

BREVET DE TECHNICIEN SUPÉRIEUR
« Assistant Secrétaire Trilingue »

LANGUE VIVANTE
ANGLAIS

Durée : 2 heures



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

Globally speaking

With firms forging more and more links around the world, PAs are stepping up their language skills to keep businesses in touch, reports Sara Goodwins

Many PAs improve their marketability by learning a second language, which they hope will bring them immediate rewards in their pay packets. But does their investment work? Does linguistic ability bring concrete rewards? Boyce Recruitment, which specialises in recruiting linguists, believes it does. Caroline Buckley says, 'We've noticed an increasing demand for PAs and secretaries with language skills over the last four or five years, and many firms are willing to pay a premium for the right person. We also find that having a language opens doors into jobs which might otherwise not be available. Firms are prepared to take someone with a language, and train them in the other skills they might need, rather than expecting them to have such skills to start with. Junior secretaries can expect to progress much more quickly if they have a language, for example.'

Good command of a language such as Japanese is a valuable and rare skill, but less unusual languages can also be in demand. Caroline Buckley again – 'There's a major shortage of German at the moment. There's always been an exchange of personnel between the UK and the continent, with French and Spanish nationals working over here and English secretaries working abroad. Pay and conditions between these countries seem to be very much the same. This is not the case with Germany, where the standard of living is higher than here and secretaries are paid proportionately more. Bilingual English secretaries can do very well in Germany and there's not the temptation for German nationals to travel to the UK.'

Even so, using languages in a business context can be a lot different to the French or German most of us learnt at school. A linguist graduate able to read Molière, Goethe or Dante in the original language would not necessarily know engineering or banking terms, for example. Bilingual PAs joining a new company have to accept that their new role requires a steep learning curve to acquire the necessary specialist vocabulary. On the other hand many PAs feel that their language skills are generally reflected in the pay packet – although not automatically. One commented, 'I was awarded a higher salary on the basis of my linguistic skills, but I had to ask for it.'

The year 2001 is the European Year of Language (EYL), an initiative supported jointly by the Council of Europe and the European Union. Teresa Tinsley of the Centre for Information on Language Teaching (CILT) comments, 'EYL is aimed at recognising the importance of language for business and cultural communication. As part of this, languages in the workplace are obviously very important. We would encourage businesses to value the linguistic abilities of their staff.'

PAs and secretaries are often the cornerstone of successful communication between businesses and their clients. They frequently become the principal contact between their department and departments all over the world, whether dealing with customers or the overseas offices of multinational organisations. The responsibilities of multinational PAs and their role in establishing their firm's prestige, competence and ability to compete in a global marketplace have risen enormously. PAs and secretaries are beginning to have their linguistic skills recognised and valued but there's still a long way to go.

Adapted from *Executive PA*, Winter 2000/2001

I. COMPRÉHENSION DE L'ÉCRIT

1. Vous résumerez en français l'ensemble de cet article, en 180 mots, plus ou moins 10 %. Vous indiquerez le nombre de mots que vous aurez utilisés. (18 points)
2. Vous traduirez le dernier paragraphe, de '*PAs and secretaries are often...*' à '*... a long way to go.*' (12 points)

II. EXPRESSION ÉCRITE

Rédaction d'une lettre en anglais (20 points)

Vous êtes l'assistante de Teresa Tinsley du CILT. Vous venez de recevoir le courrier suivant :

France De Luxe
20 rue Louis Armand
75015 PARIS

10 May 2002

Ms Teresa Tinsley – National Co-ordinator
Centre for Information
on Language Teaching
Gower Street
LONDON
UNITED KINGDOM
WC1E 6BT

Dear Ms Tinsley

I am writing on behalf of Mrs Janet Caxton, our HR manager, after reading about the CILT in last year's first number of *Executive P.A.*

Our firm is specialised in the export of French luxury goods, and we would wish to improve our personnel's English-speaking skills, in order to facilitate contact with our customers abroad.

Could you send us your full programme, with any other relevant literature, so that we may ascertain whether your proposed courses correspond to our needs.

In the present international context, we would be particularly interested in training our sales representatives and receptionists, which would involve about 25 potential trainees. Could you please communicate fees for a group of this size?

Thank you in advance for the above information.

Yours sincerely

Aurélie Leroux
p.p. Janet Caxton

Le candidat rédigera, pour signature par Teresa Tinsley, la réponse à la lettre ci-dessus en respectant les consignes suivantes et en n'hésitant pas à ajouter tout élément qui lui semblera judicieux :

- Accusez réception et remerciez.
- Précisez que vous envoyez (en pièce jointe) la brochure demandée avec les tarifs.
- Regrettez de ne pas être en mesure d'indiquer un tarif de groupe sans connaître le niveau actuel des participants.
- Demandez des détails sur les futurs stagiaires pour clarifier ce point.
- Proposez également d'envoyer un responsable de formation pour évaluer les connaissances du personnel concerné.
- Suggérez qu'une réponse rapide serait souhaitable, les stages d'été étant très demandés.

Le candidat respectera la présentation et les formules d'usage.