la marque de la couverture.
 - (3) s'assurer que le livre est ouvert.
 - (4) placer le pouce gauche à l'intérieur de la couverture.

Question 13

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>At the Training Institute in Cornwall, courses are scheduled to start at 8:30 AM. Even if some students are missing, it is not possible to delay the beginning of classes until 9:00 AM.</p>			

13. Les cours

- (1) commencent lorsque tout le monde est arrivé.
- (2) doivent commencer à 8h30.
- (3) commencent parfois à 9h00.
- (4) aucune des réponses mentionnées.

Question 14

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>As of June 15, in order to make long distance calls from the Government system, you will have to dial 1, the area code, and the seven digits of the number desired. Therefore, it will no longer be necessary to use the various codes such as 183 for Montreal. The procedure used will be the same as for making long distance calls from a residential telephone.</p>			

14.

- (1) vous devez procéder de la même manière que pour un appel interurbain effectué à la maison.
- (2) vous devrez composer l'indicatif régional et les sept chiffres.
- (3) vous aurez le choix d'utiliser les indicatifs à trois chiffres comme auparavant.
- (4) vous devrez composer le «1» et les sept chiffres.

Question 15

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>As you are aware, Green's office is very small. Since she is to assume added responsibilities March 1, I recommend that she move to Room 5. This location would allow space for the two additional filing cabinets and the telephone desk which she requires. I hereby request that authorization be granted to have her office moved.</p> <p>Should approval be given to my recommendation, please advise me as soon as possible.</p>			

15. The purpose of this memo is
- (1) to ask for more office equipment.
 - (2) to seek approval for a move.
 - (3) to ask for advice.
 - (4) to complain about office space.

Questions 16

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>When amending a report, it is necessary to indicate the changes clearly. For example, underline all new or changed sections in contrasting colour.</p>			

16. Selon le texte,
- (1) les ajouts ou les modifications recevront la même priorité que le rapport original.
 - (2) les modifications requises doivent être clairement signalées.
 - (3) les modifications au rapport doivent être soumises séparément.
 - (4) les modifications devraient être signées par la personne qui produit le rapport.

Question 17

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>The report recommends that a conference be held in early September to study the project. It also suggests seeking the opinions of possible project promoters and other concerned communities.</p>			

17. Le rapport

- (1) fixe une date pour la conférence.
- (2) recommande que l'on consulte la communauté et les promoteurs éventuels.
- (3) mentionne que le projet devrait être terminé au plus tard au début de septembre.
- (4) mentionne qu'il a été décidé d'aller de l'avant avec ce projet.

Question 18

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>On Sunday, the train from Halifax arrived in Montréal over two hours late because of flooding due to heavy rains. The train had to slow down for a distance of several kilometres.</p>			

18. Le train

- (1) en provenance de Montréal et à destination de Halifax a quitté la gare dans la confusion dimanche.
- (2) en provenance de Halifax est arrivé à Montréal avec plus de deux heures de retard.
- (3) était en retard en raison de la neige épaisse recouvrant la voie ferrée.
- (4) n'a pu se rendre à destination.

Question 19

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
I am pleased to inform you of the appointment of John Brown as Director General, Executive Secretariat, effective June 25, John replaces Sam White, who is now Director General of the Terminology and Documentation Branch.			

19. The main purpose of this memo is to

- (1) give advice.
- (2) inform.
- (3) request.
- (4) suggest.

Question 20

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Special attention should be given to : Document 15 which indicates the procedure to be followed in making travel reservations; Appendix G, which gives a complete description of the status codes; and appendix K, which gives a description of the files.			

20. D'après la note ci-dessus, il faudrait

- (1) que les titres soient changés.
- (2) que le texte soit intégré à la politique.
- (3) que le document soit étudié et compris.
- (4) que les dispositions soient prises pour modifier les annexes.

Question 21

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
The information contained in the above-mentioned circulars is no longer valid or has been incorporated in other policy manuals. You will find below a list of the circulars still in effect.			

21. Selon cette note,

- (1) il y a de nouvelles circulaires.
- (2) il n'y a plus de circulaires.
- (3) les circulaires ont été révisées.
- (4) il faut obtenir plus de renseignements sur cette circulaire.

Question 22

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Employees who are insured under the Public Service Health Care Plan may now increase their levels of coverage to Level I, II or III, as appropriate. In order to upgrade coverage, employees must complete formal application cards and forwards them to their Personnel Office.			

22. Selon la note ci-dessus,

- 1) les primes du régime de soins de santé de la fonction publique subissent une augmentation..
- (2) vous devriez appeler votre agent du personnel pour accroître votre protection.
- (3) chaque personne intéressée devra acheminer une demande officielle.
- (4) aucune des réponses précédentes.

Question 23

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
You will find enclosed a list of the monthly rates supplied by Treasury Board. This list takes into account the increases in employee, employer and retiree contributions.			

23. Selon cette note de service,

- (1) la liste jointe fait état des taux mensuels.
- (2) le Conseil du Trésor a imposé des augmentations.
- (3) il faut envoyer une liste au Conseil du Trésor.
- (4) la liste des personnes s'est allongée.

Question 24

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
In order to obtain your passport, complete an application form available from post offices, customs or immigration offices, citizenship courts, regional passport offices or travel agencies. You must indicate the name of a guarantor who meets the requirements of the form and attach two photographs of yourself, your birth or citizenship certificate and a certified cheque or postal money order in the required amount.			

24. Selon de texte ci-dessus,

- (1) votre demande de passeport doit être accompagnée de deux photographies.
- (2) vous ne pouvez payer qu'avec un chèque visé.
- (3) vous pouvez obtenir votre passeport dans différents bureaux.
- (4) un certificat de naissance n'est pas nécessaire.

Question 25

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I wish to inform you of the administrative procedures that must be followed concerning the matter of travel. It is important that you adhere to these procedures during your assignment of this division.</p> <p>Specifically, no travel reimbursement will be allowed if it has not been duly authorized in advance. This regulation is stated on p. 213 in your employee handbook.</p> <p>In addition, given that secretarial resources are extremely limited, it is requested that all employees fill in their own travel claims. These claims do not need to be typed as long as the information is printed legibly and in block letters.</p> <p>Your cooperation in this matter is appreciated.</p>			

25. According to this text, travel claims must be

- (1) done by secretaries.
- (2) typed.
- (3) authorized after the trip.
- (4) in capitals.

Question 26

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Experts can account for only about half of the 40,000 tons of PCBs in Canada. The remainder has been lost, buried, reused or dispersed in the environment.</p>			

26. Selon ce texte, au Canada,

- (1) la contamination par les BPC a augmenté.
- (2) le principal problème est que l'on ne sait pas encore tout sur les BPC.
- (3) les risques de maladies liés aux BPC sont exagérés.
- (4) seulement la moitié des BPC présumément présents a été retracée

Question 27

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>This is to request that authorization be given to recover Mr. James' salary overpayment at a lower rate of 5%. If the standard rate of recovery is applied, Mr. James will suffer undue financial hardship due to his current family health circumstances.</p>			

27. According to this text, Mr. James must

- (1) suffer from poor health.
- (2) recover at a standard rate.
- (3) pay back less than 5% of his annual salary.
- (4) have been overpaid at some point.

