

BREVET DE TECHNICIEN SUPÉRIEUR
« Assistant Secrétaire Trilingue »

LANGUE VIVANTE 1/11

ANGLAIS

Durée : 2 heures

NOTE IMPORTANTE : Le cahier intérieur est destiné à recevoir vos réponses.
Vous le remettrez à la fin de l'épreuve.
Ne vous en servez pas comme d'un brouillon. Il n'est pas prévu
de vous en fournir un second.

**Aucun dictionnaire unilingue, bilingue
ou « électronique » n'est autorisé.**

Must have shorthand

The old skill still has a role despite new technology, says **Paul Jaffe**

Considering all the different methods of communication available, audio, Internet, e-mail, Dictaphone, fax and telephone, it is perhaps surprising that the high-tech office still uses shorthand.

In fact, a shorthand renaissance is occurring, according to a survey by the administrative recruitment consultants OfficeTeam. It suggests that despite the growing importance of technology, it is the personal touch that bosses are looking for.

Nearly 60 per cent of the employers interviewed by OfficeTeam felt that shorthand did have a future, largely because it encouraged interaction between secretaries and their bosses. And it was felt to be irreplaceable when it came to taking notes in meetings.

But the old-fashioned image of the boss sitting in his office dictating a business letter to his PA is fading.

Corean Bickford, executive principal at Queen's Business and Secretarial College of London and Cambridge, says: "Message taking is a useful personal skill that is still used, especially within senior depart-

ments. Because of audio there has been a change in the way shorthand is used. Today it is predominantly used for taking quick notes. Only a minority of bosses still like to dictate."

While the use of shorthand has undoubtedly declined with the advances in technology, Mark Ingram of OfficeTeam says shorthand is still highly prized by employers.

"Having shorthand can often mean the difference between getting and not getting a job if two candidates are evenly matched. More than 75 per cent of our secretarial temps can do shorthand and clients are often willing to pay a premium to get the person with the right skills. I would advise anyone to persevere with shorthand."

Gillian Hulme, of Secretarial Appointments, agrees. "Although neither Pitmans nor T-line shorthand is being taught as much, to have the skill is a definite advantage. It can make the difference between earning £17,000 and £20,000 a year. Chairman and executives still like to dictate. Like most jobs, it helps to be more flexible."

Not everyone in the survey agreed. "Why take up two

people's time," one respondent asked. "when using audio is a better option?"

Not surprisingly, Theo Ege, marketing manager for Dictaphone International, agrees that shorthand is becoming redundant. "Without question shorthand has become dramatically less significant because of

improvements in technology. Audio is more efficient."

But Brenda Hemmings, personnel executive of human resources who recruits secretaries for News International, is a fan. "It is very much an asset. It has survived technological advances up until now, so I cannot see why it will become extinct."



Abridged from THE TIMES WEDNESDAY SEPTEMBER 30 1998

DOCUMENT 2

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BARÈME

3/11

A – COMPRÉHENSION DE L'ÉCRIT :

I – 18 points

II – 12 points

B – EXPRESSION ÉCRITE : 20 points

Dans un compte rendu **en FRANÇAIS** (environ 200 mots), vous mettrez en évidence la place qu'occupe aujourd'hui la compétence dont il est question dans cet article.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

Rédaction d'une lettre.

Vous êtes Andrée Durand, assistante secrétaire trilingue auprès de Jeanine Dupont, Directrice des ventes au « Comptoir des vins français », 11 rue des Vignerons, 75188 PARIS Cedex 16, téléphone 01 47 93 71 07, télécopie 01 47 93 72 18.

Votre service vient de recevoir une commande de 150 bouteilles de Nuits-Saint-Georges rouge 1986 de la part de John A. Heavidrinker, Directeur des achats dans la société anglaise « The French Wine Store », 76 Onslow Gardens London SW7 QJ9 Great Britain, tel 01 81 23975402, fax 01 81 23975412.

Rédigez en ANGLAIS une lettre en fonction des consignes données ci-dessous en la disposant selon les critères habituels :

Accusez réception de la commande du 4 mars 1999, réf. N° 845.

Indiquez que vous ne pouvez en assurer la livraison complète d'ici le 15 mars prochain par suite d'une rupture de stocks due à un retard de livraison de Nuits-Saint-Georges par votre fournisseur.

Précisez que vous lui proposez en remplacement un Nuits-Saint-Georges 1987 « Les Tonneaux » qui a obtenu la médaille d'argent à la foire de Birmingham en mai 1988.

