

Bienvenue en Ontario!

Engaging the Francophone Visitor

Essential Communication Toolkit for Tourism

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This document is an adaptation of the "Common French Phrases Toolkit", developed by Louise Lacroix from Direction Ontario

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Siège social : 214, chemin Montréal, bureau 202, Ottawa (Ontario) K1K 8L8
Bureau de Toronto : 273, rue Richmond West, bureau 100, Toronto (Ontario) M5V 1X1



HOW TO USE THIS GUIDE?

Excellent communication and management of expectations are key elements for customer service.

As more and more tourism marketing initiatives are pulled together in an effort to attract the Québec and French-speaking Canadians clientele to Ontario, it seems obvious that English-speaking frontline staff might be tempted to French it up!

A lot of Ontarians took the French immersion path, some the regular French classes. This Toolkit provides the frontline tourism staff with essential sentences and keywords to help them provide the best customer service.

Every section will help you learn a few phrases to have a basic conversation with your customers, which will feel valued by your efforts. Even better, it will give you the confidence to serve the Francophone customer better and ease the conversation whenever they barely speak English – which could happen!

**One Québécois out of two consider they only speak French.
In some regions, this statistic reaches 80%.**

How to use this guide?

Throughout the document, you will find different sections, from a broader perspective (general greetings) to a sectorial one (accommodations, attractions and activities).

The first pages will help you to have a basic conversation with a Francophone customer: you will find 15 basic sentences to make a good impression, then a list of other useful phrases. For each service or experience, you will find a table with essential sentences and words. It's a perfect way to show you are courteous and willing to walk that extra mile to provide your customers with an excellent service.

The Toolkit also includes a pronunciation guide. To make it easier, you have access to a syllable by syllable break-up rather than phonetics code found in the dictionary. Don't try to make sense of those syllables - English words are used as phonetic guides, to make the 'on the spot' decoding easier. The French phrases are also as short as possible to make it even easier.

The back cover offers you the chance to refer quickly to a few essential words.

Chose to learn a few phrases here and there. Impress your customers – and your boss!

Francophone, "Outdoorsophone!"
The Francophone clientele loves the outdoors—travelling Québécois are hiking, adventure touring, and provincial parks enthusiasts.

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GREETINGS AND USEFUL PHRASES

If you had 15 phrases or short sentences to learn to welcome and help Francophone tourists, what would they be? Here is a selection for you to grant impeccable customer service - and impress both your customer and your boss!

Key phrases and sentences	
English	French How to pronounce it
Greetings	
Welcome	Bienvenue BEE-IN- VENUE
Good morning, good afternoon	Bonjour BON-JOOR
Good evening	Bonsoir BON-SOO-AR
Goodbye	Au revoir O-RE-VOO-ARE
Politeness	
Please	S'il vous plaît SEAL-VOO-PLAY
Thank you	Merci MAIR-SEE
You're welcome.	Bienvenue, de rien DE REE- AI(N)

Key phrases and sentences	
English	French How to pronounce it
Answers	
Yes	Oui WE
No	Non NON
Understanding	
Could you please repeat?	Pouvez-vous répéter ? POO-VAY VOO RAY-PAY-TAY?
I don't understand.	Je ne comprends pas. JE NE CON-PRON PA
I understand	Je comprends JE CON-PRON ON
Help	
This way to the public restroom	Les toilettes publiques sont là. LAY TOO-WA-LET PUB-BLEEK SON LA
One moment please	Un instant s'il vous plaît UN INST-TAN SEAL-VOO-PLAY
Excuse me; sorry	Pardon PAR-DON

GENERAL CUSTOMER SERVICE

Here are 12 short sentences and phrases that relate to reception and customer service. You will find basics sentences for politeness phrases on the previous Greetings and useful sentences page.

Key sentences	
English	French How to pronounce it
At the reception desk	
May I help you?	Puis-je vous aider ? POO-EE-JE VOO Z-DAY?
Do you have a reservation?	Avez-vous une réservation ? AVAY-VOO OO-NE RAY-ZER-VA-SEE-YON?
Your name, please.	Votre nom, s'il vous plaît. VOTR(E) NON, SEAL-VOO-PLAY?
Your email, please?	Votre courriel, s'il vous plaît. VOTR(E) COO-REE-EL, SEAL-VOO-PLAY?
Offering	
Do you need...	Avez-vous besoin de... AVAY-VOO BEZZ-ZOO-AIN DE ...
We have...	Nous avons... NOO ZAVON...
We offer...	Nous offrons... NOO Z-OFF-RON...

Key sentences	
English	French How to pronounce it
Would you like...	Voulez-vous... VOO-LAY VOO...
We sell...	Nous vendons... NOO VON-DON...
Needing	
I need...	J'ai besoin de... JAY BEZZ-ZOO-AIN DE
Do you have...	Avez-vous... AVAY-VOO
Linguistic barrier (see <i>En français</i> page)	
I will get a bilingual colleague.	Je vais chercher un collègue bilingue. JE VAY SHARE-SHAY LA-JAN BEE-LAING.

QUESTIONING AND ASKING

What, when, where, why? Sometimes, to get by, we need to ask questions. Here are a few cues to start interrogative sentences.