Question 28

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Transport Canada has begun an inquiry into the crash of an Air Canada DC8 on take-off at the Sydney Airport in Nova Scotia. Seven persons lost their lives in the accident, while twenty-six others were injured, eleven seriously.</p>			

28. Selon la note ci-dessus,

- (1) un avion s'est écrasé au Nouveau-Brunswick.
- (2) sept personnes ont été grièvement blessées.
- (3) Air Canada est responsable de l'accident.
- (4) il y aura une enquête sur l'accident.

Question 29

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Texts should be written as clearly as possible before being sent to the coordinator. Discussing them in advance with a supervisor can help to clarify ideas and suggestions.			

29. Selon la note ci-dessus, les textes
- (1) devraient être rédigés de façon claire.
 - (2) devraient être rédigés sur des formules spéciales.
 - (3) devraient être aussi courts que possible.
 - (4) doivent toujours être approuvés avant d'être envoyés.

Question 30

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
We are requesting that approval be given to use a standard contract form within the department. This action should result in improved contract preparation and facilitate the contract approval process.			

30. Lequel des énoncés suivants DÉCRIT LE MIEUX le texte ci-dessus?
- (1) The use of only one contract form would downsize the department.
 - (2) The use of only one contract form would improve the system of contract approval.
 - (3) The use of only one contract form would delay contract preparation.
 - (4) The use of only one contract form would make contract preparation more difficult.

Question 31

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>The department has cancelled its agreement with Tildano Car rentals. After several warnings, the company did not change its contract forms, which were drafted in English only contrary to the requirements of the departmental official languages policies. Several complaints had been lodged with the Department by Tildano clients.</p>			

31. Selon cette note de service,

- (1) les contrats de Tildano étaient bilingues.
- (2) les contrats de Tildano étaient rédigés seulement en français.
- (3) les formulaires de contrat de Tildano ne satisfaisaient pas aux politiques ministérielles sur les langues officielles.
- (4) les formulaires de contrat de Tildano seront bilingues à l'avenir.

Question 32

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Any person who detects fire, smoke or gas fumes should report this fact immediately to the floor emergency officer or acting officer.</p>			

32. Selon cette note de service,

- (1) si vous sentez des émanations de gaz ou une odeur étrange, vous devez immédiatement en avvertir votre collègue.
- (2) toute personne qui détecte un feu, une odeur étrange ou des émanations de gaz doit immédiatement signaler la situation à l'agent de secours d'étage ou à son suppléant.
- (3) toute personne qui aperçoit un incendie doit suivre les directives de l'organisation de lutte contre les incendies.
- (4) toute personne qui aperçoit un incendie ou qui détecte des émanations de gaz doit prévenir le personnel à proximité.

Question 33

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>It is important that some moments in life be marked in a special way. Murray Jones, Chief of Staff Relations, is leaving the Department to become Chairman of the Transit Commission of the Regional Municipality of Sudbury. After nineteen years with the federal public service, seven of which were with Transport Canada, Murray is going back to his home town. You are invited to pay tribute to him on Thursday, October 1, at 3 :30 p.m., in the conference room on the 5th floor. In order to give him a better send-off, we would appreciate a contribution of \$5.00.</p>			

33. Selon la note ci-dessus,

- (1) M. Jones prendra sa retraite le 1^{er} octobre.
- (2) M. Jones a été nommé chef des Relations de travail à la Commission des transports de Sudbury.
- (3) M. Jones a travaillé pendant dix-neuf ans à transports Canada.
- (4) M. Jones a passé dix-neuf ans au sein de la fonction publique du Canada.

Question 34

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>In an effort to improve communication and understanding, the Department has asked the Branch to initiate a newsletter. Our Director has appointed me as one of five members assigned to the Newsletter Committee for a four-month term.</p> <p>Therefore, I am now inviting submissions from each of you. Submissions could include subjects such as branch events and accomplishments. A list of suggested topics is enclosed. Articles for our first issue should be submitted to me in Room 1238 by October 25.</p> <p>If you have any questions or comments, do not hesitate to contact me. Thank you for your participation.</p>			

34. Le but de ce texte est

- (1) de faire une soumission.
- (2) d'annoncer une approbation.
- (3) de demander des volontaires pour un comité,
- (4) de demander des articles.

Question 35

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>With a view to using space more efficiently, we have relocated several branches and divisions within the Montreal region during the last few months. As a final step, the Programs Directorate will be moving to the Guy Favreau Complex in the fall.</p> <p>Therefore, effective September 12, the Programs Directorate will be located on the third floor, West Tower, 200 Dorchester West.</p> <p>Please note that all telephone numbers remain unchanged.</p> <p>Every effort is being made to ensure continuity of service. However, should problems arise, I ask for your understanding until the move is completed.</p>			

35. According to this memo, relocation has taken place

- (1) to give a better view.
- (2) to improve use of existing facilities.
- (3) to centralize the Montreal region.
- (4) to downsize.

Question 36

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>As its name indicates, the purpose of the Federal Summer Student Employment Program (FSSEP), administered each year by the Public Service Commission, is to offer students jobs during their vacations. You are eligible for this program if you are a full-time student at a university or technical school and if you intend to continue your studies in the fall.</p>			

36. Pour obtenir un emploi dans le cadre du programme d'emplois d'été pour les étudiants et les étudiantes, il faut
- (1) avoir fait son inscription dans une université ou une école technique.
 - (2) poursuivre à l'automne dans une université ou une école technique des études à plein temps déjà commencées.
 - (3) avoir fini ses études à plein temps dans une université ou une école technique.
 - (4) obtenir une recommandation de l'université ou de l'école technique où l'on étudie à plein temps.

Question 37

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>This memo is to solicit your input into this year's performance appraisal report. Information you wish to have included should be submitted to me in writing by the end of December. Specifically, I would welcome</p> <ul style="list-style-type: none">- information about your activities during the past year,- an evaluation of your performance, and- a summary of both your strong points and the areas in which you wish to improve. <p>Point-form format is fine.</p> <p>Please note that the appraisal period for this year is from February to December 1994. Next year the appraisal period will be from January to December.</p> <p>As usual, I will be meeting with you individually to discuss your evaluation and objectives for next year.</p>			

37. The writer of this text wants

- (1) to give information in point-form.
- (2) employee feedback re : the evaluation form.
- (3) information from employees.
- (4) to have a good evaluation.

Question 38

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I am forwarding the attached letter to you as I am sure that you and your staff will be able to provide Ms. Green with considerably more information than is available here. Would you please send me a copy of your reply.</p> <p>Thank you for your co-operation.</p>			

38. The writer of this memo would like

- (1) to delegate responsibility for answering a request.
- (2) to answer a request.
- (3) to co-operate with another staff.
- (4) to copy an answer to a request.

Question 39

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>In order to keep « cool » at work during the summer months, employees should observe the following :</p> <ol style="list-style-type: none">a) only Campeau Corporation staff is allowed to adjust cooling units,b) furniture should be placed at least 20 centimetres away for the radiators,c) papers should not be piled on the air vents of the radiators so as not to interfere with air circulation,d) blinds and drapes that are exposed to the sun should be closed.			

39. La note ci-dessus a pour objet

- 1) de demander aux gens d'être plus propres.
- (2) de rendre la climatisation plus efficace.
- (3) d'aider les responsables de l'entretien dans leurs tâches.
- (4) d'aider le personnel de la Société Campeau à ajuster les unités de refroidissement d'air.

