



BONJOUR

ENGLISH • FRANÇAIS

THE BONJOUR PROGRAM'S ACTIVE OFFER DAILY USE GUIDE



Foreword

Under the *French Language Services Act* (FLSA), members of the public can receive specific services, i.e. designated services, in either English or French. If you are a Government of Prince Edward Island employee who provides a designated service, you must make an Active Offer in both English and French when providing that service and provide it with comparable quality in both languages. By making an Active Offer, you'll ensure your client is comfortable interacting in their preferred language.

Although it's not an obligation under the *French Language Services Act*, all bilingual employees (whether in a designated bilingual positions or not) are encouraged provide the Active Offer of services in English and French.

Please note: This guide is intended for Government of PEI employees who can provide services in a person's choice of English or French.

Areas This Guide Will Address:



- Telephone Greeting



- Voicemail Greeting



- Written Correspondence



- Emails and Out-of-Office Email Messages



- Email Signatures



- In-Person Service



- Visual Elements of an Active Offer



Telephone Greeting

With telephone reception, an Active Offer of service means using a two-language greeting, followed by the provision of service in the client's language of choice (English or French).

An example:

"Access PEI. Hello! Bonjour!"

- Make sure to give the client a moment to answer.

Key Points: Telephone Greeting

- Always answer in both English and French.
- Continue the conversation in the client's preferred language.

Key Points: Transferring the Call

- Always have a list of bilingual colleagues by the telephone.
- Make sure the client is aware you are transferring their call to another bilingual colleague and tell them their name and telephone number.
- Make sure your bilingual colleague knows the client's preferred language.



Voicemail Greeting

Your voicemail greeting must also make an Active Offer. Whether it is a personal voicemail greeting or an extended absence (out-of-office) voicemail, your message should be in both languages. Examples:

Typical voicemail:

Le français suit.

*Hi - you have reached the voicemail of **(Name)** with the **(Department/Office)**. Please leave a message and I will get back to you as soon as possible.*

*Bonjour - Vous avez joint la boîte vocale de **(Name)** au **(Department/Office)**. S'il vous plaît, laissez-moi un message et je vous rappellerai dès que possible.*

Voicemail if you are out-of-office:

Le français suit.

*Hi – you have reached the voicemail of **(Name)** with the **(Department/Office)**. I am currently away from the office, but I will be back on **(Date)**. Please leave a message and I will get back to you as soon as possible.*

*Bonjour - Vous avez joint la boîte vocale de **(Name)** au **(Department/Office)**. Je ne suis présentement pas au bureau, je serai de retour le **(Date)**. S'il vous plaît, laissez-moi un message et je vous rappellerai dès que possible.*

If you are unilingual and have the option for a client to press a number to be referred to a bilingual colleague, your message could sound like this:

*Hi - you have reached the voicemail of (**Name**) with the (**Department/Office**). Please leave a message and I will get back to you as soon as possible or press "0" to speak with the receptionist. Pour le service en français, faites le 0.*

*Hi - you have reached the voicemail of (**Name**) with the (**Department/Office**). I am currently out of the office, but I will be back on (**Date**). Please leave a message and I will get back to you as soon as possible, or press "0" to speak with the receptionist. Pour le service en français, faites le "0".*



Written Correspondence

Key Points: Written Correspondence

Under the *French Language Services Act*, if **any** government employee receives written correspondence in French, they **must** respond in French.

- Any employee needing guidance or support with responding to written French communications can contact Translation Services at trans-action@gov.pe.ca.



Emails and Out-of-Office Email Messages

Key Points: Emails

When a bilingual employee is unable to respond to emails or messages, because of vacations, work-related travel or meetings for example, it is crucial that they inform their colleagues and clients about their availability in a professional manner, using both English and French in their out-of-office email messages.

Examples of bilingual out-of-office email messages:

Le français suit.

Hello,

*I am currently out of the office. I will gladly reply to your message upon my return on **(Date)**. Should you require immediate assistance, please contact **(Name)** at **(Telephone Number)** or **(Email Address)**.*

Have a nice day!

Bonjour,

*Je suis présentement absent(e). Je répondrai à votre message à mon retour le **(Date)**. Pour de l'appui immédiat, veuillez communiquer avec **(Name)** au **(Telephone Number)** ou à **(Email Address)**.*

Bonne journée!