Key words	
English	French How to pronounce it
Questions	
Who	Qui KI
What	Quoi KWA
Why	Pourquoi POUR-KWA
When	Quand KAN
Where	Où OO
How	Comment COM-MON
Looking for...	
I'm looking for...	Je cherche... JE SHARE-SH
Do you have...	Avez-vous... AVAY VOO

Key words	
English	French How to pronounce it
I would like...	J'aimerais JAY-MEH-RAY
I need...	J'ai besoin de... JAY BE-ZOIN DE...
How much...	Combien... COM-BEE-AIN
Is there...	Y a-t-il EE ATILL

EN FRANÇAIS

If a lot of Francophones can get by in English, a linguistic barrier still exists. In Québec, half the population considers speaking French only. The statistic can reach 80% in some regions. As a frontline staff, being able to talk French, even a bit, makes an excellent impression!

Key sentences	
English	French How to pronounce it
Could you please repeat that?	Pouvez-vous répéter ? POO-VAY-VOO RAY-PAY-TAY?
Do you understand?	Comprenez-vous ? COMP-PRE-NAY VOO?
I barely speak French.	Je parle peu français. JE PARL PEU FRAN-SAY
I don't speak French.	Je ne parle pas français. JE NE PARL PA FRAN-SAY
We offer French services.	Nous offrons des services en français. NOO Z-OFF-RON DAY SERVICE ON FRAN-SAY
I will get a bilingual colleague.	Je vais chercher un collègue bilingue. JE VAY SHARE-SHAY LA-JAN BEE-LAING
French is important to us.	Le français est important pour nous. LE FRAN-SAY AY IMPORTANT POUR NOO

Key words	
English	French How to pronounce it
French-speaking guide	Guide qui parle français GUID KEE PARL FRAN-SAY
Audio tour guide in French	Guide audio en français GUID AUDIO AN FRAN-SAY
Mobile app in French	Appli en français APP AN FRAN-SAY
French documentation	Documents en français DOCUMEN AN FRAN-SAY
Brochure in French	Brochure en français BRO-SHIR AN FRAN-SAY
Menu in French	Menu en français MENU AN FRAN-SAY
Descriptions in French	Interprétation en français INTERPRET-A-SYON AN FRAN-SAY

THINGS TO SEE AND DO

What are your visitors likely to do during their stay? Would they stay longer if they knew about this incredible restaurant or this fantastic activity? Help them make the most of their visit to your region.

Key sentences	
English	French How to pronounce it
Eat and drink	
Are you looking for a restaurant?	Cherchez-vous un restaurant ? CHER-SHAY VOO UN RESTAURAN?
There is a restaurant near here.	Il y a un restaurant près d'ici. EEL EE A UN RESTAURAN PRAY DEE-SEE.
Would you like to go out for a drink?	Voulez-vous sortir prendre un verre ? VOO-LAY VOO SOR-TEER PRAND-R UN VAIR...
Do you need to go to the corner store?	Devez-vous aller au dépanneur ? DE-VAY VOO AL-LAY O DAY-PAN-NUR?
Visiting	
Here is the region's visitors' guide.	Voici la brochure touristique de la région. VOO-WA-SEE LA BROCHURE TOO-REES-STICK DE LA RAY-JYON
Do you wish to visit a local attraction?	Voulez-vous visiter une attraction locale ? VOO-LAY VOO VISIT-TAY UNE ATTRACT-SEE-YON LOCAL?

Key sentences	
English	French How to pronounce it
Here are a few activities you could do in this area.	Voici des activités à pratiquer dans la région. VOO-WA-SEE DEZ ACTIVI-TAY A PRA-TEE-KAY DAN LA RAY-JYON...
Would you be interested in the following activities?	Est-ce que ces activités vous intéressent ? ESS KE SAY ZAK-TEE-VEE-TAY VOO AIN-TAY-RESS?
Are you interested in any specific activity?	Aimez-vous les... ? AY-MAY VOO LAY...?
Verbs	
Visit the...	Visiter... VISIT-TAY...
Attend a...	Assister à... ASSIST-TAY A...
Go...	Aller... A-LAY...

Key words	
English	French How to pronounce it
Tours	
Tourist information office	Bureau d'information touristique BUREAU DAI(N) -FOR-MA-SEE-YON TOURISTIC
Tours	
Guided tour	Visite guidée VISIT GHEE-DAY
Self-guided tour	Visite autoguidée VISIT AUTO GHEE-DAY
Cruise	Croisière CROO-WA-ZEE-AIR
Boat tour	Visite en bateau VISIT AN BAT-TOW
Haunted walk	Marche hantée MARSH ANT -TAY
Outdoor activities	
Beach	Plage PLA-J
Outdoor recreation	Activités de plein air ACTIVIT-TAY DE PLAIN AIR
Hiking	Randonnée pédestre RON-DON-AY PAY-DAY-STER

Key words	
English	French How to pronounce it
Walking/Hiking trails	Sentiers de randonnée SEN-TEE-AY DE RON-DON-AY
Scenic Lookouts	Belvédères BELL-VAY-DAIR
Provincial park	Parcs provincial PARK PRO- VAI(N) -SEE-AL
Bike	Vélo VAY-LOW
Biking paths	Pistes cyclables PEEST SEE-KLAB
Fishing	Pêche PAY-SH
Heritage and culture	
Museum	Musée MUSE-ZAY
Exhibition	Exposition EX-PO-ZEE-SEE-YION
Historic site	Site historique SEET HISTORIC
Local culture	Culture locale CULTURE LOK-AL

Key words	
English	French How to pronounce it
Aboriginal culture	Culture autochtone CULTURE O-TOK-TONE
Heritage	Patrimoine PA-TREE-MOO-ONE
Agritourism	
Gastronomy	Gastronomie GAZ-TROW-NO-MEE
Local products	Produits du terroir PRO-DO-EE DO TERR-OO-WAR
Local farmers' market	Marché public MAR-CHAY PUB-BLEEK
Local vineyard	Vignoble VEE-GNO-BL
Local brewery	Micro-brasserie MEE-CRO BRASS-SE-REE
Festivals and events	
Festival	Festival FESTIVAL
Community event	Fête communautaire FAIT COMMU-NO-TER
Shopping and entertainment relaxing	

Key words	
English	French How to pronounce it
Shopping for pleasure	Magasiner pour le plaisir MA-GA-ZEE-NAY POOR LE PLAY-ZEER
Casino	Casino CASINO
Waterpark	Parc aquatique PARK AQUA-TEEK
Spa	Spa SPA

WEATHER-WISE

Canadians are known for their conversations about the weather! Yet, it's useful to know what to expect from Mother Nature when visiting an attraction, taking a walk around town, or planning for an outdoor adventure!