Question 40

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Organized carpooling enables motorists to reduce the costs of using their vehicles when travelling to work or school.			

40. D'après ce texte,

- (1) les personnes se rendant au travail ou à l'école en voiture chaque jour peuvent économiser en adoptant le covoiturage.
- (2) une organisation à pour but non lucratif aidera les personnes intéressées à établir un système de covoiturage dans le secteur.
- (3) le covoiturage fera baisser la clientèle des autobus.
- (4) les gens désirent un meilleur service de transport en commun.

Question 41

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Studies show that motorists who wear seat belts have a better chance of survival in an accident.			

41. D'après les études faites,

- (1) les automobilistes ont de meilleures chances de survie en cas d'accident lorsqu'ils portent leur ceinture de sécurité.
- (2) les morts accidentelles ont diminué depuis que le port des ceintures de sécurité est obligatoire.
- (3) l'on devrait toujours porter une ceinture de sécurité.
- (5) on ne peut pas se prononcer sur les chances de survie d'une personne qui ne porterait pas de ceinture de sécurité.

Question 42

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I am happy to approve your application for a leave of absence to work for a private sector production company. This leave is conditional on your reporting on relevant aspects of your work experience when you return. Both written and oral reports would be expected.</p> <p>If you agree to the above condition, your one-year leave of absence without pay will commence on December 15.</p>			

42. As a condition of the leave, on returning to work the receiver of this text will have to
- (1) give a verbal presentation.
 - (2) work in the private sector.
 - (3) apply for leave without pay.
 - (4) experience more work.

Question 43

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>A few weeks ago the press was shown a heating system which, without being a new concept, has the advantages of being adapted to the Quebec climate and being available on the Canadian market. A particular advantage of the system is that it makes possible energy savings of almost 70 percent.</p>			

43. Selon le texte ci-dessus,
- (1) le nouveau système de chauffage est maintenant offert au Canada.
 - (2) il s'agit d'un concept révolutionnaire dans le domaine du chauffage résidentiel.
 - (3) le produit décrit n'est en vente que dans la province de Québec.
 - (4) grâce à ce nouveau concept, l'économie d'énergie peut aller jusqu'à de 30%.

Question 44

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
Managers are responsible for using and developing the resources of their work units in ways that increase productivity, such as ensuring that work is distributed equitably among employees.			

44. Selon ce texte,

- (1) chaque gestionnaire est responsable de la productivité de son groupe de travail.
- (2) chaque gestionnaire devrait prévoir la charge de travail pour tout le Ministère.
- (3) chaque gestionnaire devrait résoudre les conflits survenant entre ses subalternes.
- (4) chaque gestionnaire doit approuver ou rejeter les projets de son groupe de travail et établir des priorités.

Question 45

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>April 7 : this memorandum is to advise you that the Security Division has authorized a technician from GMM Consultants Inc. To enter any office during normal working hours (8 :00 a.m.-4 :30 p.m.) from Monday, April 13, to Friday, April 17, inclusively.</p>			

45. Selon la note cu-dessus,
- (1) les techniciens de GMM Consultants Inc. sont autorisés à entrer dans tous les bureaux.
 - (2) un technicien de GMM Consultants Inc. est entré dans les bureaux avec l'autorisation de la Division de la sécurité.
 - (3) un technicien de GMM Consultants Inc. pourra entrer dans les bureaux la semaine prochaine.
 - (4) aucune des réponses précédentes.

Question 46

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>In general, employees do their work in the manner indicated by their superiors. Normally, finding a better method of doing it does not form part of the job. Therefore, suggestions can result in a bonus if they are accepted.</p>			

46. Selon la note ci-dessus, la plupart des gens
- (1) ne peuvent obtenir de l'argent pour leurs bonnes idées.
 - (2) peuvent participer au programme de travail.
 - (3) peuvent présenter toutes sortes de suggestions.
 - (4) doivent exercer leurs fonctions selon les directives de leur surveillant.

Question 47

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>While Mr. Brown's work with travel forms is always meticulous and reliable, he is less thorough in making reservations when working under pressure. His forgetfulness caused the Chief inconvenience and loss of time during an important business trip.</p>			

47. Mr. Brown has trouble when he is
- (1) losing time.
 - (2) filling out travel forms.
 - (3) working under deadlines.
 - (4) on important business trips.

Question 48

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I am requesting a 30-day leave of absence without pay to seek election to the full-time municipal office of councillor in the city of Vanier. Moreover, if I am elected to this office, I request that this leave of absence be extended by three years in order to permit me to serve one term of office.</p> <p>The Treasury Board <u>Personnel Management Manual</u>, Volume VIII, Binder 2, Chapter 2.3, Paragraph 5.2.8, states that such leave may be granted for this purpose.</p>			

48. The writer of this text
- (1) is requesting leave with pay.
 - (2) works for the City of Vanier.
 - (3) cites a Treasury Board document.
 - (4) is leaving work for 30 days.

Question 49

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Enclosed as per your request are copies of the two reports submitted by the Carleton University student consultants supervised by our Directorate May 18 to August 26. The two projects on Uniformity of Legislation carried out by the students were as follows :</p> <ol style="list-style-type: none">1. Labelling (marking) – W. Kerr2. Inspection, Certification, Seizure and Detention – S. Ward <p>These reports were the project outputs planned for in the original contract with your Directorate.</p>			

49. According to this text, the Carleton students
- (1) made copies of reports.
 - (2) worked for the Department for a little over 3 months.
 - (3) were supervised by W. Kerr and S. Ward.
 - (4) consulted the Legal Department.

Question 50

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>We are looking for someone with an extensive university background in economics. The candidate should have a minimum of ten years experience in financial analysis, three of which were as a supervisor. In addition to having a natural aptitude for management, a dynamic personality is an asset.</p>			

50. La candidate idéale ou le candidat idéal doit
- (1) être économiste et avoir trois ans d'expérience de travail.
 - (2) être jeune analyste et dynamique.
 - (3) posséder un diplôme en économie et avoir une expérience pertinente.
 - (4) avoir au mains dix ans d'expérience dans la supervision.

Question 51

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Last December, the Canadian Transport Commission (CTC) granted CP Rail permission to abandon the line of 123 kilometres up to Maniwaki. However, the CTC would like the parties concerned to find some means of maintaining the excursion service between Ottawa and Wakefield, which has been the delight of many tourists for over ten years.</p>			

51. Selon cette note de service,

- (1) CP Rail a recommandé de ne pas abandonner le trajet menant à Maniwaki.
- (2) CP Rail a demandé que le trajet en direction de Maniwaki soit maintenu.
- (3) il pourrait être possible de maintenir la ligne menant à Wakefield.
- (4) le train à vapeur roulera pendant encore dix ans.

Question 52

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>This is to advise all employees of the changes made in the pension plan. The changes have been approved by Treasury Board on the recommendation of the National Joint Council of the Public Service.</p>			

52. Selon la note ci-dessus,

- (1) plusieurs changements seront apportés au régime des pensions.
- (2) plusieurs changements ont été approuvés par le Conseil national mixte de la fonction publique.
- (3) les changements au régime des pensions ont été recommandés par le Conseil du Trésor.
- (4) les changements au régime des pensions ont été approuvés par le Conseil du Trésor.

