



**Watch the video. Then answer the questions:**

Did she explain casual or formal abbreviations?

Do you think you could use all of them with customers?      YES      NO

SMH      LMAO      KISS      ROFL      ASAP      BTW      PLZ

What abbreviation will you use to add a short piece of information?

Which one is the equivalent of « Don't overcomplicate things! »?

Which one means you have to do something quickly?

Which ones mean you find something extremely funny?

Which one means you are disappointed */tid/* by someone's behaviour?

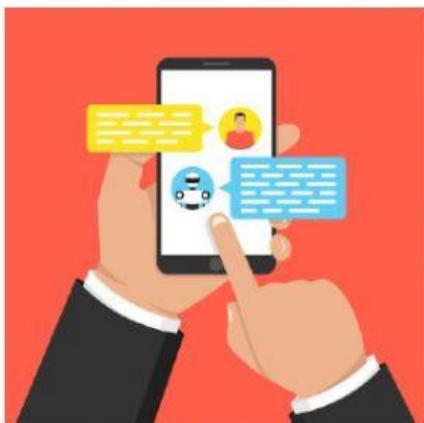
Which one means you can't believe it!!!!

Which one has a rude word?

## TEXT TALK

<https://www.jumpstarttech.com/7-essential-tips-for-business-texting/>

# Would You Rather Text Than Talk? 7 Essential Tips For Business Texting



## Explanations on « I'd rather ... »

Quiz #43957

<https://www.anglaisfacile.com/exercices/exercice-anglais-2/exercice-anglais-43957.php>

What score did you get?

Translate the words in bold letters into French:

You use your iPhone or Android for everything else. Your spouse **even** texts you to grab some milk at the store or to tell you they'll be gone when you get home. It's quick, easy and gets the job done. Why not in business too?

Well here's the thing...**even though** text messaging might be your main form of communication for everyday social communications with friends and family, there's an unspoken idea that you shouldn't text colleagues and business associates. **However**, business text messaging is *such* an easy way to stay in contact with other people on the job, **as long as** you avoid some awkward texting gaffes that can cause issues in the workplace. **So**...if you're going to text for business purposes, follow these 7 texting tips to keep it professional:

## 1. Know when texting is appropriate

Type the appropriate word in the blanks:

charges    texting    wake    means    hours    message

Despite the omnipresence of cell phones today, not all users have text messaging services enabled. This                    that users can incur extra                    to send and receive messages. So before sending someone a text                   , ask if it's okay. You can also go ahead and assume it's okay if the other party initiates the           . Avoid texting outside of normal work           , and especially late at night—you never know when the 'ding' might            someone up!

## 2. Be respectful of those in your physical presence

Whether you're in a meeting with a client, or having dinner with your future boss, show respect for their time by saving the text messages and phone calls for later. To quickly switch into meeting settings, just set your cell phone to airplane mode, and your texts will be held until you disable it.

Right or Wrong? Type R or W next to each statement:

Texting while meeting a customer shows a lack of respect:

Texting while having dinner with your boss is ok:

You shouldn't make phone calls during a meeting, but texting is ok:

Enabling the airplane mode during a meeting is disrespectful:

## 3. Avoid relying on texting for urgent matters

Sometimes time-sensitive matters arise, such as a meeting being rescheduled. But you cannot guarantee that you will get hold of someone in time through texting. For this reason, it is best use more formal methods, such as calling or emailing if you cannot speak to a colleague in person. For truly urgent matters, you may use multiple modes of communication, but do so only when circumstances call for it.

## TEXT TALK

Find the equivalent in the paragraph above for....:

really:  
that's why:  
urgent:  
numerous means:  
to require:  
postponed:  
face to face:  
burning issues:

### 4. Group texts should be used sparingly

Put these sentences back in order!

like a convenient way of multiple people, reaching out to  
Group texts may seem

but it can be really irritating to be on the receiving end of them.

which isn't everyone, the participants. clear to  
Responses always go to

That means they can receive message after message from contacts  
they not know that even may

And remember the point about not texting people whose cell phone  
plans incur extra charges? That definitely applies here, too. Instead of  
a group text, opt for a meeting, conference call, or email thread.

## 5. Don't send bad news via text

Type the right modal verb into the blanks:

may      should      might      need to

Text messaging is an inherently informal method of communication and not be used for more serious matters. If you deliver bad news to someone, it's best to do it in person. In some circumstances, you have to deliver it via email or phone, but try to imagine how the person on the other end of the line react to the news first.

## 6. Use emojis sparingly or not at all

Phrasal verbs: will you find the correct preposition?

With smartphones came some fun new features, such as emoticons, or 'emojis'. But while there's an emoji for just about any occasion, resist the urge to saturate your texts with them. Using emoticons may come across as unprofessional, so don't go overboard if you do choose to send them. And if you do so with someone you know well, stick to the classics, like simple smiley faces.

donner l'impression d'être:      to ..... across  
s'en tenir à:      to ..... to  
arriver, apparaître:      to ..... along

## 7. Structure your text in a professional manner

This means no casual abbreviations (e.g. “lol”), typing in all caps, or misspellings. Try to keep your message brief and to the point, otherwise send an email instead. Always sign your name on your initial message as well, unless you’re confident that the recipient will know who it is.

Complete the sentences:

Be professional when texting! So:

Don't text ....

Don't type ...

Don't make ...

Don't write ...

Don't forget ...

*(You will find some sentences to check your ideas at the end of the worksheet)*

If you do text in a business environment, especially with a customer or prospect, follow these 7 tips to ensure that you are perceived as the true business professional that you are!

Translate the conclusion into French:

Work on words!

Match the words you have read **/red/** in this article with their equivalent:

stay in contact	characteristics
sparingly	embarrassing
awkward	so convenient
your spouse	a problem
an issue	at the office
an unspoken idea	keep in touch
in the workplace	a tacit rule
such an easy way	your wife
features	parsimoniously

to go overboard: en faire trop  
to avoid (+ V-ing): éviter (de faire)  
a purpose: un but  
to disable: désactiver  
Write some more if necessary!

## TEXT TALK

### What you could have written:

Don't text... casual/informal abbreviations.  
Don't type .... in capital letters only.  
Don't make ... spelling mistakes or typos.  
Don't write ... long text messages.  
Don't forget ... to write/sign your name at the end.

### *Possible translation for the conclusion:*

« Si vous envoyez des SMS dans le milieu professionnel, surtout à un client ou à un prospect/un client potentiel, suivez ces 7 astuces pour vous assurer d'être perçu-e comme le vrai professionnel que vous êtes! »