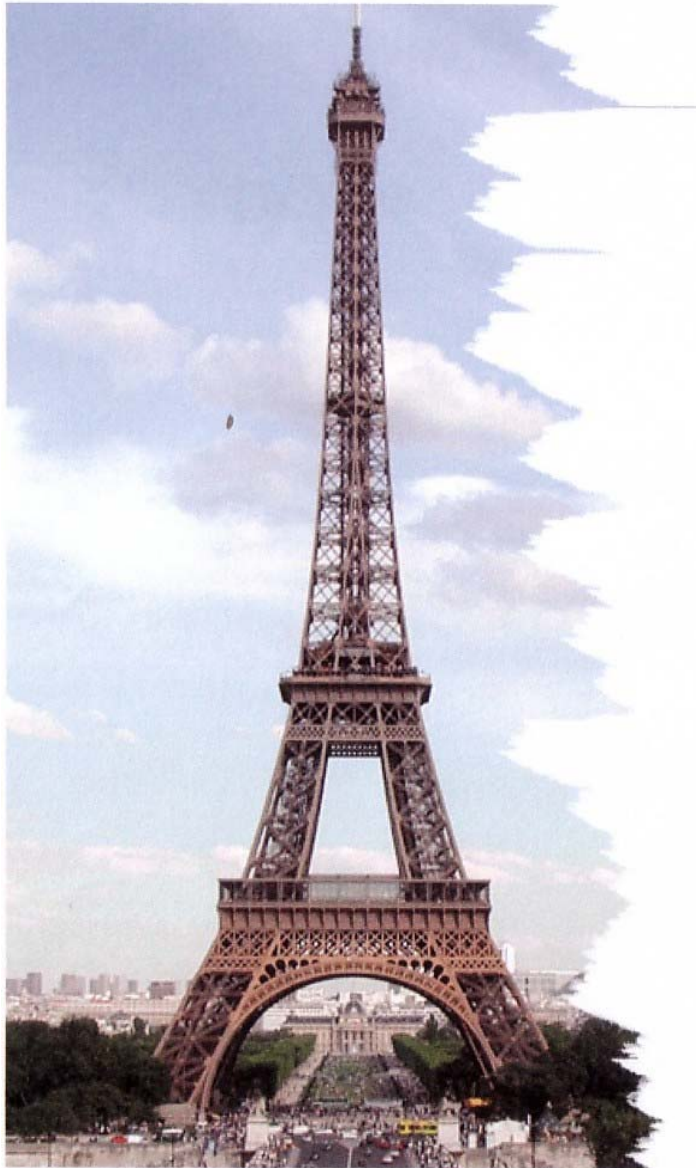


## TALKING TO THE WORLD... IN FRENCH

# Bienvenue à Heathrow



## **CONTENT.**

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- P 4 Greetings.**
- P 5 Introducing yourself. Asking for personal information.**
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- P 7 Some French speaking countries & nationalities.**
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- P 13 Some websites for French beginners.**



## LA FRANCOPHONIE.

**French is not only the language of France.**

**160 million people** in 49 different countries are French speaking.

French is the mother tongue of 70 million Europeans: in France, Belgium, Switzerland, Luxembourg, Monaco and Andorra.

Canada has 6 million French speakers, most of whom live in the Province of Quebec.

French is the official language of 31 African countries. It is spoken fluently in the Maghreb (Algeria, Tunisia, Morocco) and Lebanon. It is also spoken in Louisiana, Haiti, the Seychelles, Madagascar and Mauritius.

French is also the official language of the **Olympic Games**.



## GREETINGS.



**Bonjour**..... Good morning

**Bonsoir**..... Good evening

**Au revoir**..... Goodbye

**Important!** Always use Bonjour / Bonsoir / Au revoir with the appropriate title:

Bonjour **Monsieur**..... *To a gentleman*

Bonsoir **Madame**..... *To a lady (Mrs.)*

Au revoir **Mademoiselle**..... *To a lady (Miss)*

Basic politeness: please & thank you.

**S'il vous plaît.**  
*Please*

**Merci.**  
*Thank you*

At a business meeting you shake hands with a greeting. When giving assistance to a stranger a greeting is sufficient.

## INTRODUCING YOURSELF.

## ASKING FOR PERSONAL INFORMATION.

Paul Dupont is introducing himself. He has two alternatives:

1. He just says his name ———→ **Paul Dupont**
2. Or: ***I am Paul Dupont*** ———→ **Je suis Paul Dupont.**

Asking a passenger's name & nationality :

**Votre nom, s'il vous plaît?**

(What is) your name, please ?

**Paul Dupont.**

**Je suis Paul Dupont.**

**Votre nationalité, s'il vous plaît?**

(What is) your nationality, please ?

**Je suis français.**

I am French

*You will find more details on nationalities on page 5*

When you address passengers in French **always use the formal way** as shown in the examples above.

## JOBS.

### Votre profession, s'il vous plaît?

*What is your job?*

#### Votre profession, s'il vous plaît?

-« **Serveur** »

Waiter.

-« **Je suis serveur** »

I am a waiter.