Question 53

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>At the Labour-Management Relations committee meeting on Thursday, February 13, I was informed of complaints that competition posters are sometimes missing from the bulletin boards.</p> <p>I have discussed this situation with an officer in Administrative and Technical Services who assured me that posters are consistently posted. It would seem that they are subsequently being removed. Please note the following change, which we hope will correct this problem.</p> <p>We will continue to post all competition posters on the bulletin boards. In addition, we will keep duplicate copies of all posters in the Publications Section on the ninth floor.</p> <p>Considering that copies of posters are easily available, I call upon your cooperation to refrain from removing posters from the bulletin board. In this way, all employees will have equal access to this important information.</p>			

53. The proposed solution to the problem of missing posters is
- (1) to continue posting notices of competition.
 - (2) to ask an officer to post notices of competition.
 - (3) to demand that people not remove notices of competition.
 - (4) to make copies of notices of competition.

Question 54

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>This is with reference to your memorandum requesting an appraisal of the above conference. My staff and I found it to be of real benefit, particularly from the point of view of becoming better acquainted with colleagues and counterparts at both regional and corporate levels. The conference was encouraging in that we realized that we share a variety of concerns and problems, in spite of regional differences.</p> <p>I thought that the conference was well co-ordinated and that presentations by resource personnel were generally effective and informative. Discussions were well conducted and thought-provoking, although it was unfortunate that our office did not receive the proposed agenda until just before the conference. Thus, we had insufficient time to have real input into the selection of topics discussed.</p>			

54. The major criticism of the conference was

- (1) lack of agenda.
- (2) regional differences.
- (3) too many topics were discussed.
- (4) late arrival of agenda.

Question 55

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
The bilingual regions are: (a) the National Capital Region (b) the province of New Brunswick (c) certain parts of the Montreal Metropolitan area (d) certain other parts of Quebec (e) Northern and Eastern Ontario (f) Metropolitan Toronto and Winnipeg with respect to service to the public.			

55. Selon le texte ci-dessus,

- (1) le Nouveau-Brunswick est la seule province ayant un statut bilingue.
- (2) toute la région métropolitaine de Montréal est bilingue.
- (3) le sud et l'est de l'Ontario ne sont pas des régions bilingues.
- (4) le Manitoba est une région bilingue en ce qui concerne le service public.

Question 56

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>While she speaks very freely about the objectives of service to the public : improvement of the productivity of the system and bringing the carrier and his client closer together, Mrs. Côté becomes very circumspect when she discusses the issue of staff relations. This subject remains an extremely sensitive one in this Crown Corporation which has been plagued with many serious labour disputes over the past ten years.</p>			

56. D'après cette note de service,

- (1) le service à la clientèle revêt une grande importance pour Mme Côté.
- (2) vous ne devez pas exagérer l'importance des études de productivité.
- (3) il faut favoriser l'harmonie dans les relations de travail pour accroître la production.
- (4) les relations de travail occupent une priorité absolue pour Mme. Côté.

Question 57

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>In answer to your letter dated November 21, and following our conversation of December 8, I reiterate that it will not be possible to grant your request for part-time work starting in January.</p> <p>Unfortunately, our operations do not allow us this flexibility.</p> <p>Mr. Lambard, who will be your supervisor, has also indicated that such an arrangement is impractical considering the nature of your work and the target dates for the IMRR project to which you will be assigned.</p> <p>We look forward to seeing you on January 4.</p> <p>Should you need further information, please do not hesitate to contact me.</p>			

57. According to this text, the writer of the letter of November 21

- (1) has requested assignment to the IMRR project.
- (2) is Mr. Lombard.
- (3) is important in meeting a deadline.
- (4) will work part-time in January.

Question 58

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Would you please indicate if you foresee any large projects requiring our translation services in the next three months. The reason for this request is that we are planning our workload for the summer. Of course, I realize that you have no definite information at this time but any assistance you can give us in this matter would be very much appreciated.</p> <p>In addition, could you provide me with some indication of the quality of service we have given you over the last seven or eight months. For example, has the turn-around time been satisfactory and has the accuracy of terminology been acceptable?</p>			

58. From this text we know that the writer
- (1) is satisfied with the turn-around time.
 - (2) is a translator.
 - (3) works for translation.
 - (4) is good at finding accurate terminology.

Question 59

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>The Deputy Minister announced yesterday the appointment of Mr. Brown to the position of director of Public Affairs in Ottawa. Mr. Brown began his career in journalism with the daily newspaper <i>La Tribune</i> of Sherbrooke, then went to <i>Le Devoir</i>. Afterwards, he worked for the Quebec Department as Director of Personnel before being appointed Assistant to the Deputy Minister of Cultural Affairs.</p>			

59. M. Brown
- (1) a été rédacteur au journal *Le Devoir*.
 - (2) a commencé sa carrière comme fonctionnaire provincial.
 - (3) est un nouveau cadre de la Fonction publique du Canada.
 - (4) a été ministre des Affaires culturelles.

Question 60

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Enclosed, you will find the revised timetable for outside messenger services. In order to ensure quick delivery, the words « By Hand » must be marked on the envelope. The address on the envelope must be complete and include the name of the building, the room number, and the floor. The originator's designator must appear on the upper left-hand corner. Urgent documents must not be sent by the usual distribution channels, but sent to the mail room at least ten minutes before the next delivery.</p>			

60. Selon la note ci-dessus,

- (1) la mention « Par Porteur » doit figurer clairement en rouge sur les document urgents.
- (2) la mention « urgent » doit figurer clairement sur chaque enveloppe.
- (3) la mention « Par Porteur » doit figurer clairement sur chaque grande enveloppe.
- (4) le sigle de l'expéditeur doit figurer au coin supérieur gauche de l'enveloppe.

Question 61

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
As a result of changes made in the expenditure management system, we have had to revise the procedure for approval of capital projects and to update the requirements with respect to departmental documents.			

61. Selon ce texte,

- (1) la révision du processus d'approbation et la mise à jour des exigences découlent des changements apportés au système de gestion des dépenses.
- (2) les lignes directrices dans le texte seront intégrées au manuel des procédures.
- (3) les documents de décision du Ministère sont mis à jour pour faire état de la directive présente.
- (4) aucun changement n'a découlé du nouveau système.

Question 62

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>Please find attached a copy of the budget adjustment forms indicating the following changes :</p> <p>a) the reduction of one person-year to reflect your authorized work plan of thirty- three person-years</p> <p>b) the reduction of surplus travel funds from Charlettetown and Halifax as agreed during our telephone conversation of Devenber 28</p> <p>Thank you for your cooperation in this matter.</p>			

62. The receiver of this text

- (1) has reduced the number of P.Y.'s.
- (2) had 34 P.Y.'s before.
- (3) cannot travel to Halifax or Charlottetown.
- (4) has reduced an existing budget.

Question 63

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>I would like to draw your attention to the fact that the above-mentioned memorandum was distributed in a unilingual format. In the National Capital Region, all documents and information, including memoranda addressed to groups of employees, must be issued simultaneously in both official languages in order to conform to departmental policies on official languages in the area of language of work.</p>			

63. Selon ce texte,

- (1) au Canada, tous les documents et tous les renseignements doivent être émis dans les deux langues officielles.
- (2) les documents émis dans une seule langue ne sont pas distribués.
- (3) la note de service mentionnée dans le texte n'a pas été distribuée en version bilingue.
- (4) la note de service mentionnée satisfaisait aux politiques ministérielles sur les langues officielles.