Key sentences	
English	French How to pronounce it
Here is the forecast.	Voici les prévisions météo. VOO-WA-SEE LAY PRAY-VIS-SEE-YON MAY-TAY-O
It's nice out.	Il fait beau EEL FAY BO
Do you have sunscreen?	Avez-vous de l'écran solaire ? A-VAY VOO DE LAY-CRON SO-LAIR
It's raining.	Il pleut EEL PL-EUH
Do you have an umbrella?	Avez-vous un parapluie ? A-VAY VOO UN PA-RA-PLOO-EE
It's freezing out.	Il fait très froid. EEL FAY TRAY FROO-AH
Temperature	
Warm	Chaud SHOW
Cold	Froid FROOAH

Sunny day	
Sunny	Ensoleillé ON-SO-LAY-YAY
A few clouds	Quelques nuages KELL-KE NOO-AH-G
Sunscreen	Crème solaire CREM SO-LAIR
Rainy day	
Rain	Pluie PLOO-EE
Thunder storm	Orage O-RA-JE
Scattered showers	Quelques averses KEL-KE A-VERS-SE
Other	
Cloudy	Nuageux NOO-AH-JEU
Windy	Venteux VON-T-EU
Humid	Humide HU-MEAD
Foggy	Brumeux BRU-MEU
Snow	Neige NAY-G

BOOKING, SHOPPING AND PAYING

Some people like to shop, and some simply need to buy a thing or two to make the most of their stay. It's always a plus to guide your customer to make their stay the best!

Key sentences	
English	French How to pronounce it
You can dial this number / to book...	Vous pouvez composer ce numéro / pour faire une réservation. VOO POO-VAY COMPO-SAY CE NUME-ERO / POOR FAIR UNE RAY-ZAIR-VA-SEE-YON
Would you like to speak to a manager?	Voulez-vous parler à un superviseur ? VOO-LAY VOO PAR-LAY A UN SUPERVIZE-HER?
Can I get the bill please?	L'addition, s'il vous plaît. LAD-DEE-SYON SEEL-VOO-PLAY
There's an ATM.	Il y a un guichet automatique. EEL E YA UN GHEE-SHAY OTOMA-TEEK

Key words	
English	French How to pronounce it
Booking / reservation	Réservation RAY-SAIR-VASS-SEE-YON
Mobile application	Application mobile APP
Modes de paiement	

Key words	
English	French How to pronounce it
Credit card	Carte de crédit CART DE CRAY-DEE
Debit	Débit DAY-BEE
Cash	Comptant CONT-ON
Businesses	
Shopping centre	Centre commercial CENTR COMMERCE-SIAL
Grocery store	Épicerie AY-PEE-CE-REE
LCBO	Société des alcools SO-SEE-AY-TAY DAY ZAL-KOL
Gear shop	Boutique spécialisée BOO-TIK SPECIALI-ZAY
Shop	Boutique BOO-TIK
Gift shop	Boutique souvenir BOO-TIK SOUVENIR

Side note:

Quebec sells alcohol in local grocery stores and corner stores. As this practice is not as widespread in Ontario as it is in Quebec, it could be a good idea to ask if your client is looking to buy alcohol. Make sure the products they want are available!

TIME AND NUMBERS

Key words	
English	French How to pronounce it
Weekday	
Saturday	Samedi SAM-DEE
Sunday	Dimanche DEE-MANCH
Monday	Lundi LUN -DEE
Tuesday	Mardi MAR-DEE
Wednesday	Mercredi MERC-CRE-DEE
Thursday	Jeudi JE-DEE
Friday	Vendredi VEN-DR-DEE
Time	
Today	Aujourd'hui AU-JOOR-DOO-HE
Tonight	Ce soir

Key words	
English	French How to pronounce it
	CE SOO-ARE
Tomorrow	Demain DE-MAIN
This week	Cette semaine SET SEM-AINE
Time of day	
Morning	Matin MAT-IN
Noon	Midi MEE-DEE
Afternoon	Après-midi APP-RAY MEE-DEE
Evening	Soir SOO-ARE
Night	Nuit NOO-EE
Hour	
Hour	Heure HEUR
Minute	Minute ME-NOOT

Numbers	
	How to pronounce it
1	UN
2	DEU
3	TROO-WA
4	CAT-R
5	SINC
6	SEEX
7	SET
8	OO-IT
9	NEU-FF
10	DIX
11	ONZ
12	DOOZ
13	TRAYZ
14	CAT-OR-ZE
15	QUAIN-ZE
16	SIZE
17	DIX SET
18	DIX OO-IT

Numbers	
19	DIX NEFF
20	VIN
30	TRONT
40	CA-RONT
50	SINC-ONT
60	SOO-WA-SANTT
70	SOO-WA-SANTT DIX
80	CAT-R VIN
90	CAT-R VIN DIX
100	SAN

GETTING AROUND

Even if our smartphones are filled with maps and resources to get by, it's always nice to get help from real people and to get the locals' recommendations. Help your customer to find what they are looking for with a few key sentences.

