

# Day 1 - Face-to-Face Communication Vocabulary & Expressions

Complete vocabulary for library counter interactions

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## CORE POLICY VOCABULARY / VOCABULAIRE POLITIQUE DE BASE

### New Policy Terms

English	French	Pronunciation	Key Sentence
Late return	Retard	[layt ri-TURN]	"Your book was late"
Suspension	Suspension	[suh-SPEN-shuhn]	"You have a suspension"
Borrowing privileges	Privilèges d'emprunt	[BOR-oh-ing PRIV-uh-lij-iz]	"Your borrowing privileges are blocked"
Proportional duration	Durée proportionnelle	[pruh-POR-shuhn-uhl dur-AY-shuhn]	"Same time as late"
Due date	Échéance	[doo dayt]	"The due date was Monday"
To renew	Renouveler	[tuh ri-NEW]	"You can renew online"
Reminder	Rappel	[ri-MAYN-der]	"We send email reminders"
Reactivation	Réactivation	[ree-ak-tuh-VAY-shuhn]	"Automatic reactivation after suspension"

### System Actions

English	French	Pronunciation	Key Sentence
Check your account	Vérifier votre compte	[chek yoor uh-KOWNT]	"Let me check your account"
Extend the loan	Prolonger le prêt	[ik-STEND thuh lohn]	"You can extend the loan"
Check the history	Consulter l'historique	[chek thuh HIS-tuh-ree]	"I'll check your borrowing history"
Calculate suspension	Calculer la suspension	[KAL-kyuh-layt suh-SPEN-shuhn]	"Let me calculate your suspension"
Automatic system	Système automatique	[aw-tuh-MAT-ik SIS-tuhm]	"The system is automatic"

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## STUDENT INFORMATION / INFORMATIONS ÉTUDIANTES

### Identification

English	French	Pronunciation	Key Sentence
Student card	Carte étudiante	[STOO-dent kard]	"Show me your student card"
Student number	Numéro étudiant	[STOO-dent NUHM-ber]	"What is your student number?"
Blocked account	Compte bloqué	[blokd uh-KOWNT]	"Your account is blocked"
Faculty	Faculté	[FAK-uhl-tee]	"Which faculty are you in?"
Year of study	Année d'étude	[yeer uhv STUHD-ee]	"What year of study are you in?"
Email address	Adresse email	[EE-mayl uh-DRES]	"What's your email address?"

Time Expressions

English	French	Pronunciation	Key Sentence
Wait five days	Attendre cinq jours	[wayt fayv dayz]	"You must wait five days"
Next Monday	Lundi prochain	[nekst MUHN-day]	"You can borrow next Monday"
One week	Une semaine	[wuhn week]	"Book was one week late"
Until Friday	Jusqu'à vendredi	[uhn-TIL FRAHY-day]	"Suspension until Friday"
Today	Aujourd'hui	[tuh-DAY]	"You cannot borrow today"
Tomorrow	Demain	[tuh-MOR-oh]	"Come back tomorrow"

BOOK & LIBRARY OPERATIONS / OPÉRATIONS LIVRES ET BIBLIOTHÈQUE

Book Management

English	French	Pronunciation	Key Sentence
Book title	Titre du livre	[book TAY-tuhl]	"What is the book title?"
Available now	Disponible maintenant	[uh-VAY-luh-buhl now]	"The book is available now"
Someone borrowed	Quelqu'un a emprunté	[SUHM-wuhn BOR-ohd]	"Someone borrowed this book"
Scan the book	Scanner le livre	[skan thuh book]	"I need to scan the book"
Print the receipt	Imprimer le reçu	[print thuh ri-SEET]	"I will print the receipt"
Reservation	Réservation	[rez-er-VAY-shuhn]	"You have a reservation"
Other copies	Autres exemplaires	[UH-ther KOP-eez]	"Are there other copies?"
Digital version	Version numérique	[DIJ-uh-tuhl VUR-zhuhn]	"We have digital version"

Library Locations

English	French	Pronunciation	Key Sentence
Library desk	Bureau de la bibliothèque	[LAY-brer-ee desk]	"Come to the library desk"
Computer system	Système informatique	[kuhm-PYOO-ter SIS-tuhm]	"Check the computer system"
Study room	Salle d'étude	[STUH-dee room]	"You can use the study room"
Opening hours	Heures d'ouverture	[OH-puh-ning owrz]	"Check our opening hours"
Special collection	Collection spéciale	[SPESH-uhl kuh-LEK-shuhn]	"This is from special collection"

# COMMUNICATION PHRASES / PHRASES DE COMMUNICATION

## Greetings & Basic Help

English	French	Pronunciation	Key Sentence
Hello	Bonjour	[heh-LOH]	"Hello! How can I help you?"
Can I help you	Je peux vous aider	[kan ay help yoo]	"Can I help you today?"
Your card please	Votre carte s'il vous plaît	[yoor kard pleez]	"Your student card please?"
One moment	Un moment	[wuhn MOH-muhnt]	"One moment please"
Let me check	Laissez-moi vérifier	[let mee chek]	"Let me check that for you"

## Explaining Policy

English	French	Pronunciation	Key Sentence
New policy	Nouvelle politique	[new POL-uh-see]	"We have a new policy"
No more fines	Plus d'amendes	[noh mor faynz]	"No more fines"
But suspension	Mais suspension	[but suh-SPEN-shuhn]	"But suspension instead"
Same time as late	Même durée que retard	[saym taym az layt]	"Same time as you were late"
Policy for everyone	Politique pour tous	[POL-uh-see for EV-ree-wuhn]	"This policy applies to everyone"