Question 64

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
In the regions, a request for material must be submitted to the person designated by the regional manager. The regional coordinator will make sure that the request is justified.			

64. D'après ce texte,

- (1) seul le coordonnateur ou la coordonnatrice a le mandat de satisfaire aux besoins des régions.
- (2) les demandes de matériel doivent être présentées à la personne désignée par la gestionnaire ou le gestionnaire régional.
- (3) la prestation du service est assujettie à certaines conditions administratives.
- (4) le coordonnateur ou la coordonnatrice informe les gestionnaires de toute question pertinente.

Question 65

Government of Canada	MEMORANDUM	Gouvernement du Canada	NOTE DE SERVICE
<p>This is in response to your request for feedback on the above proposal.</p> <p>I find your analysis of the problem we are experiencing to be extremely thorough and perceptive. However, I have some reservations about your proposal.</p> <p>First, I feel the document itself could be more complete. It seems to me that it would have been preferable to discuss other options as well as present your solution. Also, it is not clear in the proposal how the costs involved would be recovered nor how staff would be trained.</p> <p>Second, I am somewhat skeptical about the system you propose. In my opinion, it may be limited in its usefulness to our division, given the size of our staff. Furthermore, I am very much concerned about its potential effect on employee morale. Such a system could lead to employees being treated as automations rather than conscientious and thoughtful professionals. I believe that any such system should be used with considerable caution, if at all.</p> <p>I hope these comments will be useful. I would be pleased to discuss them further with you.</p>			

65. Lequel des énoncés suivants DÉCRIT LE MIEUX le texte ci-dessus?

- (1) The author of this text has problems about a proposal, but has suggested improvements for it.
- (2) The author of this text has analyzed a problem and is looking for more feedback.
- (3) the author of this text has accepted a proposal in its entirety.
- (4) The author of this text is more interested in tasks that in people.

Expression écrite

DIRECTIVES

Ce cahier d'exercices préparatoires au Test d'expression écrite se compose de trois types de questions à choix multiple. En voici des exemples.

TYPE DE QUESTIONS 1

Le type de questions 1 consiste en une phrase écrite en français suivie d'un choix de quatre réponses en anglais. Vous devez choisir la phrase dont la signification se rapproche le plus de celle écrite en français.

EXEMPLE 1

Si vous comptez venir à la fête, veuillez remplir le formulaire ci-joint.

- (1) If you plan to attend the party, please fill out the attached form.
- (2) If you plan to attend the party, please to fill out the attached form.
- (3) If you are planning to attend the party, please to fill out the attached form.
- (4) If you plan attending the party, please filling out the attached form.

Dans l'EXEMPLE 1, If you plan to attend the party, please fill out the attached form est la phrase dont la signification se rapproche le plus de celle écrite en français. La bonne réponse est donc le numéro (1).

TYPE DE QUESTIONS 3

Pour ce type de questions, on vous présente un texte comprenant des espaces en blanc. On leur a donné des numéros correspondant aux numéros des questions qui se trouvent à la fin du texte.

Pour chaque espace en blanc, vous devez choisir, parmi les quatre réponses proposées, celle qui est la plus appropriée.

EXEMPLE 3

The departments 1 below have been 2 by Treasury Board to establish a position for follow-up to language training.

- | | | | |
|----|---------------|----|-----------------|
| 1. | (1) listing | 2. | (1) authorizing |
| | (2) listed | | (2) authorize |
| | (3) followed | | (3) authorized |
| | (4) following | | (4) authority |

Dans l'ESPACE 1, le mot listed est la réponse la plus appropriée pour compléter correctement le texte. La bonne réponse est donc le numéro (2).

Dans l'ESPACE 2, authorized est la réponse la plus appropriée pour compléter correctement le texte. La bonne réponse est donc le numéro (3).

N.B. Au moment de l'ELS, la durée du test d'expression écrite (55 questions) est de une heure.

Expression écrite

Questions 1-4

I wish to inform you of the administrative procedures that 1 concerning the matter of travel. It is important that 2 these procedures during your assignment to this division. 3, no travel reimbursement will be allowed if it has not been 4 in advance. This regulation is stated on p. 213 in your employee handbook.

- | | | | |
|----|--|----|--|
| 1. | (1) should be following
(2) ought be followed
(3) must be followed
(4) must have followed | 3. | (1) Still
(2) On the other hand
(3) Specifically
(4) Nevertheless |
| 2. | (1) you must adhere to
(2) you obey to
(3) you adhere to
(4) your adherence to | 4. | (1) unauthorized
(2) authoritated
(3) unduly authorized
(4) duly authorized |

Question 5

Are you interested in devoting some of your time, outside normal working hours, to remunerated item-writing assignment?
(1) (2)
(3) (4) (5)

Questions 6 - 9

The Regional Pay System is introducing 6 that will enable government employees to have their pay 7 directly to an account in the financial institution of their choice 8 receiving the traditional pay cheque. However, employees 9 the service will continue to receive a payment stub.

- | | | | |
|----|---|----|--|
| 6. | (1) a piloting project
(2) a piloted project
(3) a pilot's project
(4) a pilot project | 8. | (1) in place
(2) instead
(3) in place from
(4) instead of |
| 7. | (1) transferred
(2) to transfer
(3) transferring
(4) transfer | 9. | (1) choosing for
(2) opting for
(3) opting in
(4) opting |

Question 10

We are most anxious to obtain a list of the international film festivals to be held. We
(1)
would appreciate your sending us such a list, or advising us where one can be obtained
(2) (3) (4)
as quickly as possible.
(5)

Question 11

It is not my intention to allow any deterioration of the role of the Program Manager
in this process and you may be assure that any data collection system which does not
(1) (2)
allow the Program Manager an adequate opportunity to review and analyze the data
(3)
prior to publication will be rejected.
(4) (5)

Question 12

Il est possible que vous puissiez faire transférer ce service à votre fonds de pension gouvernemental et ainsi augmenter vos années de service donnant droit à une pension.

- (1) You may have been able to transfer this time to your federal public service, thereby increasing your pensionable service.
- (2) You may be able to transfer these years to your federal public service, thereby increasing your pensionable service.
- (3) It is possible that you might be able to transfer that service to your government pension funds, therefore increasing your pensionable service.
- (4) It is possible to transfer this time to your federal public service, however, increasing your pensionable services.

Question 13

Bon nombre de ministères fédéraux utilisent maintenant de l'équipement moderne de bureautique.

- (1) Good number of federal departments are now using modern office technology in the work environment.
- (2) Many government departments are now using modern office technology in the work environment.
- (3) Many government ministries use modern office technology in the work environment.
- (4) Many government departments are using now modern bureaucratic equipment.

Question 14

La dotation se fera par concours et la zone de concours se limitera au ministère plutôt que s'étendre au pays.

- (1) Staffing will proceed by competition, with the area of competition restricted to the departmental level, rather than the national level.
- (2) The dotation will proceed by competition, with the area of competition restricted to the ministry rather than national.
- (3) Staffing will be done by competition and the zone of competition will limit itself to the department rather to be national.
- (4) The dotation will proceed by competition, with the area of competition restricted to the department rather than national.