Key sentences	
English	French How to pronounce it
Getting to destination	
Where are you going?	Où allez-vous ? OO ALAY VOO?
It's a _ minutes walk.	C'est à _ minutes à pied. SAY AH _ MINUTE AH PEE-AY
Do you require any directions?	Avez-vous besoin de directions? AVAY-VOO BEZZ-ZOO- AIN DE DEE-REC-SEE-YON?
What is the address?	Quelle est l'adresse ? KEL AY LAD-DRESS?
Would you like me to call a taxi/cab?	Voulez-vous que je vous appelle un taxi ? VOO-LAY VOO KE JE VOO ZAPPEL UN TAXI?
Here is a list of transportation methods in our area...	Voici les moyens de transport offerts dans notre région VOO-WA-SEE LAY MOO-WA- AIN DE TRANS-POR OFF-AIR DAN LA RAY-JYION

Key sentences	
English	French How to pronounce it
Do you have a GPS in your phone?	Avez-vous un GPS dans votre téléphone ? AVAY-VOO EUN J-PAY-ESS DON VOTR TELEPHONE?
Do you have a SIM card in your phone?	Avez-vous une carte SIM dans votre téléphone ? AVAY-VOO UNE CART SIM DON VOTR TELEPHONE?
You can buy road maps here.	Vous pouvez acheter des cartes routières ici. VOO POO-VAY ASH-TAY DAY CART ROUTE-TYER EESEE
Airport	
What time is your flight?	Votre vol est à quelle heure ? VOTR VOL AY A KEL EUR?
We offer a shuttle service.	Nous offrons la navette à l'aéroport. NOO OFF-RON LA NAH-VET VAIR LA-AY-RO-POR
Transportation modes	
Recreational vehicle	Véhicule récréatif (VR) VEHICLE RAY-CRAY-HA-TIFF
Taxi	Taxi TA-XEE
Public transport	Transport en commun TRANS-POR ON COME-UN

Key sentences	
English	French How to pronounce it
Bus	Autobus O-TOE-BUS
Subway	Métro MAY-TRO
Streetcar	Tramway TRAM-WAY
Plane	Avion AV-EE-YON
Airport/terminal	Aéroport/aérogare A-AY-RO-POR/A-AYRO-GAR
Boat	Bateau BAT-TOE
Car rental	Location de voitures LOCA-SEE-YON DE VOO-WA-TUR
Train	Train TR-AI(N)
Ferry	Traversier TRAV-VER-SEE-AY

ACCOMMODATION

Maybe you don't need to have that full check-in conversation in French, but your customers will be delighted to get a few instructions about wifi, pool and breakfast in their language.

Key sentences	
English	French How to pronounce it
Reception	
Here is the front desk.	Voici la réception. VOO-WA-SEE LA RAY-CEP-SEE-YON
Do you require any parking?	Avez-vous besoin de stationner votre véhicule ? AVAY VOO BEZZ-ZOO-AIN DE STASS-SEE-YO-NAY VOTR(E) VEHICLE?
There is free Wi-Fi internet.	L'accès au wifi est gratuit. LAX-SAY O WIFI AY GRAT-TOO-EE
The check-in time is at...	L'heure d'arrivée est à... LEUR DAR-REE-VAY AY TA...
The check-out time is at...	L'heure de départ est à... LEUR DE DAY-PAR AY TA...
Accessibility	
I need a room close to the elevator.	J'ai besoin d'une chambre près de l'ascenseur. JAY BEZ-OO-AIN DUNE CHOMBR PRAY DE LASSON-SEUR.

Key sentences	
English	French How to pronounce it
Do you need a wheelchair accessible room?	Avez-vous besoin d'une chambre accessible en fauteuil roulant ? AVAY-VOO BEZZ-ZOO-AIN DUNE CHOMBR ACCESSIBL ON FO-TEUYE ROOLON?
Services	
What time would you like your wake-up?	À quelle heure voulez-vous vous faire réveiller ? A KEL HEUR VOO-LAY VOO VOO FAIR RAY-VAY-YAY?
Breakfast is included and served from...	Le déjeuner est inclus et servi à partir de... LE DAY-JE-NAY AY AIN-CLUE AY SAIR-VEE A PART-TIER DE...
Do you require housekeeping?	Avez-vous besoin du service aux chambres ? AVAY VOO BEZZ-ZOO-AIN DUE SAYR-VEES O CHOMBR?

Key sentences	
English	French How to pronounce it
Type of accommodation	
Hotel	Hôtel HOTEL
Motel	Motel MOTEL
Camping	Camping CAMPING
Bed and breakfast	Gîte JEET
Resort	Centre de villégiature CENTR DE VEE-LAY-GEE-A-TOOR
Services	
Indoor/outdoor swimming pool	Piscine intérieure/extérieure PEA-SEEN INT-ERI-YER/EX-TERI-YER
Breakfast	Déjeuner DAY-JE-NAY
Gym	Centre de conditionnement physique CENTR DE CON-DEE-SEE-YON-MON PHYSIC
Ice machine	Machine à glace MA-CHINE A GLASS
Meeting rooms	Salles de réunion

Key sentences	
English	French How to pronounce it
	SAL DE RAY-OO-NYON
Beds	
King Bed	Très grand lit (lit king) TRAY GRON LEE (LEE KING)
Queen Bed	Grand lit (lit queen) GRON LEE (LEE QUEEN)
Twin Bed	Lit double LEE DOOBL
Cot	Lit pliant LEE PLEA-YON

CAMPGROUND

People in Québec and French-speaking communities elsewhere love the outdoors and camping. They love the beach, too! Ontario Parks has an outstanding reputation for its clean parks, and also for being dog-friendly!

