

SESSION 2012

BREVET DE TECHNICIEN SUPERIEUR

ASSISTANT DE MANAGER

U.21 - EXPRESSION ET CULTURE

ANGLAIS LVA

Durée : 2 heures

Coefficient : 1

L'utilisation du dictionnaire unilingue est autorisée.

L'usage de la calculatrice est interdit.

Le sujet comporte 3 pages, numérotées de 1 à 3.

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BETTER THAN THE REAL THING?

So you've decided to get organised. What next? Place an ad in the local paper for a PA or invest in the latest software service? Organising ourselves should be relatively simple these days given the amount of technology we own. Our PCs have a calendar function, and so do smartphones and hand-held computers. Some people, however, expect more, and some of us are happier dealing with a person than with a gadget whose batteries will probably run out at the least helpful time. For many of these people the answer is straightforward: get some sort of personal assistant service.

The thing is, what sort? There are many software-only services. Some will collect emails and sort them according to priority, keep your diary and contacts - even pick up a selection of newspapers and send them to your mobile phone. What they won't do is take a phone message or act as a virtual receptionist; but it's accessible from a distance and keeps you pointed in the right direction.

But all that is only one part of a non-virtual PA's job. Another part of the job is copy typing, for which there are specialist agencies that will work through your computer.

Rob Morfield, of Morfield Surveyors, chose to use Outsec instead of a local typing service two years ago. It wasn't a problem with the typist, he stresses, it was a matter of convenience. He visits a site, dictates his report into a digital voice recorder, uploads the file and it comes back typed in Word. "I was a bit unsure of how to use a digital dicta-phone at first, but it's quite straightforward," he says. "It's a very efficient service and very quick, and I know I couldn't do it by post".

If you want less virtual support, you can go for a mixed strategy, choosing a selection of online and "real world" services that suits your needs. But many want a full service approach, and would like someone to handle all their organisational needs. According to Tony Waldron, Managing Director of Executive Communication Centres, "although there is a growing requirement for people to work from a distance, it can be isolating and it's difficult to offer a professional approach if people want to come and see you." Thus you can have not only a virtual PA but also a centre where you rent office space when you need it.

So far, so professional; everybody knows, though, that the classic image of the boss asking the PA to arrange flowers for his or her spouse has to come from somewhere. This is why services such as Asktez.co.uk take a more generic approach; priced on a task-by-task basis, the idea is that you can ask for any service as long as the price reflects the complexity of the task and the time taken.

Abridged and adapted from *The Guardian*, Friday 23rd February 2009

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TRAVAIL À FAIRE PAR LE CANDIDAT

I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez en français un compte rendu du texte en 180 mots (+/- 10 %).

Vous indiquerez le nombre de mots utilisés.

II- EXPRESSION ÉCRITE

(10 points)

Contexte :

Vous êtes l'assistant(e) de Mme Laura Ridley, directrice d'une petite entreprise britannique :

Mobtech, 58 Luton Road, Hemel Hempstead HD4 4SF.

Mme Ridley vous charge de rédiger une demande d'information à M. Tony Waldron, directeur de : Executive Communication Centres, Universal Buildings, 9a The Ridge, Watford WT6 4WW. Il s'agit d'une société de services qui loue des bureaux de façon ponctuelle à des entreprises.

Dans ce courrier :

- Vous précisez que vous avez trouvé leurs coordonnées suite à une publicité dans le magazine 'Business World' du 15 avril 2011.
- Vous expliquez que vous êtes une petite entreprise qui commercialise des équipements de bureau et que vous cherchez une salle pour organiser une réunion de vente pour environ 15 personnes le premier lundi de chaque mois de 08h00 à 17h30.
- La salle doit être équipée d'un vidéo-projecteur, d'un écran, d'un accès à Internet, d'un photocopieur et d'une imprimante. Vous avez également besoin de places de parking pour les participants à la réunion.
- Vous demandez un devis pour la location et les services, basé sur un contrat de 12 mois.
- Vous voulez également savoir s'il y a des possibilités de restauration dans le quartier.
- Formules de politesse et présentation d'usage.

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