Questions 15, 16

We 15 your application on file. Unfortunately, there 16 no jobs at the present moment.

15. (1) will have kept
 (2) are guarding
 (3) have
 (4) will guard

16. (1) aren't
 (2) are
 (3) is
 (4) isn't

Question 17

I 17 about the journey.

17. (1) said to John
 (2) told to John
 (3) said John
 (4) told John

Questions 18 - 23

The Western Region is 18 a workgroup 19 a study of the health of native people residing in the region. We would 20 the services of Mr. Brown from your region to assist us. Because of Mr. Brown's recent 21 conducting a similar study in your region, his contribution would be invaluable.

We are requesting that he 22 to work as an advisor to our workgroup for a period of three months. It would be 23 arrange for his secondment as soon as possible.

18. (1) at the process to form
(2) in the formation of forming
(3) in the process to form
(4) in the process of forming
19. (1) undertaking
(2) to undertake
(3) to under take
(4) taking under
20. (1) very appreciate having
(2) very much appreciate having
(3) much appreciate to have
(4) very appreciate to have
21. (1) experiences
(2) experiment
(3) experience
(4) experiments
22. (1) is available
(2) is made available
(3) be made available
(4) will be available
23. (1) appreciate if you
(2) appreciated if you can
(3) appreciating if you
(4) appreciated if you could

Questions 24 - 29

We 24 in this library 25 the collections and facilities of other libraries in this complex especially those at Employment and Immigration.

Last November I wrote to the EIC Librarian to get information on 26 since I know many PWGSC employees frequent it 27. Dr. Smith, Library Committee member from Communications Services Directorate, brought up the topic again recently, as his staff may be the heaviest users of the EIC acquisitions. He requested 28 better service 29.

24. (1) have always been luck
(2) have always been fortunate
(3) have always been chance
(4) have always had chance
25. (1) to able to use
(2) to be able using
(3) to be able of using
(4) to be able to use
26. (1) what our people use materials there
(2) what there materials our people use
(3) what materials do our people use there
(4) what materials our people use there
27. (1) at time
(2) from time to time
(3) times after times
(4) from times to times
28. (1) us providing
(2) that us provide
(3) that we provide
(4) for us providing
29. (1) in own library
(2) in our own bibliotheque
(3) to our own bibliotheque
(4) for our own library

Questions 30 - 33

Your statement of leave 30 that you 31 19 days left of annual leave. Please make any necessary corrections in this statement and return it to us 32 January 25. Your request for maternity leave 33 on file.

- | | | | |
|-----|---|-----|---|
| 30. | (1) witnesses
(2) shows
(3) indicate
(4) witness | 32. | (1) as later as
(2) until
(3) no later than
(4) later than |
| 31. | (1) own
(2) have
(3) are
(4) have been | 33. | (1) will be keeping
(2) will file
(3) is filling
(4) is |

Questions 34 - 37

Next summer I 34 for the Cape Breton Highlands National Park as a guide who interprets the natural environment to visitors. I would appreciate 35 me any materials on the park environment before orientation week 36 I will be 37 for my summer job.

- | | | | |
|-----|--|-----|---|
| 34. | (1) will be work
(2) will have working
(3) would be working
(4) will be working | 36. | (1) so than
(2) so to that
(3) so as that
(4) so that |
| 35. | (1) you sending
(2) if you send
(3) if you sent
(4) your sending | 37. | (1) bettered
(2) better preparing
(3) better prepared
(4) prepare better |

Question 38

En raison des mesures de réforme fiscale, les exemptions personnelles ont été remplacées par des crédits d'impôt non remboursables.

- (1) As a result of the tax reform measures, personal exemptions have been converted to non-refundable tax credits.
- (2) In reason of the tax reform measures, the personal exemptions have been replaced by non-refundable tax credits.
- (3) As a result of the previewed tax reform measures, the personal exemptions have been replaced by non-refundable tax credits.
- (4) In reason of the tax reform measures, personal exemptions have been converted to non-refundable tax credits.

Question 39

He told Mary and 39 to go with him.

39. (1) I
(2) me
(3) my
(4) myself

Question 40

Revenu Canada, Impôt a annoncé que le statut fiscal de 1995 peut être automatiquement rajusté pour les employés.

- (1) Revenue Canada, Taxes announced that the fiscal status of 1995 may be adjusted automatically for the employees.
- (2) Revenu Canada, Taxes has announced that the personal income tax status for 1995 may be adjusted automatically for employees.
- (3) Revenue Canada, Taxation has announced that the personal income tax status for 1995 may be adjusted automatically for employees.
- (4) Revenu Canada - Taxation has announced that the personal income tax status for 1995 maybe re-adjusted automatically for employees.

Question 41

J'invite donc tous et chacun à participer pleinement aux diverses activités qui vous seront proposées tout au long du mois d'octobre.

- (1) Therefore, I invite you to participate openly in various activities that will be proposed to you all along the month of October.
- (2) I therefore invite all and each to participate fully in the various activities which will be offered throughout the month of October.
- (3) I therefore invite each and every one of you to participate fully in the various activities that will be offered throughout the month of October.
- (4) I invite you therefore all and one to participate openly in the various activities which will be offered throughout the month of October.

Question 42

Would it be possible, as an alternative to shutting down our division offices and disrupting
(1)
services provided to various companies, to maintain a skeleton staff on duty both of these
(2) (3) (4)
holidays?
(5)

Question 43

For the information of employees who are not on a lawful strike, we are providing the
(1)
following guidelines, in connection with appropriate action to be taken in the event if
(2) (3) (4)
they encounter picket lines upon entering or leaving departmental premises.
(5)

Question 44

This is to request that deadlines be as generous as possible. You must allow two more
(1)
days for requests sent just prior of a weekend that need a response by Monday, unless
(2) (3)
the work is of a nature that justifies weekend work from staff.
(4) (5)

Question 45

An employee may seek or hold a civic or municipal office provided he has been
(1)
granted leave without pay for a full-time office or that the Branch or Regional Director
(2)
are satisfied there is no conflict of interest between his usual work and the holding of the
(3) (4)
part-time office.
(5)

Question 46

Jim gave 46 the book.

46. (1) me
(2) to me
(3) at me
(4) for me

Question 47

He arrived at 11:30, 47 ?

47. (1) didn't he
(2) did he
(3) he didn't
(4) he did

Question 48

Bob is flying to Toronto 48.

48. (1) last week
(2) this week
(3) yesterday
(4) recently

Question 49

Bob left his books 49.

49. (1) something
(2) someone
(3) somehow
(4) somewhere

Question 50

50 clever student you are!

50. (1) How
(2) What
(3) Which
(4) What a

Question 51

The teacher returned the exercise 51.

51. (1) me (3) mine
(2) at me (4) to me

Question 52

Pourriez-vous me dire qui a été chargé de ce travail?

- (1) Could you tell me whose responsibility this was?
- (2) Will you tell me who is doing this work?
- (3) Could you tell me who is responsible for this work?
- (4) Please say who did this work.

Question 53

Tous les employés doivent assister à la réunion.

- (1) All employees must assist the meeting.
- (2) All employees must assist at the meeting.
- (3) All employees must attend at the meeting.
- (4) All employees must attend the meeting.