Key sentences	
English	French How to pronounce it
Would you like a serviced lot?	Voulez-vous un site avec eau et électricité? VOO-LAY VOO UN SIT AVEK O AY ELECTRI-SEE-TAY
You can park there.	Vous pouvez stationner là. VOO POO-VAY STATION-NAY LA
There is free wifi internet.	L'accès au wifi est gratuit. LAX-SAY O WIFI AY GRAT-TOO-EE
The comfort station is here.	Les douches et les toilettes sont ici. LAY DOOSH AY LAY TWA-LET SON EE-SEE
We have firewood for sale.	Nous vendons du bois de chauffage. NOO VON-DON DO BOOA DE SHOW-FAJ
There is a fire ban.	Il est interdit de faire des feux. EEL AY INT-AIR-DEE DE FAIR DAY FEU
Would you like a lot near the beach?	Souhaitez-vous un emplacement près de la plage ? SOO-AY-TAY VOO UN AMP-PLASS-MON PRAY DE LA PLA-J?

Key words	
English	French How to pronounce it
Management	
Private campground	Camping privé CAMPING PREE-VAY
Provincial park	Parc provincial PARK PRO-VIN-SEE-AL
Parks Canada	Parcs Canada PARK CANADA
Facilities	
Booking number	Numéro de réservation NOO-MAY-RO DE RAY-SAIR-VA-SEE-YON
Serviced site	Terrain avec services TAY-RAI(N) AVEK SAIR-VEES
Electricity	Électricité AY-LAYK-TREE-SEE-TAY
Comfort Station	Blocs sanitaires BLOCK SAN-HE-TAIR
Shower	Douche DOO-SH
Laundromat	Buanderie/Laverie LAV-REE

Key words	
English	French How to pronounce it
Campfire	Feu de camp FEU DE CAMP
BBQ	Barbecue BAR-BAY-CUE
Firewood	Bois pour le feu BOO-HA POUR LE FEU
Beach	Plage PLA-J
Private campground	Emplacement privé AMP-PLASS-MON PREE-VAY
Type of lodging	
A caravan	Caravane CARA-VAN
A tent	Tente TONT
Tent trailer	Tente roulotte TONT ROO-LOT
Cottage	Chalet SHAW-LAY
Yurt	Yourte YURT

Key words	
English	French How to pronounce it
Distance	
Near or close	Près PRAY
Beside	À côté A COAT-TAY
Further	Plus loin PLOO LOO-AI(N)

Side note:

In Quebec, provincial parks are known as national parks: parcs nationaux.

RESTAURANT

Do you know the local gem? Is there a farmers' market in the days to come? Is there a brand new seasonal local beer brewing? Where's the chef with an outstanding story, that has the very best outcome for local products?

Key sentences	
English	French How to pronounce it
There is a restaurant near here.	Il y a un restaurant près d'ici. EEL EE A UN RESTAURANT PRAY DEE-SEE
What type of food are you looking for?	Quel tyoe de mets aimeriez-vous manger ? KEL TIP DE MAY AY-ME-REE-YAY VOO MON-JAY?
Do you have any preferences?	Avez-vous des préférences ? AVAY VOO DAY PRAY-FAY- RONSS?
I would recommend...	Je vous recommande... JE VOO RE-KO-MAND...
Today's special is ...	Le plat du jour est... LE PLAW DU JOOR AY...

Key words	
English	French How to pronounce it
Booking	Réservation RAY-SAIR-VA-SEE-YON

Key words	
English	French How to pronounce it
Restaurant	Restaurant RESTAURAN
Supermarket	Supermarché SU-PER MAR-SHAY
Local products	Produits locaux PRO-DOO-HE LOW-CO
Water	Eau O
Local beer	Bière locale BEE-YER LOW-CAL
Glass of wine	Verre de vin VEER DE VAI(N)

Type of restaurants	
English	French How to pronounce it
Local products	
Brewery	Microbrasserie ME-CROW BRASS-REE
Vinery	Vignoble VEE-GN-O-BL

Type of restaurants	
English	French How to pronounce it
Vegetarian restaurant	Restaurant végétarien RESTAURAN VAY-JAY-TARI- AI(N)
Fine Dining	Restaurant gastronomique RESTAURAN GASTRO-NO-MEEK
Local products	Produits locaux PRO-DOO-HE LOW-CO
For a fast service	
Drive thru	Service au volant SAYR-VEES O VO-LON
Food truck (Street food)	Bouffe de rue BOO-FF DE RU
Chip stand / Chip Truck	Casse-croûte / pataterie PA-TA-TREE
Fish and chips	Poisson-frites POO-WA- SON FREE-T
Fast Food	Restauration rapide FAST FOOD
Casual	
Family Style Dining	Restaurant familial RESTAURAN FAMEE-LEE-AL
Rotisserie	Rôtisserie

Type of restaurants	
English	French How to pronounce it
	RO-TEE-SEREE
Steakhouse	Grillades GREE-YAD
Buffet restaurant	Buffet BOO-FAY
Sports bar	Bar sportif BAR SPORT-TIFF
For a bite	
Ice cream	Crème glacée CREM GLASS-SAY
Coffee shop	Café CAFÉ
International	
Thai restaurant	Restaurant thaï RESTAURAN THAI
Chinese restaurant	Restaurant chinois RESTAURAN CHEE-NOO-A
Japanese restaurant	Restaurant japonais RESTAURAN JAP-PO-NAY
Sushi	Sushi SUSHI