## Empathy & Understanding

English	French	Pronunciation	Key Sentence
I understand	Je comprends	[ay uhn-der-STAND]	"I understand your frustration"
It's frustrating	C'est frustrant	[its fruh-STRAY-ting]	"I know it's frustrating"
It happens often	Ça arrive souvent	[it HAP-uhnz OF-uhn]	"This happens often"
You're not the first	Vous n'êtes pas le premier	[yoor not thuh furst]	"You're not the first one"
I'm sorry	Je suis désolé	[ahym SOR-ee]	"I'm sorry about this"

## SOLUTION PHRASES / PHRASES DE SOLUTIONS

### Alternative Options

English	French	Pronunciation	Key Sentence
Read here	Lire ici	[reed heer]	"You can read here"
In the meantime	En attendant	[in thuh MEEN-tahym]	"In the meantime, you can..."
Digital resources	Ressources numériques	[DIJ-uh-tuhl ri-SOR-siz]	"We have digital resources"
Other libraries	Autres bibliothèques	[UH-ther LAHY-brer-eez]	"Try other libraries"
Interlibrary loan	Prêt inter-bibliothèques	[in-ter-LAHY-brer-ee lohn]	"Request an interlibrary loan"

### Prevention & Advice

English	French	Pronunciation	Key Sentence
Renew before	Renouveler avant	[ri-NEW bi-FOR]	"Renew before the due date"
Email reminder	Rappel par email	[EE-mayl ri-MAYN-der]	"We send email reminders"
Questions? Ask	Questions? Demandez	[KWEST-chuhnz ask]	"If you have questions, ask us"
Check online	Vérifiez en ligne	[chek on-LAHYN]	"You can check online"
Set a reminder	Mettre un rappel	[set uh ri-MAYN-der]	"Set a reminder on your phone"

## DIFFICULT SITUATIONS / SITUATIONS DIFFICILES

### Handling Complaints

English	French	Pronunciation	Key Sentence
I cannot modify	Je ne peux pas modifier	[ay KAN-ot MOD-uh-fahy]	"I cannot modify the suspension"
System automatic	Système automatique	[SIS-tuhm aw-tuh-MAT-ik]	"The system is automatic"
Call supervisor	Appeler superviseur	[kol SOO-per-vahy-zer]	"I can call my supervisor"
University policy	Politique universitaire	[yoo-nuh-VUR-suh-tee POL-uh-see]	"This is university policy"
Fair for everyone	Équitable pour tous	[fair for EV-ree-wuhn]	"This system is fair for everyone"

### Urgent Situations

English	French	Pronunciation	Key Sentence
Urgent request	Demande urgente	[UR-juhnt ri-KWEST]	"I understand this is urgent"
Academic emergency	Urgence académique	[ak-uh-DEM-ik ih-MUR-juhn-see]	"Is this an academic emergency?"
Professor request	Demande du professeur	[pruh-FES-er ri-KWEST]	"Did your professor request this?"
Exam period	Période d'examens	[ig-ZAM PEER-ee-uhd]	"I know it's exam period"
Alternative solutions	Solutions alternatives	[al-TUR-nuh-tiv suh-LOO-shuhnz]	"Let me find alternative solutions"

## GRAMMAR ESSENTIALS / GRAMMAIRE ESSENTIELLE

### Modal Verbs

English	French	Pronunciation	Key Sentence
Can	Pouvoir (positif)	[kan]	"You can borrow three books"
Cannot/Can't	Ne pas pouvoir	[KAN-ot / kant]	"You cannot borrow today"
Must	Devoir	[muhst]	"You must return the book"
Should	Devrait	[shood]	"You should renew online"
Will	Futur	[wil]	"Suspension will end Friday"
Won't	Ne... pas (futur)	[wohnt]	"System won't let you borrow"

## Question Words

English	French	Pronunciation	Key Sentence
When	Quand	[wen]	"When can I borrow again?"
Why	Pourquoi	[wahy]	"Why can't I borrow?"
What	Que/Quoi	[wot]	"What is your student number?"
Where	Où	[wair]	"Where is the return box?"
How long	Combien de temps	[how lawng]	"How long is the suspension?"
How many	Combien	[how MEN-ee]	"How many days late?"

## DAYS & NUMBERS / JOURS ET NOMBRES

### Days of the Week

English	French	Pronunciation	Key Sentence
Monday	Lundi	[MUHN-day]	"You can borrow on Monday"
Tuesday	Mardi	[TOOZ-day]	"Library closes early Tuesday"
Wednesday	Mercredi	[WENZ-day]	"Suspension ends Wednesday"
Thursday	Jeudi	[THURZ-day]	"Book was due Thursday"
Friday	Vendredi	[FRAHY-day]	"We close at 6 PM Friday"
Saturday	Samedi	[SAT-er-day]	"Library is closed Saturday"
Sunday	Dimanche	[SUHN-day]	"No returns on Sunday"

### Essential Numbers

English	French	Pronunciation	Key Sentence
One	Un	[wuhn]	"One day late"
Two	Deux	[too]	"Two weeks suspension"
Three	Trois	[three]	"Three books maximum"
Five	Cinq	[fahyv]	"Five days to return"
Ten	Dix	[ten]	"Ten books borrowed"
Fifteen	Quinze	[fif-TEEN]	"Fifteen minutes to close"
Twenty	Vingt	[TWEN-tee]	"Twenty pages to copy"
Thirty	Trente	[THUR-tee]	"Thirty days overdue"