Question 54

M. Lalonde a commencé à travailler ici il y a dix ans.

- (1) Mr. Lalonde has been working here since 10 years.
- (2) Mr. Lalonde started working here 10 years ago.
- (3) Mr. Lalonde has worked here for 10 years.
- (4) Mr. Lalonde has started working 10 years ago.

Question 55

Le directeur devrait rencontrer le ministre vendredi prochain.

- (1) The director should meet the Minister next Friday.
- (2) The director will meet the Minister next Friday.
- (3) The director is scheduled to meet the Minister next Friday.
- (4) The director should have met the Minister last Friday.

INTERACTION

ORALE – Jeux de rôles

1. You are attending a workshop in Toronto. Tell the clerk in charge of travel arrangements to work out the details. You want the noon flight on Thursday, a single room for three nights and a return flight for Sunday morning.
2. You wish to meet Joseph Smith in your office at 11:00 a.m. Suggest another time and place if these arrangements cannot be met. Make these arrangements yourself by phone.
3. You have just been inducted into the Federal Civil Service. You have been asked to report to your new office at 114 Bank Street. Ask your new boss about the working hours, lunch breaks, coffee breaks and the general office routine.
4. A new student arrives in class. He wishes to see Mr. Lloyd Smith, the senior teacher. From room 400, give him the proper directions to Mr. Smith's office.
5. You are the receptionist of your division. A visitor wishes to see Mr. Brown. Tell him that:
 - 1) He is absent at this time
 - 2) He will be back sometime in the afternoon.Arrange an interview for Him for next Wednesday at 2:00 p.m. Make sure you have his name, address, and telephone number.
6. Your job is to issue parking permits to those who qualify in your department. Applicants must complete a form with the following information:
Name, occupational group and level, years of employment with the department, distance from home to office, salary and availability of other means of transportation.
7. You are a research officer for Statistics Canada. You need data from a paper published in the review, "Canadian Standards".
Telephone the chief librarian of your department for this information.
 - Do they have this review?
 - If they do, give specific information as to date of publication and name of the author.
 - Have the library send the publication to your office as soon as possible.
8. You accidentally bump into an old college friend on Bank Street. You exchange a few words, but you must cut short this pleasant encounter as you are already late for a meeting with your boss.
 - Apologize for having to cut short your conversation.
 - Give the reason for your abrupt departure.
 - Ask him to call you anytime this weekend for a get-together.
9. Mary Jane is a new employee in your office.
 - Introduce her to one of your colleagues at work.
 - Tell her that Mary will be replacing Sue who is now on maternity leave.
 - Tell her, also, that Mary is a graduate of Apex Business School.
 - Ask her to outline briefly the office procedure for this section.
 - Suggest that she introduce Mary to other members of the office staff.

10. You are late (45 minutes) for a 2:00 p.m. meeting. You meet the person with whom you had a meeting in the hallway outside your office.
 - Apologize for your tardiness.
 - Make up an excuse for being late.
 - Insist on the fact that the lateness was really unavoidable.

11. There is a new employee in your office.
 - Introduce yourself.
 - Ask questions about his/her previous employer.
 - Explain your own duties.
 - Tell the new employee that you are willing to help him/her adjust to these new employment conditions.

12. You plan on attending a conference in North Bay. Travel arrangements have been confirmed for 3:00 p.m. Wednesday afternoon. Unfortunately last minute changes must be made.
 - Ask to have your travel arrangements changed.
 - You must arrive on Monday to be on time for the first workshop Tuesday.
 - Ask for first-class accommodations.
 - Inquire about any fare changes.

13. You are slated for a two-day training session in Calgary. At the last possible minute you find out that you cannot attend this session.
 - Inform the clerk responsible for these affairs that you must cancel your participation.
 - Find out if you will be billed for this late cancellation.
 - Inquire about having someone else go in your place as a last-minute replacement.
 - Find out when the next course will be offered.

14. You finally get to Mr. White's office (Room 13) only to find that it is occupied by someone else. Excuse yourself and explain that you expected to find Mr. White in this office. You've followed the directive to this office to the letter, but obviously a mistake has been made. Ask this person for help in finding Mr. White's office.

15. You telephone a business executive, Leonard Watters. His secretary answers the phone.
 - Introduce yourself.
 - Ask for Mr. Watters.
 - Complain about the bad connection which makes it difficult to understand her.
 - Mr. Watters is not in.
 - Leave a message asking Mr. Watters to return your call tomorrow anytime during the day.

16. Your office is always overheated. Contact the person in charge of maintenance.
 - Explain that this oppressive heat is causing you to feel faint and that it drains you of all energy.
 - You feel that this situation has lasted for too long.
 - You want repairs made to the heating system as soon as possible (within one week).
 - You will make a grievance if the situation is not corrected in one week.

17. You returned from a training session in Vancouver some two weeks ago. The reimbursement for expenses is much less than what you claimed for.
- Explain your case to the travel clerk.
 - You rented a car in Vancouver but this claim seems to have been ignored.
 - You stayed two nights in this city and you received credit for only one.
- Your task is to convince the clerk that gross errors were made in processing your claim.
18. You are travelling to Calgary to meet your superior, Mr. S. Stone about a new departmental policy on staffing.
- Tell Mr. Stone's assistant about your arrival time at his office.
 - Ask him how long it takes to get to the office from the airport.
 - Ask for a copy of Mr. Stone's report. It must be at your own office at least a few days before the Friday meeting.
 - Tell him that by now Mr. Stone should have already received your written proposals.
19. You wish to reserve your section's conference room for a training session. Inform the clerk responsible for arranging bookings about the following details:
- Time and day (Wednesday at 9:00 a.m.).
 - Duration of the meeting (about 2 ½ hours).
 - Chairs and tables for 10 people.
 - Coffee at 10:30 a.m.
20. You notice a competition poster which interests you a great deal. Phone the staffing officer and ask for further details.
- Major duties and responsibilities.
 - Salary range.
 - Deadline for applications.
 - Position status: indeterminate/term.
21. You wish to join a service club in your community. Contact your local rotary Club and inquire about the following points:
- 1) The initiation and monthly fees.
 - 2) The type of benevolent work it performs.
 - 3) The way the club works with the community to sponsor other clubs involved in community-oriented projects.
 - 4) The procedure to follow for joining up. (Application form, sponsor).
22. Your boss wants you to do some repairs on office equipment. Inform your assistant about work arrangements. Tell him about the following details.
- a) The time and the place where the job is to be done.
 - b) The amount of time it should take to do the job.
 - c) The various specialized tools you will need to make the adjustments on the equipment.