Type of restaurants	
English	French How to pronounce it
Libanese / Mediterranean restaurant	Restaurant libanais / méditerranéen RESTAURAN LEE-BAN-NAY
Tapas	Tapas TAP-PASS
Italian food	Mets italiens MAY EE-TA-LEE-YAI(N)
French Cuisine	Cuisine française KOO-EE-ZINN FRAN-SAYS
Mexican Food	Restaurant mexicain REST-O-RON MEXI-CAI(N)
Other	
Fish and Seafood Restaurant	Restaurant de poissons et fruits de mer REST-O-RON DE POO-WA-SON AY DE FROO-EE DE MAIR
Pizzeria	Pizzeria PIZZERIA
Breakfast	Déjeuner DAY-JE-NAY

ATTRACTIONS

Is there French-speaking staff in your crew? It could be nice to put them to work, especially if the French-speaking customer asks for details or if the activity requires special instructions. In the meantime, to get by, here are a few sentences and phrases to learn!

Key sentences	
English	French How to pronounce it
The admission charge is...	Le prix d'entrée est de... LE PREE DON -TRAY AY DE...
Would you like a guide? An audioguide?	Voulez-vous un guide ? Un audioguide ? VOO-LAY VOO UN GHEE-D? UN AUDIO GHEE-D?
We have French guides.	Nous avons des guides en français. NOO ZA-VON DAY GHEE-D ON FRAN -SAY
The next tour is at...	La prochaine visite est à... LA PRO- SHAIN VISIT AY A...
You can take pictures.	Vous pouvez prendre des photos. VOO POO-VAY PRONDR DAY PHOTO

Key words	
English	French How to pronounce it
Booking	Réservation RAY-SAIR-VA-SEE-YON

Key words	
English	French How to pronounce it
On your own visit	Visite libre VISIT LIB-R
Self-guided tour	Circuit autoguidé SEER-KOO-HE AUTO-GHEE-DAY
Local culture	Culture locale COOL-TURE LOW-CAL
Outdoors	Plein air PLAIN AIR
Exhibition	Exposition EXPO-ZEE-SEE-YON
Agritourism	Agrotourisme AGRO-TOURISM
Expériences organisées	
Guided tour	Circuit guidé SEER-KOO-HE GHEE-DAY
Outdoors adventure	Aventure en plein air A-VENTURE ON PLAIN-AIR
Boat trip	Visite en bateau VISIT ON BAT-TOW
Cruise tour	Croisière touristique CROO-WA-ZEE-AYR TOURISTIC

AGRITOURISM AND FOOD TOURISM

The local products shouldn't be kept a secret: they make long-lasting memories! Meeting with the producers is a very important part of the experience, and the chance to chat with locals to get a better glimpse of the community.

Key sentences	
English	French How to pronounce it
This shop sells local products.	Cette boutique vend des produits du terroir. SET BOO-TIK VON DAY PRO-DOO-HE DOO TAIR-WAR
You can eat local products here.	Vous pouvez manger local ici. VOO POU-VAY MON-JAY LOW-CAL EE-SEE
You may pick your own fruit here.	Vous pouvez cueillir des fruits ici. VOO POU-VAY CUEILLIR DAY FROO-HE EE-SEE
This winery offers tours and wine tasting.	Ce vignoble propose des visites et des dégustations. SE VEE-GNO-BL PRO-POSE DAY VISIT AY DAY DEG-GUS-TA-SYON

Key words	
English	French How to pronounce it
Routes	
taste trail	Route gourmande ROOT GOOR-MAND

Key words	
English	French How to pronounce it
wine route	Route des vins ROOT DAY VAI(N)
ale trail	Route des bières ROOT DAY BEE-YER
Places to visit	
farmers' market	Marché public MAR-SHAY PUB-BLIK
cattle farm	Ferme d'élevage FAIR-M DAIL-VAJ
orchard	Verger VAIR-JAY
Hands-on activities	
Family activities	Activités familiales ACTIVIT-AY FAM-HE-LEE-AL
petting farm	Ferme de petits animaux FAIR-M DE PET-TEE ZAN-NEE-MO
corn maze	Labyrinthe de maïs LABI-RINT DE MAW-ISS
u-pick	Autocueillette AUTO CUEILLETTE
Where to taste local products	

Key words	
English	French How to pronounce it
breweries	Micro-brasserie MEE-KROH BRA-SSE-REE
vineyards	Vignobles VEE-GNO-BL
sugar shack	Cabane à sucre CAB-ANN A SUCR
farm to fork	De la ferme à la table DE LA FAIRM A LA TAB-L
country-style table	Table champêtre TAB-L SHAN-PET-TR
bakery	Boulangerie BOO-LANJ-JE-REE
cheese factory	fromagerie FROM-AJ-JE-REE
Products	
rural flavours	produits du terroir PRO-DOO-HE DOO TERR-WAR
regional products	Produits régionaux PRO-DOO-HE RAY-JYON-O
berries	petits fruits PET-TEE FROO-HE

Key words	
English	French How to pronounce it
honey	Miel ME-EL
cheese	Fromage FROM-AJ
maple products	Produits de l'érable PRO-DOO-HE DE LAIR-RAB-BL
beer	Bière BEE-YER
glass of wine	Verre de vin VAIR DE VAI(N)
bread	Pains PAI(N)
baked beans	Fèves au lard FEV O LAR

OUTDOOR ACTIVITIES

If your activity requires special instructions and you are dealing with a French-speaking customer, how about getting a French-speaking staff from your crew? It could be a good idea to get them to explain the details. In the meantime, to get by, here are a few sentences and phrases to learn!

