

Session 2008

B.T.S. GROUPE 3

EPREUVE ECRITE DE LANGUE VIVANTE

ANGLAIS

Spécialité : Assistant de Direction

Durée: 3 heures

Coefficient: 2

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

Dictionnaire bilingue autorisé
L'usage de la calculatrice est interdit

CODE : ANLVE - Anglais

Homing in on work

In 2001 Major Deborah Weiss kicked off her army boots and squeezed into a pair of red high heels after leaving the Australian Army to accept a management position with United Energy. Today the shoes sit in the back of her cupboard, replaced by her latest work boots: a pair of fluffy pink slippers. Her new employer, Gartner, paid for her to set up an office from her home in Melbourne. The research director has no space at head office, not even a chair. That's no surprise, given her boss is in the US state of New Hampshire, while her team are scattered throughout the world.

Almost a quarter of all employed Australians did some work from home in November 2005, according to the Australian Bureau of Statistics report, *Locations of Work Australia*. This figure - 24 per cent - was 4 per cent up on the 2000 rate. More bosses will allow corporate workers, women in particular, to work from home, according to Kerry Fallon Horgan, author and managing partner at corporate coaching group, Flexibility at Work.

"This growth is driven by Australia being in the middle of a workforce skills shortage and low unemployment, leaving women in a better negotiating position. Today we live in a global market where technological advances enable working from home", Fallon Horgan says. Some companies, including IBM Australia, have embraced the work-from-home culture. Employees at IBM are encouraged to establish flexible work practices. Staff retention rates have skyrocketed.

"When I first started working from home, it was about managing my time", says Megan Dalla-Camina, director of strategy, who is among the 40 per cent of IBM staff who work from home and the office. "I operate in different time zones working with the Asia Pacific and the US offices. It's not unusual to have phone calls at midnight then at 6 a.m, so it's great to work from home that day. It's about managing my workload."

In 2005 a Federal Government report, *Telework for Australian Employees and businesses*, explored the growth in home-based work. It identified as one of the biggest challenges the need for managers to trust their employees and come to terms with the idea that they couldn't constantly look over their subordinates' shoulders. When home offices work, the rewards can be great.

Fallon Horgan says: "Research has clearly shown that the minimum productivity increase for companies is 20 per cent when people work from home. Some places found increases as high as 70 per cent."

Then there are the cost savings, not only for the company in terms of reduced office space, but for the employee, particularly where there are child-care expenses.

Companies realise that a little flexibility will help them retain talented women.

(adapted and abridged from) The Sydney Morning Herald, August 21, 2007 (466 words)

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TRAVAIL A FAIRE PAR LE CANDIDAT

1- COMPREHENSION DE L'ECRIT (8 points)

Rédigez en français un compte rendu du texte.

Nombre de mots: 150 (+ ou - 10%). Indiquez le nombre de mots utilisés.

2- EXPRESSION (6 points)

Say what you would or wouldn't like about working from home.

Nombre de mots: 140 (+ ou -10 %). Indiquez le nombre de mots utilisés.

3- LETTRE COMMERCIALE (6 points)

Vous êtes l'assistant/e de M. Peter Hopkins, directeur du personnel de l'entreprise ANZ, 56 St Paul Street, Randwick 2031, NSW, Australia. Il vous a chargé/e de préparer une lettre destinée à un certain nombre de collaborateurs et collaboratrices pour leur proposer de travailler depuis leur domicile plusieurs jours par semaine.

- Vous expliquez que suite à la demande de collègues et après discussion avec les syndicats, vous avez décidé d'encourager la flexibilité au travail.
- Vous proposez donc aux employés du secteur Stratégie et Développement de travailler de un à trois jours par semaine à leur domicile.
- Les employés intéressés par cette proposition sont invités à une réunion organisée par le directeur général le 3 septembre 2008 à 10 heures du matin dans la salle de réunion du troisième étage. Ils seront informés des nouvelles conditions de travail.
- Le choix reviendra à chacun de décider combien de jours par semaine il/elle souhaite travailler à son domicile. Cette décision devra être prise avant le 31 décembre 2008.
- Vous espérez que ces nouvelles dispositions conviendront à un grand nombre et se feront au bénéfice de l'entreprise.
- Formules de politesse et présentation d'usage