-« **Je suis serveur au  
'Restaurant de Paris'** »

I am a waiter at the 'Restaurant  
de Paris'.

#### Votre profession, s'il vous plaît?

-« **Médecin** »

Doctor

-« **Je suis médecin** »

I am a doctor.

-« **Je suis médecin à  
l'aéroport d'Orly.** »

I am a doctor at Orly Airport

Agent d'enregistrement      Check-in agent

Agent de sécurité.....      Security guard

Agent de comptoir.....      Customer service

Agent de nettoyage.....      Cleaner

Médecin...      Doctor

Serveur...      Waiter

Serveuse      *Waitress*

Vendeur...      *Shop assistant (male)*

Vendeuse      ..... *(female)*

## OFFERING HELP.

### Je peux vous aider?

*Can I help you ?*

#### Pardon, Madame, je peux vous aider ?

Excuse-me, Madam, can I help you ?

-« **Oui, s'il vous plaît** »

Yes, please.

-« **Non, merci, ça va** »

No, thank you, it's OK.

#### « **Merci Mademoiselle** ».

*To a customer thanking you for your help  
you can answer:*

-« **Avec plaisir** »

'You are welcome'




-« **De rien** »

'Not at all'

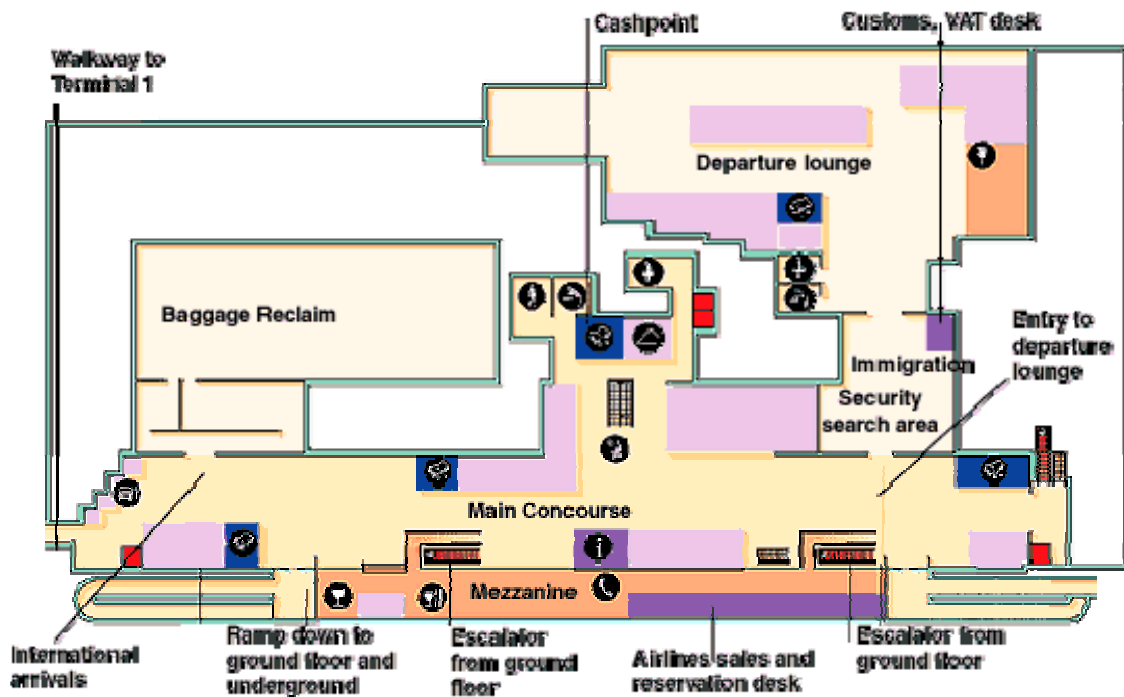
**SOME FRENCH SPEAKING COUNTRIES AND NATIONALITIES.**

	<p align="center"><b>France</b></p>	<p><b>Français</b> (Male)  <b>Française</b> (Female)  <i>French</i></p>
	<p align="center"><b>Belgique</b>  <i>Belgium</i></p>	<p><b>Belge</b> (Male &amp; female)  <i>Belgian</i></p>
	<p align="center"><b>Suisse</b>  <i>Switzerland</i></p>	<p><b>Suisse</b> (Male &amp; female)  <i>Swiss</i></p>
	<p align="center"><b>Maroc</b>  <i>Morocco</i></p>	<p><b>Marocain</b> (Male)  <b>Marocaine</b> (Female)  <i>Moroccan</i></p>
	<p align="center"><b>Algérie</b>  <i>Algeria</i></p>	<p><b>Algérien</b> (Male)  <b>Algérienne</b> (Female)  <i>Algerian</i></p>
	<p align="center"><b>Tunisie</b>  <i>Tunisia</i></p>	<p><b>Tunisien</b> (Male)  <b>Tunisienne</b> (Female)  <i>Tunisian</i></p>
	<p align="center"><b>Sénégal</b></p>	<p><b>Sénégalais</b> (Male)  <b>Sénégalaise</b> (Female)  <i>Senegalese</i></p>
	<p align="center"><b>Canada</b></p>	<p><b>Canadien</b> (Male)  <b>Canadienne</b> (Female)  <i>Canadian</i></p>