Key words	
English	French How to pronounce it
Do you need to rent/borrow gear?	Avez-vous besoin de louer/emprunter de l'équipement ? AV-VAY VOO BEZZ-ZOO- AIN DE LOO-AY/AMP- PRUN -TAY DE LAY-KIP- MON ?
Do you need a guide?	Avez-vous besoin d'un guide ? AV-VAY VOO BEZ-OO- AIN DUN GHEE-D
The length of the excursion is...	La durée de l'excursion est de... LA DU-RAY DE LEX-CUR-SYON AY DE...
I recommend this hike/route.	Je recommande ce parcours. JE REC-COMMAND SE PAR-COOR
The trail is well marked.	Le sentier est bien balisé. LEU SON-TEE-AY AY BA-LEE-SAY
You need to sign this waiver.	Vous devez signer ce formulaire. VOO DE-VAY SEE-GNAY SE FORM- OO -LAIR
It is safe...	C'est sécuritaire. SAY SAY-COO-REE-TAIR
It gets dark at...	La nuit tombe à... LA NOO-HE TOMB A...

Activities	
Nature Centre	Centre de la nature CENTR DE LA NATURE
Visitors' Centre	Centre d'interprétation CENTR DINT-TER-PRET-A-SYON
Birds and wildlife watching	Observation des oiseaux (ornithologie) et de la faune OBS-SAIR-VAW-SYON DEZ WA-ZO AY DE LA PHONE
Being prepared	
Gear	Matériel / équipement MAT-AY-REE-EL
Map	Carte CART
Properly fitted	Bien équipé BEE- AIN AY-KIP-PAY
Backcountry camping	Camping en arrière-pays CAMPING ON ARE-REE-AIR PAY-HE
Levels	
Easy	Facile FA-SEAL
Moderate	Modéré MOW-DAY-RAY
Difficult	Difficile DIFF-EESE-SEAL

CYCLING

Sometimes, a shared love of cycling is not enough to explain routes, roads, and attractions along the way. A few keywords are required to help your customer know what to expect exactly and how to enjoy the road genuinely!

Key sentences	
English	French How to pronounce it
Which route are you cycling?	Quel parcours faites-vous ? KEL PAR-COOR FET VOO?
I recommend this route.	Je vous recommande ce parcours. JE VOO RECOMMAND SE PAR-COOR
The length of this route is...	La longueur du parcours est de... LAW LONG- EUR DUE PAR-COOR AY DE...
What type of bike do you have?	Quel type de vélo avez-vous ? KEL TEEP DE VAY-LOW AVAY-VOO?
There is a repair shop here.	Il y a un service mécanique ici. EEL EE A EUN SERV-EESE MECHANIC EE-SEE
You can safely park your bicycle here.	Vous pouvez ranger votre vélo en toute sécurité ici. VOO POO-VAY LAY-SAY VOTR VAY-LOW ON TOOT SAY-COO-REE-TAY EE-SEE.
Bike lock	Cadenas CAD-NAH
Gear cable	Câble de vitesse CA-BL EEL VEE-TESS
Flat	Crevaision CRE-VAY-ZON
Repair shop	Service de mécanique SAIR-VEES EEL MECHANIC

Key words	
English	French How to pronounce it
Mountain bike	Vélo de montagne VAY-LOW DE MONTAGN
Road bike	Vélo de route VAY-LOW DE ROOT
Hybrid bike	Vélo hybride VAY-LOW EE-BREED
Types of path	
Dedicated bike path	Piste cyclable à usage unique PEEST SEE-CLAB A OO-ZAJ OONIK
Paved shoulder	Accotement pavé ACC-KOT- MON PAV-VAY
Recreational Trails	Sentiers récréatifs SON -TEE-YAY RAY-CRAY-AT-TIFF
Riverwalk	Promenade riveraine PROM-NAD REEV-RAIN
Bike path – paved	Piste cyclable pavée PEEST SEE-KLAB PAVAY
Bike path – gravel	Piste de gravier PEEST DE GRAVE-YAY

WATER ACTIVITIES

Did you know that *Splish, splash, I was takin' a bath* is known, in French, as *Splish, splash tout en prenant mon bain*? Not sure how useful this piece of info is for the tourism industry, but the sentences below will be for sure, especially if you work by the water.

Key sentences	
English	French How to pronounce it
Swimming	
You have the option of going swimming in the lake / at the pool.	Vous pouvez vous baigner dans le lac / à la piscine. VOO POO-VAY VOO BAY-GNAY DON LE LACK / A LA PEE-SEEN
There is a lifeguard on duty.	Il y a un sauveteur en service. EEL E YA UN SOV- TEUR ON SAIR-VEES
There are many beaches in the area.	Il y a plusieurs plages dans la région. EEL EE YA PLOO-ZEE- YUR PLA-J DON LA RAY-JYON
We sell sunscreen.	Nous vendons de l'écran solaire. NOO VON-DON DE L'AY- CRON SOLAIR
Canoeing	
We rent kayaks / canoes.	Nous louons des kayaks / canots. NOO LOO-ON DAY KAYAKS / CANO
Here are the best locations to go canoeing.	Voici les meilleurs endroits pour faire du canot.