Hello,

*I will be out of the office from **(Date)** to **(Return Date)**. If your email requires immediate attention, please contact **(Name)** at **(Telephone Number)** or **(Email Address)**.*

Otherwise, I will respond to your email upon my return.

Bonjour,

*Je serai absent(e) du **(Date)** au **(Return Date)**. Pour de l'appui immédiat, veuillez contacter **(Name)** au **(Telephone Number)** ou à **(Email Address)**.*

Sinon, je répondrai à votre courriel à mon retour.

Hello,

*I will be out of the office for the remainder of **(Date)** and returning **(Return Date)**. For urgent matters, please contact **(Name)** at **(Telephone Number)** or **(Email Address)**.*

Thank you,

Bonjour,

*Je serai absent(e) pour le reste de la journée du **(Date)** et serai de retour le **(Return Date)**. Pour de l'appui immédiat, veuillez contacter **(Name)** au **(Telephone Number)** ou par courriel **(Email Address)**.*

Merci,

Hello,

*I am currently away from my desk with limited access to my emails. For urgent matters, please contact **(Name)** at **(Telephone Number)** or **(Email Address)**.*

Bonjour,

*Je ne suis pas à poste de travail et j'ai un accès limité à mes courriels. Pour de l'appui immédiat, veuillez contacter **(Name)** au **(Telephone Number)** ou à **(Email Address)**.*

Hello,

*I will be in meetings with limited access to emails on **(Date)**. If you require immediate assistance, please contact **(Name)** at **(Telephone Number)** or **(Email Address)**.*

Otherwise, I'll respond to your request when I return.

Bonjour,

*Je serai en réunion le **(Date)** et aurai un accès limité à mes courriels. Pour de l'appui immédiat, veuillez contacter **(Name)** au **(Telephone Number)** ou à **(Email Address)**.*

Sinon, je répondrai à votre demande à mon retour.



Email Signatures

Your email signature must follow the Government of PEI guidelines:

Name Sample, MEd, MSW (she/her | elle)

Job title | Job title (in French)

Division name | Division name (in French)

Phone | Tél. : 902-XXX-XXXX, ext. | poste XXXXX

Cell. | Cell. : 867-XXX-XXXX

Je parle français

Department name | Department name (in French)

Government of Prince Edward Island | Gouvernement de l'Île-du-Prince-Édouard

Xth floor, Building name | Building name (in French), Xe étage

XXX Street name | XXX, Street name (in French)

P.O. Box 1320 | C. P. 1320

Souris, PE XXX XXX

www.PrinceEdwardIsland.ca

www.IleDuPrinceEdouard.ca

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please delete it immediately and notify us by telephone. Thank you.

Ce message est uniquement destiné à l'entité ou à l'individu visé et peut contenir des renseignements protégés, confidentiels ou exemptés de divulgation en vertu de la loi applicable. S'il ne vous est pas destiné ou si vous n'êtes pas responsable de la livraison de ce message, nous vous prions de noter qu'il est formellement interdit de le copier ou de le distribuer. Si vous avez reçu ce message par erreur, nous vous demandons de bien vouloir le supprimer immédiatement et de nous en informer par téléphone. Merci!



In-Person Service

Extending the Active Offer in person requires a two-language greeting.

Once the Active Offer is extended, service must be provided in the client's preferred language.

- The best greeting is "Hello! Bonjour!"

Key Points: In-Person Service

- Always greet your client in both English and French.
- Continue the conversation in the client's preferred language.

Key Points: Referral to Another Employee

- Keep a list of bilingual colleagues close at hand.
- Inform your client that you are going to ask someone else to see them.
- Give your client the name of this person and, if necessary, the phone number, and tell the client this person is bilingual (English and French).
- Inform your colleague of the client's preferred language



Visual Elements of an Active Offer

Visual elements are an important part of an Active Offer and help the public be able to easily tell if a service is available in both English and French.

- All offices providing a designated service must prominently display signs indicating the availability of the service in both English and French.
- All employees that can provide services in English and French are encouraged to display visual elements such as signs and lanyards to indicate that services are available in both languages.
- All signage must conform to the Visual Identity Standards of the Province of Prince Edward Island.

Key Points:

- Make sure the Bonjour Program logo is clearly visible to the public and that it properly directs them to where they can be served in both English and French.
- Make sure that signage and documentation intended for the public are displayed in both English and French.