



Le quotidien et l'entrevue

Le téléphone, le médecin, un achat à retourner — puis l'entrevue d'embauche.

Ces situations reviennent toujours, et elles se préparent. Ce sont exactement les scénarios enseignés en anglais langue seconde aux adultes : on apprend la situation entière, pas des mots isolés.

1 • Au téléphone

Le téléphone est le pire moment : pas de visage, pas de contexte. Ces sept phrases suffisent à s'en sortir chaque fois.

Les indispensables

- » Hello, this is Katherine Denley calling about...
- » Sorry, could you speak a little more slowly?
- » Could you repeat that, please?
- » Let me read that back to you: ...
- » How do you spell that?
- » Could I leave a message?
- » Would you mind calling me back on 819-...?

Pour épeler un nom au téléphone, servez-vous de mots repères. « D for David, E for Edward, N for November... » — c'est standard, personne ne trouve ça bizarre.

2 • Chez le médecin

Décrire un problème

- » I'd like to make an appointment, please.
- » I've had a sore throat for three days.
- » It hurts when I move my arm.
- » I'm allergic to penicillin.
- » I'm taking medication for my blood pressure.
- » Could you write that down for me?

Notez la structure : **I've had** + problème + **for** + durée. C'est la phrase que le médecin attend.

3 • Retourner un achat

- VOUS Hi — I'd like to return this, please.
- COMMIS Sure. Do you have the receipt?
- VOUS Yes, here it is. It doesn't fit.
- COMMIS No problem. Would you like a refund or an exchange?
- VOUS A refund, please. It was on my Visa.
- COMMIS That'll go back on the card in three to five business days.
- VOUS That's fine. Thank you for your help.

Si ça se complique

- » It stopped working after two weeks.
- » Is it still under warranty?
- » Could I speak to a manager, please?
- » I'd like to know what my options are.

4 • À l'école des enfants

Parler à l'enseignant

- » I'd like to talk about how my son is doing in class.
- » Is he keeping up with the group?
- » What can we do at home to help?
- » He'll be away on the 14th — how should I let you know?

5 • L'entrevue : la méthode STAR

À une question du type « Tell me about a time when... », l'erreur est de répondre en général. La réponse attendue est une histoire précise, en quatre temps. Cette structure est ce qu'on vous demande — elle a un nom, STAR.

ÉTAPE	CE QUE VOUS DITES	UNE PHRASE SUFFIT
Situation	Où, quand, quel contexte	« Last year, our team of six was... »
Task	Ce dont vous étiez responsable	« I was responsible for... »
Action	Ce que vous avez fait	« So I set up... / I decided to... »
Result	Ce que ça a donné, chiffré si possible	« As a result, we cut... by 20%. »

L'Action est la partie qui compte. Dites « I », pas « we » : l'intervieweur évalue votre part, pas celle de l'équipe.

6 • Quinze questions et une réponse modèle

Tell me about yourself.

I've spent the last six years in customer service, the last two as a team lead. What I enjoy most is training new people — which is why this role caught my eye.

Why do you want this job?

Two reasons: the work is closer to what I actually enjoy, and your team has a reputation for training people properly.

What's your greatest strength?

I'm calm with difficult customers. In my last job I handled escalations for the whole floor because people knew I wouldn't take it personally.

What's your greatest weakness?

I used to take on too much rather than say no. I've started flagging capacity early instead — it works better for everyone.

Tell me about a time you handled conflict.

(STAR) Two colleagues disagreed on a deadline. I asked each what they needed, found we'd been given different dates, and got it corrected. We shipped on time.

Where do you see yourself in five years?

Doing this work well, and training others to do it. I'm less interested in a title than in being the person people ask.

Why are you leaving your current job?

I've learned what there was to learn there. I'm looking for somewhere I can keep growing.

Tell me about a mistake you made.

I sent a report with last month's figures. I caught it, told my manager before anyone else noticed, and resent it with a correction. Now I check the date first.

How do you handle pressure?

I write down everything that's outstanding, then decide what genuinely has to happen today. Most of the pressure comes from carrying it all in my head.

What do you know about us?

You've grown from twelve to about forty people in three years, mostly in the Outaouais, and you kept your service ratings while doing it.

Describe a time you worked in a team.

(STAR) We were four covering a colleague on leave. I proposed splitting her files by client rather than by task, which meant one contact per client.

How do you prioritise?

By what breaks if it's late. A missed payroll is not the same as a late report.

What are your salary expectations?

I'd rather hear the range for the role first — but based on the market I'd expect somewhere in the range of...

Do you have any questions for us?

Yes — what does a good first six months look like in this role? And who would I be working with most closely?

Is there anything else we should know?

Only that I work in French and English every day, which I understand matters here.

La question qui décide souvent

- « Do you have any questions for us? » — répondre « no » se lit comme un manque d'intérêt. Préparez-en deux, toujours.
- La meilleure porte sur le travail lui-même, pas sur les vacances.