

# COMMERCE

1. **aisle** - rayon  
A walkway between or along supermarket shelves.  
*Ex: I always put on my jacket when I walk down the frozen food aisle*
2. **after sales service** - service après vente (SAV)  
It is all the help or information which is provided to customers after they have bought a product.  
*Ex: I had doubts about the list of ingredients of this very particular product so I called the after-sales service.*
3. **bargain** - bonne affaire  
An advantageous purchase, especially one acquired at less than the usual cost.  
*Ex: My aunt is always looking for a great bargain.*
4. **browse** - regarder sans acheter  
To look leisurely at goods displayed for sale.  
*Ex: Take a moment and browse through the different books before picking one.*
5. **bulk buying** - achat en gros  
The purchase at once of a large quantity of a particular product.  
*Ex: The bulk buying power is fundamental for restaurants.*
6. **call centre** - centre d'appel  
It is a place where people work answering or making telephone calls for a particular company.  
*Ex: Designed for call centers, this multi-line digital phone is truly convenient.*
7. **cart/trolley** - caddie  
It is an object with wheels that you use to transport heavy things or numerous things such as shopping.  
*Ex: I left the store with a trolley full of sweets.*
8. **cash register** - caisse  
It is a machine that is used to add up and record how much money people pay and in which the money is kept.  
*Ex: The owner discovered this morning that someone had broken in overnight and stolen the cash register.*
9. **cashier** - caissier  
A cashier is a person to whom customers pay money to or get money from in places such as shops.  
*Ex: This new cashier is so slow, he really has to work faster...*
10. **check out** - régler sa facture  
When you check out of a hotel, you pay the bill and leave.  
*Ex: The woman checked out of the hotel at 10 am. Two hours later, she was murdered.*
11. **complaint** - plainte / réclamation  
It is a statement in which one expresses his dissatisfaction.  
*Ex: As a reaction to another complaint, this employee is fired.*
12. **convenience store** - épicerie / magasin de quartier  
It is a shop which sells mainly food and which is usually open until late at night.  
*Ex: Managing a convenient store is not an easy task.*
13. **counter** - guichet  
A counter is a long narrow table or flat surface at which customers are being served.

*Ex: She bought her ticket at the counter.*

14. **department store** - grand magasin  
It is a large shop which sells many different kinds of goods.  
*Ex: My family and I are going to the department store every Friday.*
15. **discount/rebate** - une réduction  
It is a reduction in the usual price of something.  
*Ex: As I am a regular customer, I get discounts on my purchases.*
16. **loyalty** - fidélité  
The state or quality of being loyal.  
*Ex: This merchant places great value on loyalty.*
17. **purchase** - achat / acheter  
When you purchase something, you buy it.  
*Ex: I purchase an ice cream yesterday.*
18. **queue** - file d'attente  
It is a line of people waiting for something.  
*Ex: My parents are in the queue to buy tickets. They really want to watch this movie.*
19. **receipt** - un reçu  
It is a piece of paper that you get as proof that a person received money or goods from you.  
*Ex: The cashier gave me a receipt for my purchase.*
20. **refund** - remboursement / rembourser  
To give back, especially money.  
*Ex: Unhappy customers can ask for a refund.*
21. **retail** - vente au détail  
The sale of goods or commodities in small.  
*Ex: In this store, consumers can only buy retail products.*
22. **retail outlet** - point de vente  
A store in which goods are sold to individual customers  
*Ex: Let's meet in front of the new retail outlet at 4 pm!*
23. **sales** - soldes  
An offer in which goods are sold at a discount.  
*Ex: My friend and I will buy new jackets during the autumn sales.*
24. **sales rep.** - commercial (métier)  
A person employed to represent a business and to sell its merchandise.  
*Ex: His father is a sales rep, his mother is a scientist.*
25. **second-hand/used** - occasion/seconde main  
Second-hand/used things have been owned by someone else. They are not new.  
*Ex: This is a second-hand watch so I could afford it.*
26. **shelf (plural = shelves)** - étagère  
It is a flat piece of a rigid material (wood, glass, metal etc.) fixed to a wall. It is used for keeping things on.  
*Ex: I can't wait for my cousin to mount my new shelf: my floor is covered with piles of books.*
27. **shoplifting** - vol à l'étalage  
It is the act of stealing from a shop.  
*Ex: Even though he was just a hungry kid, he was arrested for shoplifting.*
28. **supplier** - fournisseur  
A supplier is a person that sells something to customers.  
*Ex: This vegan restaurant only deals with local suppliers.*

29. **warehouse** - entrepôt

It is a large building where materials or goods are stored.

*Ex: Last night, the biggest warehouse of the city was destroyed by fire. All the products stored in it went up in smoke.*

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30. **wholesale** - achat de gros

It is the activity of buying and selling goods in large quantities and therefore at cheaper prices.

*Ex: Those neighbours have gathered to buy their tea wholesale.*

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31. **wrap** - emballage

It is a material, such as a piece of paper, which covers something in order to protect it.

*Ex: This birthday gift has a really beautiful wrap.*

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