Faites remarquer que, selon le dépliant que vous joignez à votre lettre, ce vin est d'une qualité sensiblement égale à celui qu'il a commandé et que son prix est inférieur de 2 francs la bouteille TTC.

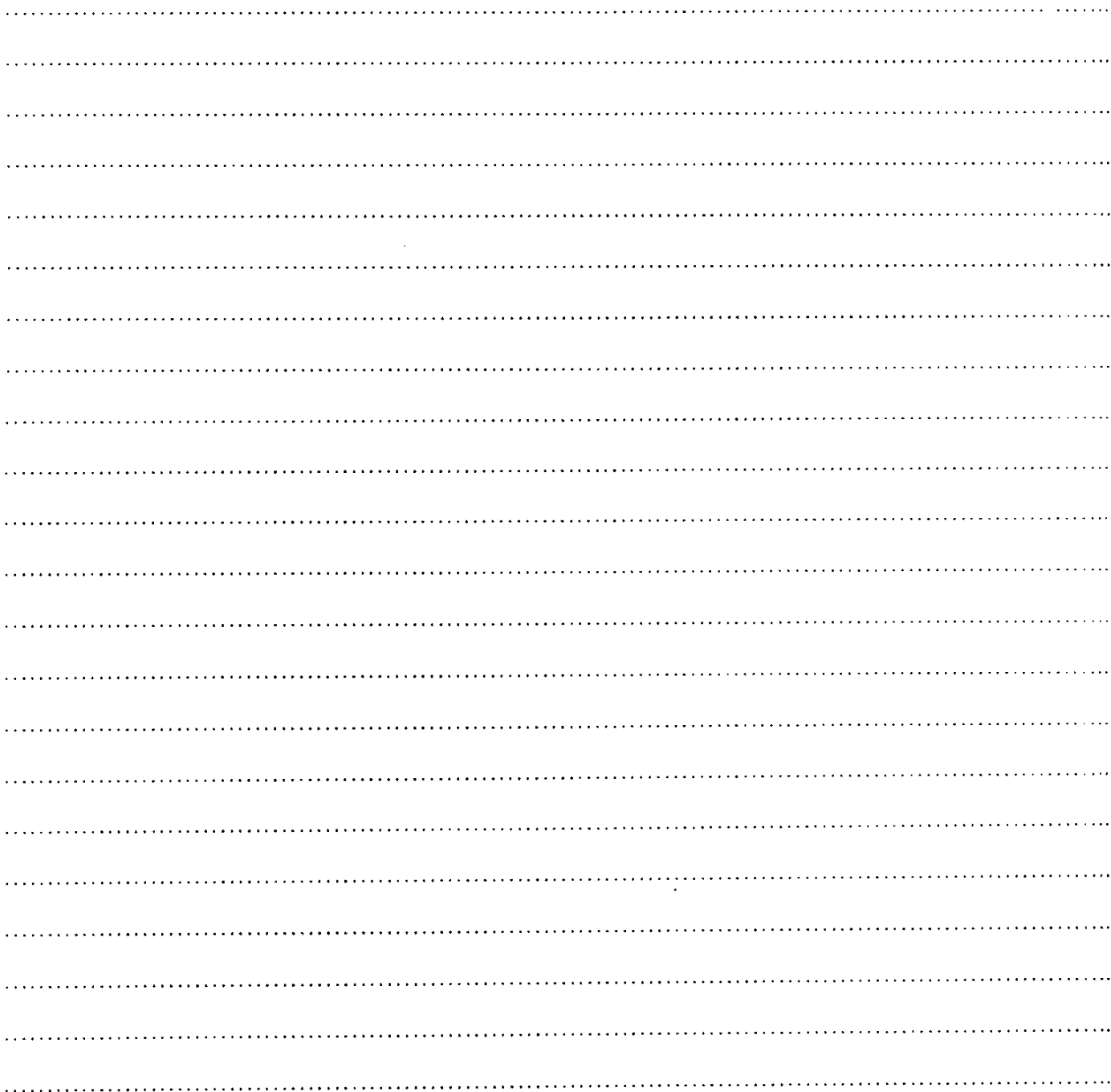
Demandez-lui si cette proposition lui convient et indiquez-lui que la commande complète lui sera expédiée dès réception de son accord.

Précisez que s'il préfère attendre votre nouvelle livraison de Nuits-Saint-Georges 1986, vous pouvez lui faire parvenir la première partie de sa commande dans les délais les plus brefs et le reste quand vous serez vous-mêmes livrés.

Présentez-lui vos excuses pour ce contretemps.

Concluez la lettre de façon usuelle, sans oublier remerciements et formules de politesse appropriés.

Signez au nom de votre chef de service.



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