

B.T.S ASSISTANT(E) DE DIRECTION

SESSION 2002

ANGLAIS

Durée : 3 heures

Coefficient : 2

*Dictionnaire bilingue autorisé
L'usage de la calculatrice est interdit
Convertisseurs Euro et Calculatrice interdits*

I – COMPRÉHENSION (8 pts)

Après une lecture attentive de l'article "Sick or just sick of work?", vous rendrez compte **en français** des idées principales développées par le journaliste en 160 mots (+/-10%).

Vous noterez le nombre de mots utilisés en fin de compte rendu.

II - EXPRESSION (6 pts)

Essay :

In your opinion, what makes an employee happy? (min. 160, max. 200 words).

Write down the number of words.

III - LETTRE COMMERCIALE (6 pts)

Vous vous appelez Manon Leguennec et vous travaillez en tant qu'assistante de M. Gerald Liam, directeur de Business Network Ventures, une entreprise française implantée au Royaume Uni en pleine expansion dont les locaux de Bristol ont été détruits lors d'une inondation pendant l'hiver. Après une période de transition où l'entreprise a fonctionné à partir de locaux provisoires, elle vient d'emménager dans des bureaux neufs.

Monsieur Liam vous demande de préparer une lettre, qu'il signera, invitant votre client, Monsieur J.A. Turner, à célébrer l'événement lors d'une porte ouverte.

Consignes :

- Remercier le client de sa fidélité durant les derniers mois très difficiles pour votre entreprise, suite à la perte de ses bureaux de Bristol.
- L'inviter à l'inauguration et la visite guidée de vos nouveaux locaux le 1^{er} juillet 2002 à 18 heures.
- Préciser qu'un buffet froid et des boissons seront servis.
- Demander de confirmer auprès de vous, Manon Leguennec, à votre nouvelle adresse ou par téléphone s'il sera présent ou non, avant le 15 juin 2002.

Adresses :

Business Network Ventures
Bristol Industrial Estate
BRISTOL BS6 7EH

Mr J.A. Turner
5 Beacons Crescent
BRISTOL BS2 3FG

Présentation et formules de politesse d'usage.

Sick or just sick of work?

1 Ever feel that you can't face work so you pretend to be ill? If this has an air of familiarity, you're not alone. In fact, managers believe that about a third of the sick leave taken by employees is not genuine, according to a survey.

5 Understandingly, employers are getting increasingly angry. The average annual cost of sickness absence is £487 for each employee, representing an estimated cost of £12bn to the economy as a whole. Nearly all organisations report their absence levels to be a "very significant business burden".

10 Arguably, they often have only themselves to blame. There are three main reasons for the popularity of the false sick leave. First, many employers are not providing the flexibility of working time arrangements that enable employees to take up their responsibilities at home. Second, many staff feel they can't be honest with employers about these responsibilities. So if, for example, the childminder doesn't show up, they feel pretending to be ill is safer. Finally, some work environments put people off coming into work, for instance, if there is an atmosphere of bullying.

15 Nevertheless, employees themselves may also be to blame. Some of them are willing to risk getting into trouble for turning their hangover into influenza, because they know finding another job will not be too difficult in the present job-market.

20 But beware! Employers are taking steps to reduce absence levels. The Prison Service – where staff take an average 14 days a year off sick – is one organisation that has taken tough new measures, including disciplinary action, for staff who take more than an "acceptable" number of days. Martin Narey, director-general of the prison service, says, "This sends a clear message that the service is no longer prepared to tolerate excessive staff sickness absence."

25 Some employers are trying kinder "anti-sick strategies": Marsden building society, for instance, pays staff not to be ill. "Workers with a full attendance during the year now receive a bonus of around £200," says a spokesperson, who explains that because there are only 200 staff, absence was having a major impact on day-to-day business.

30 The most popular tactic of all is the "return-to-work interview." This involves a manager questioning you on what was wrong and whether there's anything the company can do to help. Employers claim the aim is to help employees, although it's pretty obvious that it's also supposed to frighten those who abuse the system.

If you're really lucky, your employer will deal with absence by introducing more flexible working hours, which is one of the most effective solutions. That way, if you have to take your mother to her morning hospital appointment, you don't have to lie – you can just work later that evening.

35 Finally, the survey reveals a considerable amount of "hidden" absence, caused by managers under-reporting their own time-off! So, next time your manager disappears for a day or two, you might want to give him the "return to work interview". (499 words)

From The Guardian, Monday July 9, 2001