

BREVET DE TECHNICIEN SUPÉRIEUR

"Assistant Secrétaire Trilingue"

1/10

LANGUE VIVANTE

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**

Am I going too fast for you?

A good shorthand note is no longer enough: secretaries must keep up with technology, writes Eve-Ann Prentice

... "The increase in new technology has been the final straw for some secretaries," says Julie Samuels, director of Secretaries for the Future, a Lancashire-based group, that aims to help secretaries and their managers to cope with the changes. "There are so many new challenges, with many secretaries not knowing their role any more. Managers issue more and more of their own correspondence through e-mail and faxes, and secretaries can feel left out on a limb (1)."

An astonishing 97 per cent of business information is now issued by fax, according to Ms Samuels and "when you get to the top, you are very alone".

Secretaries for the Future, which was founded by Ms Samuels and Elaine Howard who acts as its chairman, runs a telephone helpline which members can call "most hours of the day and night" for advice, aims to hold regular meetings, and issues a news sheet. "We aim to spread information which most secretaries don't hear about from existing magazines, which tend to treat them in a girly, bimbo-ish (2) way," says Ms Samuels.

"We explain matters relating to the millennium bug, for instance. If you are working for a director, you need to understand why there are fears that computer systems may crash at the turn of the century."

Secretaries for the Future has won support from the London Chamber of Commerce and Industry Examinations Board, reflecting its aim of working with managers as well as secretaries in smoothing life in the office. The group began recruiting in the summer and asks new members to fill in a confidential "wish list" to help to identify issues on which the group can give advice and information.

Margaret Bocking, who is a secretary at Keystone Valve UK Ltd, an engineering company in Stockport, Cheshire, reveals that her wish was for "my general manager to stand still long enough to talk to me". After working as a secretary for engineering companies for 20 years, Ms Bocking says: "The job has definitely changed, and with increasing rates of structural change things could alter yet again. It is not straightforward typing, as it used to be. Now I have to co-ordinate a lot of tasks and feel as if I am working for more people. For instance, we have a new security alarm system and I have to co-ordinate the running of that."

"With so many people having their own PCs, they tend to do their own thing. I am very lucky, though, because my boss does e-mail me. There's not a lot he doesn't tell me."

Nonetheless, she says, new technology has brought so many changes that "the uncertainty is unsettling - but where would we be without the technology?"

• For information on Secretaries for the Future, call Julie Samuels on 0161-796 9504 or Elaine Howard on 0181-940 4466.

Abridged from
THE TIMES NOVEMBER 12 1997

Notes :

(1) to feel left out on a limb (l. 6): to feel excluded.

(2) a bimbo (l. 13) : a girl (pejorative).

BARÈME

A - COMPREHENSION DE L'ÉCRIT :

I - 20 points

II - 15 points

B - EXPRESSION ÉCRITE : 15 points

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To what extent does Margaret Bocking's experience illustrate the new role of secretaries ?

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[illegible]

Rédaction d'une lettre en anglais.

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- 6 - pièce(s) jointe(s).

Choisissez le plan qui vous convient pour cette lettre de présentation et n'oubliez pas les formules et la présentation d'usage.

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Handwriting practice lines consisting of 20 horizontal dotted lines.