23. You are going to be observed and interviewed by a classification officer in order to reclassify your position. Tell him about your major duties and responsibilities. Indicate the proportion of time which you devote to each main area of responsibility.
24. You want to hire a new executive assistant. One of the applicants for this position seems to possess most of the qualities you are looking for.
You contact one of the people he has named to recommend him. You ask about the following points:
- The amount of time spent in his employ.
 - The duties filled by the applicant (typing, shorthand) or project management, etc.
 - The applicant's social skills.
 - His/her outstanding achievements on the job.
 - His/her reasons for leaving the job.
25. You have made a requisition for supplies which has been filled incorrectly. Contact the supply clerk and make a complaint about the numerous mistakes made in filling your order.
- The form letters have the wrong letterhead.
 - The invoice lists 10 felt pencils which are not included in the package.
 - You received 5 staplers which you did not order.
 - etc.
- Ask the clerk to correct these mistakes as soon as possible.
26. You have made an application for a better position at Statistics Canada.
- You wish to give your present supervisor's name as a reference.
 - Contact your boss and ask him/her to use his/her as a reference.
 - Remind your supervisor about a special project you worked on and how successful it was.
 - Underline the fact that this new job might be a turning point in your career.
27. There seem to be a number of errors in your pay stub. Go to the pay office and complain about this.
- The office is taking far too much money for the provincial tax deduction.
 - There seems to be an under-payment for overtime work.
 - Request that from now on you want your check deposited in your Bank of Nova Scotia checking account.
28. Your Micom is not working properly. Your boss wants some urgent work to be done today. contact the technician in charge of repairs.
- Give your name, location and work order number.
 - Describe the problem. As clearly as possible.
 - Draw on your own experience with defective machines.
 - Underline the fact that this equipment must be repaired by this afternoon at the latest.
29. Contact an employment agency for temporary term help.
- You need a part-time clerk to replace someone on maternity leave.
 - This person will be required to answer the phone, do general typing and filing, and be responsible for distributing the mail.

30. A new telephone system is being introduced in your office. Convince a reluctant fellow employee of its many benefits. Insist on the following points:
- The old equipment is outdated, inefficient and costly.
 - The new system has tele-conferencing. (3 or more parties can speak to each other at the same time)
 - There will be a reduction in monthly costs as well as fewer delays because of repairs.
 - Better service to the public.
 - The company will train our personnel at their own expense.
31. You have just been informed of a drastic increase in your workload which will last for several months.
- Explain to your boss that the staff is already overloaded.
 - There will have to be an undue amount of overtime and the quality of the work will no doubt suffer.
 - Employee morale will fall and much good built over the years will be wasted.
 - Include other factors in your presentation.

32. You need a executive assistant. Conduct an interview with one of the candidates. Question him/her on his experience and training. Inform the candidate about salary, working hours, duties, etc.

Suggestion: Get a suitable competition poster for a real job and use this as a basis for questions on qualification and experience.

33. You have just finished a three-day training course. The facilitator wants your feedback.
- a) In a nutshell you were dissatisfied with the course.
 - b) The course content was very good but poorly presented.
 - c) There was not enough time given over to class discussions.
 - d) Make suggestions for improvements. E.g. Audio-visual aids/hand-outs/videotapes, etc.
34. Rumour has it that your section may be moved to Matane, Quebec. Discuss the impact this move could have on the staff. Consider the following points:
- Some employees may choose to quit rather than move. (Employee morale)
 - It's a waste of taxpayers' money.
 - The psychological stress caused by having to adapt to a new city, culture shock, new schools for the children.
 - Problems associated with having to sell your house, and buying a new one.
 - The problems with relocating the office: new employees, new procedures, etc.
35. You meet your boss at a formal interview to discuss the possibility of reclassifying your job at a higher level.
- a) You have been doing work not included in your job description for the last six months.
 - b) You have not received any additional pay for these extra duties.
 - c) Your last two evaluations have been excellent.
 - d) You feel that you deserve a promotion and/or a pay raise.
- Include other factors in your favour.

36. Your section has decided to adopt (on a trial basis) a 4 day, 40 hour work week. You have requested an interview with your supervisor in order to discuss this matter.
You would like to talk about the following points:
- 1) The advantage of a compressed work week, more time-off, less absenteeism and employee turnover, less travelling costs, etc.
 - 2) The disadvantages: greater fatigue because of the longer hours, lower productivity, moonlighting by the employees, childcare problems, problems in providing service to the public.
- Add your own ideas to these.
37. A new manager has just been named for your unit. He wants to make it more efficient and more conscious of the quality of work to be turned out. You are part of middle-management in this unit and he wants your ideas on ways to increase efficiency and quality points:
- a) Large staff turnover.
 - b) Lengthy training time for new employees.
 - c) Lack of experience of new employees.
 - d) Some positions have not yet been filled.
 - e) Employee morale may suffer if workload is increased.
38. A colleague has just finished the first draft of a research report. He wants you to give an opinion on his report and to offer suggestions for improvement. Your comments should include the following:
- a) The relevancy of the basic hypothesis.
 - b) The need to reword certain sentences in the basic premises.
 - c) The advisability of presenting data in graphic forms.
 - d) Some punctuation and typographical errors.
- Add any other comments you judge to be pertinent.
39. You have been given the task of training a new employee to use a piece of equipment in the office. After 3 weeks of intensive training you have come to the inevitable and sad conclusion that this particular employee is simply not suitable. He/she has not progressed as well as he/she should have and there is little hope that he/she will ever gain mastery of this machine.
- Discuss this problem with your supervisor.
 - Insist that this person be assigned to another job.
 - Point out the person's total lack of aptitude for this work. This person is too careless for this type of work.
40. Mr. Reg White is to receive a long service award at a special presentation ceremony. You, as his supervisor, have been asked to make a few introductory remarks at this presentation.
- a) The pleasure you have in honouring this man.
 - b) The good reputation enjoyed by Reg as a real go-getter.
 - c) The recipient's conscientiousness and his reliability.
 - d) Your hope that he will remain in your employ for many years to come.
 - e) Any other points you wish to mention.

Source: Bernie Lapensée

Compréhension de l'écrite

CORRIGÉ

1.	(1)	19.	(2)	37.	(3)	55.	(1)
2.	(1)	20.	(3)	38.	(1)	56.	(4)
3.	(2)	21.	(3)	39.	(2)	57.	(3)
4.	(4)	22.	(3)	40.	(1)	58.	(3)
5.	(1)	23.	(1)	41.	(1)	59.	(3)
6.	(4)	24.	(1)	42.	(1)	60.	(4)
7.	(1)	25.	(4)	43.	(1)	61.	(1)
8.	(2)	26.	(4)	44.	(1)	62.	(2)
9.	(3)	27.	(4)	45.	(3)	63.	(3)
10.	(1)	28.	(4)	46.	(4)	64.	(2)
11.	(1)	29.	(1)	47.	(3)	65.	(1)
12.	(2)	30.	(2)	48.	(3)		
13.	(2)	31.	(3)	49.	(2)		
14.	(1)	32.	(2)	50.	(3)		
15.	(2)	33.	(4)	51.	(3)		
16.	(2)	34.	(4)	52.	(4)		
17.	(2)	35.	(2)	53.	(4)		
18.	(2)	36.	(2)	54.	(4)		

Expression écrite

CORRIGÉ

1.	3	19.	2	37.	3
2.	3	20.	2	38.	1
3.	3	21.	3	39.	2
4.	4	22.	3	40.	3
5.	3 a lucrative	23.	4	41.	3
6.	4	24.	2	42.	5
7.	1	25.	4	43.	4 in the event that
8.	4	26.	4	44.	3 prior to
9.	2	27.	2	45.	3 is
10.	5	28.	3	46.	1
11.	2 sure	29.	4	47.	1
12.	2	30.	2	48.	2
13.	2	31.	2	49.	4
14.	1	32.	3	50.	4
15.	3	33.	4	51.	4
16.	2	34.	4	52.	3
17.	4	35.	4	53.	4
18.	4	36.	4	54.	2
				55.	1