## USEFUL AIRPORT VOCABULARY.

<b>INFORMATION</b>	<b>i</b>	INFORMATION DESK
<b>ENREGISTREMENT</b>	←-----→	CHECK-IN
<b>PORTE</b>	←-----→	GATE
<b>ARRIVÉE</b>	←-----→	ARRIVAL
<b>DÉPART</b>	←-----→	DEPARTURE
<b>VOL</b>		FLIGHT
<b>CONTRÔLE DES PASSEPORTS</b>	←-----→	PASSPORT CONTROL
<b>LIVRAISON DES BAGAGES</b>		BAGGAGE RECLAIM
<b>ASCENSEUR</b>	←-----→	LIFT
<b>ESCALIER</b>	←-----→	STAIRS
<b>ESCALATOR</b>	←-----→	ESCALATOR
<b>SORTIE</b>	←-----→	EXIT
<b>COMPAGNIE AÉRIENNE</b>		AIRLINE COMPANY

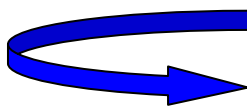
## Heathrow Airport Terminal 2



[Source: BAA, Heathrow]

### DIRECTIONS.

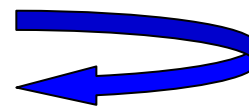
**C'EST OÙ ?**  
Where is it?



**À droite**  
To the right



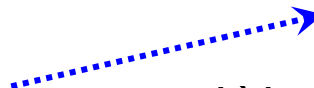
**Tout droit**  
Straight on



**À gauche**  
To the left



**Ici**  
Here



**Là-bas....**  
Over there

- « Pardon Mademoiselle, la porte numéro 5, **c'est où ?** »
- « **Là-bas, à gauche, Monsieur** ».
- « Merci Mademoiselle ».
- « Avec plaisir ».

## C'est comme ça en France...

When you greet or thank people - **bonjour, au revoir, merci...** - you always add '**Monsieur / Madame / Mademoiselle**'. It is rude not to do so.

In most situations you shake hands with a greeting. When giving assistance to a passenger you do not shake hands, a greeting is sufficient.

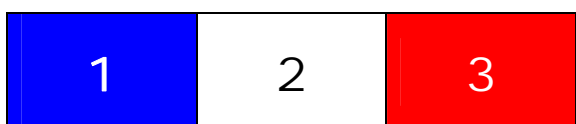
It is also very important to use the '**vous**' form, which is the formal way of addressing people, customers or passengers in this instance.

Keeping eye contact with people while speaking to them is also important.

Remember that **a smile** can be helpful to put people at ease.



## NUMBERS.



UN

DEUX

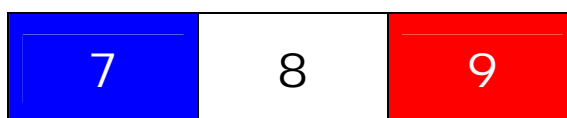
TROIS



QUATRE

CINQ

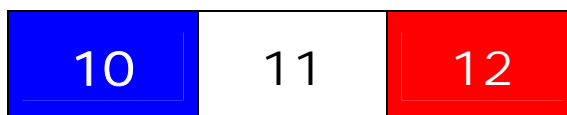
SIX



SEPT

HUIT

NEUF



DIX

ONZE

DOUZE

0  
ZÉRO

## TIME.

**Départ à 8 heures**  
Departure : 8.00am

**Arrivée à 10 heures**  
Arrival : 10.00am



**à 3 heures**



**à 10 heures**



**à 12 heures**



**à 7 heures**

**Vol BA 234 : Départ à 7 heures.**  
Flight BA 234: Departure 7.00am

**Vol AF 456 : Arrivée à 10 heures.**  
Flight AF 456: Arrival 10.00am



**Le vol BA 234 part à 7 heures**  
The flight BA 234 leaves at 7.00am

**Le vol AF 456 arrive à 10 heures**  
The flight AF 456 arrives at 10.00am

**Le vol BA 234 part à quelle heure?**  
At what time does flight BA 234 leave?

**Le vol AF 456 arrive à quelle heure ?**  
At what time does flight AF 456 arrive?

**-« Pardon, Monsieur. Le vol BA 234 part à quelle heure s'il vous plaît ? »**

**-« À 7 heures. »**

**-« Merci, Monsieur »**

**-« De rien, Mademoiselle »**

N.B. In France, in a business environment we do not use am or pm time. We use the **24 hour clock**. (More numbers will be given in future sessions).

## **SOME WEBSITES FOR FRENCH BEGINNERS.**

<http://www.bbc.co.uk.languages/french/index.shtml>

<http://www.fredriley.org.uk/call/langsite/french.html>

<http://realfrench.net.fv>

<http://frenchlinks.org.uk/french2.html>

<http://www.londonmet.ac.uk/epacks/frebeg1.html>