

BREVET DE TECHNICIEN SUPÉRIEUR
ASSISTANT SECRÉTAIRE TRILINGUE

E2 – LANGUE VIVANTE

ANGLAIS

Durée : 2 heures

Coefficient : 2,5

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Ce sujet comporte 3 pages numérotées de 1 à 3.

The jungle

FRESH OUT of college last year, Lindsay Jones was eager to impress her new employer, an office equipment retailer in the Northeast. After completing a day of orientation, she showed up right on time for her second day at work. There was just one problem. She had completely forgotten where her desk was. The receptionist had to draw her a map.

5 It's a typical newbie mistake. But Ms Jones, now 23, couldn't commiserate with other new college grads. She was the only person her age in her office team. Most of the colleagues she worked with were at least four to six years older. That might not sound like a lot, but it can seem like a lifetime when it's the difference between no experience on the job, and some. "I was the new kid," Ms Jones recalls. "I didn't really know anything."

10 Making the transition from college to the working world is always difficult. But it's even harder when you're the only newcomer. At offices that hire scores of college grads every year, new employees go through training together, ask stupid questions together and lament over their lowly status. But when you're the only college hire, all the normal insecurities about starting an adult life feel like they're uniquely yours—because you can't see anyone else going through the same thing.

15 What's worse, if there's a big generation gap in the office, senior workers sometimes don't know what to make of a fresh college grad. The young person doesn't know the industry jargon and seems more like a kid than a co-worker. So the young grad not only feels like an alien, but sometimes gets treated like one, too.

20 "Every new employee feels like an idiot at some point", says Brad Karsh, president of Job Bound, a Chicago-based career-counseling service. "But if you're sitting there by yourself and everyone else is 30 years old and they've got the lay of the land", you're going to really start to doubt yourself."

25 If you're lucky, you'll have a compassionate boss who will offer reassurance and be patient with basic questions. But your boss can't be your therapist when you're lost in selfdoubt. And even the most patient boss doesn't have time to answer all your tiny questions all the time.

30 So young workers who have succeeded in this environment have learned to be their own mental coach, figured out who can help them and suppressed their embarrassment about being so ignorant.

35 Ms Jones found a mentor. Not a formal one, just someone who was a little bit older and wouldn't be irritated by frequent, basic questions. Ms Jones found her by chatting with colleagues about personal interests.

40 Ms Jones peppered her with questions. The woman taught Ms Jones how to anticipate project deadlines. Experienced workers had learned that certain reports would likely be due at the same time every year. But the boss might not assign those projects very far in advance. So when Ms Jones got the approval of her mentor to start working on a project that would likely be assigned in a week, she helped Ms Jones better manage her workload.

Adapted from The Wall Street Journal 31 May 2005

Note : *l.24 : "they've got the lay of the land" : they're quite familiar with the environment.

I- COMPRÉHENSION DE L' ÉCRIT

1. Rédaction d'un compte rendu en anglais (20 points)

Vous rédigerez un compte rendu structuré de l'ensemble de cet article **en anglais**

(180 mots +/- 10%)

Vous indiquerez le nombre de mots utilisés.

2. Traduire en français le premier paragraphe de "Fresh out..." (l. 1) à « ...a map » (l.5) (10 points)

II- EXPRESSION ÉCRITE

Rédaction d'une lettre en anglais (20 points)

Vous êtes Lindsay Jones. La première tâche qui vous est confiée est la suivante : répondre à une demande de renseignements adressée, en date du 23 janvier 2005, par George Tyler, directeur de l'entreprise Crispina.

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