Key sentences	
English	French How to pronounce it
	VOO-WA-SEE LAY MAY-YUR AND-DROO-WA POOR FAIR DO CA-NO.
Boating	
The closest marina is...	La marina la plus près est située à... LA MARINA LA PLU PRAY AY SEE-TOO-AY A ...
The closest boat launch is (PLACE).	La rampe de mise à l'eau la plus près est à (ENDROIT). LA RAMP DE MEESS A LOW AY A...
What type of boat do you have?	Quel type de bateau avez-vous ? KEL TEEP DE BAT-TOW AVAY-VOO?
Do you trailer your boat?	Est-ce que vous remorquez votre bateau ? ESS KE VOO REM-MORK-KAY VOTR(E) BAT-TOW?

Key words	
English	French How to pronounce it
Swimming	
Beach	Plage PLA-J
Pool	Piscine

Key words	
English	French How to pronounce it
	PEA-SEEN
Lifeguard	Sauveteur SOV-TEUR
Canoeing	
Canoe	Canot CA-NO
Kayak	Kayak KAYAK
Row boat	Chaloupe CHA-LOOP
Boating	
Marina	Marina MARINA
Locks	Écluses AY-CLUSS
House boat	Bateau-maison, péniche PAY-NEECH
Powerboat	Bateau à moteur BAT-TOW A MO-TEUR
Sailboat	Voilier VOO-WA-LEE-YAY

FISHING

There's nothing like a good fishing story. Help your customer come back home with one thanks to those few sentences and words that will make the customer's experience stay smooth and easy.

Key sentences	
English	French How to pronounce it
You need a fishing licence.	Vous devez avoir un permis de pêche. VOO DEV-VAY A-VOO-WAR UN PAIR-ME DE PAY-SH
You can get a fishing licence online.	Vous pouvez acheter un permis de pêche en ligne. VOO POO-VAY ASH-TAY UN PAIR-ME DEU PAY-SH ON LEE-GN
You can download the fishing regulations online, in French	Vous pouvez télécharger les Règlements de la pêche en Ontario en ligne. VOO POO-VAY TELL-AY-CHARGE-AY LAY RAY-GLÉ-MON DE PAY-SH ON-LINE.
In this region, you can find the following types of fish.	Dans la région, vous trouverez les poissons suivants : DON LA RAY-JION, VOO TROOV-RAY LAY POO-WA-SON SOO-EE-VON :
There is great fishing spot near here.	Près d'ici, il y a un bon endroit où pêcher. PRAY DEE-SEE, EEL EE YA UN BON ONDR-OO-WA OO PAY-SHAY

Side note:

A few times a year, the province of Ontario allows Canadians to fish, licence-free. Those Family fishing weekends occur around Family Day, Mother's Day, Father's Day and in early July.

Key words	
English	French How to pronounce it
Minnows	Ménés MINNOWS / MAY-NAY
Boat launch	Rampe de mise à l'eau RAMP DE MEESS A LOW
Fishing licence	Permis de pêche PAIR-ME DE PAY-SH
Boat rental	Location de bateau LOCK-CAT-SEE-YON DE BAT-TOW
Fishing shop	Boutique de pêche BOO-TIK DE PAY-SH

Side note:

In Ontario, the French speaking community uses a lot the word «minnow», whereas the Québécois use «méné».

What You Can Expect to Catch in Ontario	
English	French How to pronounce it
Walleye	Doré DOE-RAY
Northern pike	Grand brochet GRON BRO-CHAY
Smallmouth bass	Achigan à petite bouche ACHEE-GON A PE-TEET BOOCH
Largemouth Bass	Achigan à grande bouche ACHEE-GON A GROND BOOCH
Muskellunge	Maskinongé MASK-EE-NON-JAY
Yellow Perch	Perchaude PAIR-CHOD
Black Crappie	Crapet noir CRAP-PAY NOO-WAR
Brook trout	Omble de fontaine ONBL DE FONT-TAIN
Chinook Salmon	Saumon du Pacifique SO-MON DO PA-SEE-FIK
Lake Whitefish	Corégone CO-RAY-GONE
Lake Trout	Touladi / Truite de lac TOO-LAD-DEE

ESSENTIAL SENTENCES

English	French How to pronounce it
Welcome.	Bienvenue BEE-IN-VENUE
Please	S'il-vous-plaît SEAL-VOO-PLAY
Thank you	Merci MAIR-SEE
You're welcome	Bienvenue, de rien DE REE-AI(N)
May I help you?	Puis-je vous aider ? POO-EE-JE VOO Z-DAY?
Could you please repeat?	Pouvez-vous répéter ? POO-VAY-VOO RAY-PAY-TAY?
I don't speak French.	Je ne parle pas français. JE NE PARL PA FRAN-SAY
I will get a bilingual colleague.	Je vais chercher un collègue bilingue. JE VAY SHARE-SHAY LA-JAN BEE-LAING
This way to the public washroom	Les toilettes publiques sont là. LAY TOO-WA-LET POO-BLEEK SON LA
Where are you going?	Où allez-vous ? OO ALL-AY VOO?
Are you looking for a restaurant?	Cherchez-vous un restaurant ? SHARE-SHAY VOO UN RESTAURANT?
Here is the region's visitors' guide.	Voici la brochure touristique de la région. VOO-WA-SEE LA BROCHURE TOURISTIC DE LA RAY-JYON
Here are a few activities you could do in this area.	Voici des activités à pratiquer dans la région. VOO-WA-SEE DEZ ACTIVIT-TAY A PRA-TEEK-AY DON LA RAY-JYON
There is great fishing spot near here.	Près d'ici, il y a un bon endroit où pêcher. PRAY DEE-SEE, EEL EE YA UN BON AND-ROOA OO PAY-SHAY
There are beaches in the area.	Il y a des plages dans la région. EEL EE YA DAY PLA-J DON LA RAY-JYON