

SESSION 2005

BREVET DE TECHNICIEN SUPERIEUR

**Assistant de Direction
Groupe 3**

EPREUVE DE LANGUE VIVANTE ETRANGERE

ANGLAIS

**Durée : 3h00
Coefficient : 2**

**L'utilisation du dictionnaire bilingue est autorisé
L'usage de la calculatrice est interdit**

Dès que le sujet vous est remis, assurez-vous qu'il soit complet.
Le sujet comporte 2 pages, numérotées de 1/2 à 2/2.

Code sujet :

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TEMPING

Suss out (1) in advance the employers you do (and don't) want to work for.

Many people still have rather 'sniffy'(2) attitudes about temping, believing it's just a way of keeping off the dole, practising your secretarial skills, or raising funds so you can take a year out and travel. But, as social analysts keep saying, "the world of work is changing" and "there's no such thing as a job for life". The result is that flexible working is becoming a more prominent feature of corporate life.

The temporary market has more than tripled in size in the last decade and the perception that temporary work is second best is rapidly decreasing. Nowadays, many people temp because they want to, not because they have to. Temporary working allows you access to a huge variety of careers and employers. It can give you more control over your career than a permanent job -good temps are able to sell their services to the highest bidder. You're paid on an hourly basis so you're likely to be better off than your peers in permanent positions, and you won't necessarily have to work a standard 40-hour week. Temping also allows you to learn new skills and gain experience in many different environments.

Temping is not just a way of grouting the cracks (3) in your CV. It's an ideal way to find out what sort of company you want to work for and the type of job you want to do -which might not be obvious from an hour-long interview and a tour of the office coffee machines. Remember it's far easier to get a job if you're already in work. You might even end up working in a field you haven't contemplated before.

That's what happened to Linda, 25, now an account executive for a Bath-based PR company. "After completing a masters in environmental studies last year, I did some voluntary work with an environmental organisation and then started temping at the PR company, using my secretarial skills. After two months I was offered a permanent job as an account executive". Employers want people with good communication skills who can operate in an office environment and who are professional as well as analytical. If you want a permanent job, you've got to be proactive : be keen and express an interest. If a job does come up, you'll be in a good position to get it. It's not just new graduates who can benefit from doing temporary work. The longer in the tooth and the more experienced you are, the more valuable an asset you'll be to an employer-so if you're fed up with your current job, or realise you're climbing up the wrong career pole, temping can be an ideal way to move into a new area. You won't just be offered two-week stints making coffee : you could be asked to cover a nine-month maternity leave, to work for several months on a one-off project, or to work odd hours outside the standard nine-to-five routine. Many organisations use temporary staff for relatively high-level appointments -to undertake project management for government departments, or to write corporate documents- jobs that require extensive experience. These contracts last from a couple of days to six to nine months.

There's not one type of person who does temporary work : people who are between jobs, people who are bored with their current jobs, or those who just want to test the water before committing themselves all spend time temping. However, don't let temping become a way of life. You could get used to moving from company to company and, before you know it, that's all you've done. Some employers prefer to see substantial experience in one job on your CV, especially at the beginning of your career. If you've temped for several years, they might think you're unable to settle.

Nor will temping suit everyone. If you're shy and don't find it easy to manage change, form new relationships or quickly adapt to new cultures, it could destroy your confidence.

Tuesday April 6, 2004
The Guardian

(1) to suss out = to find out

(2) sniffy = snobby

(3) grouting the cracks = to fill in the gaps

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1° COMPREHENSION (8 points)

Rédigez en français un compte rendu du texte en 200 mots. (+ / - 10%)

2° TRADUCTION (4 points)

Traduire de la ligne 9 : « Temporary working... »
à la ligne 13 : « ...40-hour week ».

3° LETTRE COMMERCIALE (8 points)

Vous êtes l'assistant(e) de Bernard Legrand Directeur Général de l'entreprise Nature et Jeux 22 rue des Roseaux 69 000 Lyon.
Il vous a demandé d'envoyer une lettre de réclamation à un fournisseur anglais (Wooden Toys 34 Heather Road Manchester MN6 5LT) concernant votre commande PR 216.

- 1) Vous avez passé cette commande le 3 Octobre 2004 et vous aviez demandé qu'elle vous soit livrée dans un délai de 3 semaines maximum.
- 2) Les colis sont arrivés avec 2 semaines de retard. L'emballage n'était pas assez solide, certains articles étaient cassés et invendables.
- 3) Vous avez subi un préjudice considérable car vous avez manqué beaucoup de ventes.
- 4) Vous retournez donc les colis endommagés à leurs frais et vous exigez qu'ils soient remplacés au plus vite par colis express.
- 5) Ce n'est pas la première fois que vous vous plaignez de leurs services et s'ils n'apportent pas plus de soin à leurs livraisons, vous changerez de fournisseur.

Formules de politesse et présentation d'usage.