

BREVET DE TECHNICIEN SUPÉRIEUR

« Assistant Secrétaire Trilingue »

1/11

LANGUE VIVANTE

ANGLAIS

Durée : 2 heures

NOTE IMPORTANTE : Le cahier intérieur est destiné à recevoir vos réponses. Il sera inséré dans une copie qui sera anonymée.
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.**

Just passing – I'm on my way up

The temp is no longer the poor relation of the office. More and more graduates are choosing this route as a way on to the corporate ladder. By **Kate Hilpern**



Temping can be a short-cut to a job

Daily Record

A TEMP, 10 or 15 years ago, was perceived as the poor relation of the permanent secretary. Sure, everyone accepted that you'd do an excellent job of covering an employee who'd taken a sickie or who'd gone for a two-week break in Bermuda.

But all the while, you knew their underlying belief was that you secretly longed for a "proper" job. Today, however, the status of temporary work has changed beyond recognition.

Not only is it accepted that the variety and flexibility of temping has become the choice of many secretaries, but it is also becoming recognised that temping can be an excellent stepping stone into a career.

"I'd been temping for NatWest in the City for just three months when the company offered me a permanent contract with a view to fast promotion," explains 22-year-old graduate Daniel Lay. "In fact, I didn't want the job so I thought I'd check out whether the same thing would happen at Standard Chartered Bank where I really wanted to work. Sure enough, I've been working here since February as a temp and am likely to be moving to a permanent contract."

It's not only graduates who are using temping as a fast-

track to a career, claim recruitment consultancies. "People returning to work and people looking to change their career are also taking temporary secretarial jobs as a stepping stone," says Jackie Campbell, regional services manager for Reed Employment. Campbell says there are several ways in which temping can be used as a short-cut to your dream job. "Temping is a much faster way into an industry than competing against everyone else on a CV basis. Graduates are recognising this faster than any other group of job-seekers because companies are inundated with applicants for graduate recruitment

schemes, whereas many of them are crying out for temps."

Beware, however, that this is easier in some industries than others. It can work particularly well in personnel, marketing, banking, media and PR. But, as Christopher Holt, a 22-year-old graduate, emphasises, you may not be so lucky elsewhere. "I've been temping in industrial management companies for a while now and although I hope to get offered a permanent position one day, I'm very aware that masses of graduates are doing what I'm doing - and therefore even getting accepted for a temping job in this business has become competitive."

Vanessa Clovis, branch man-

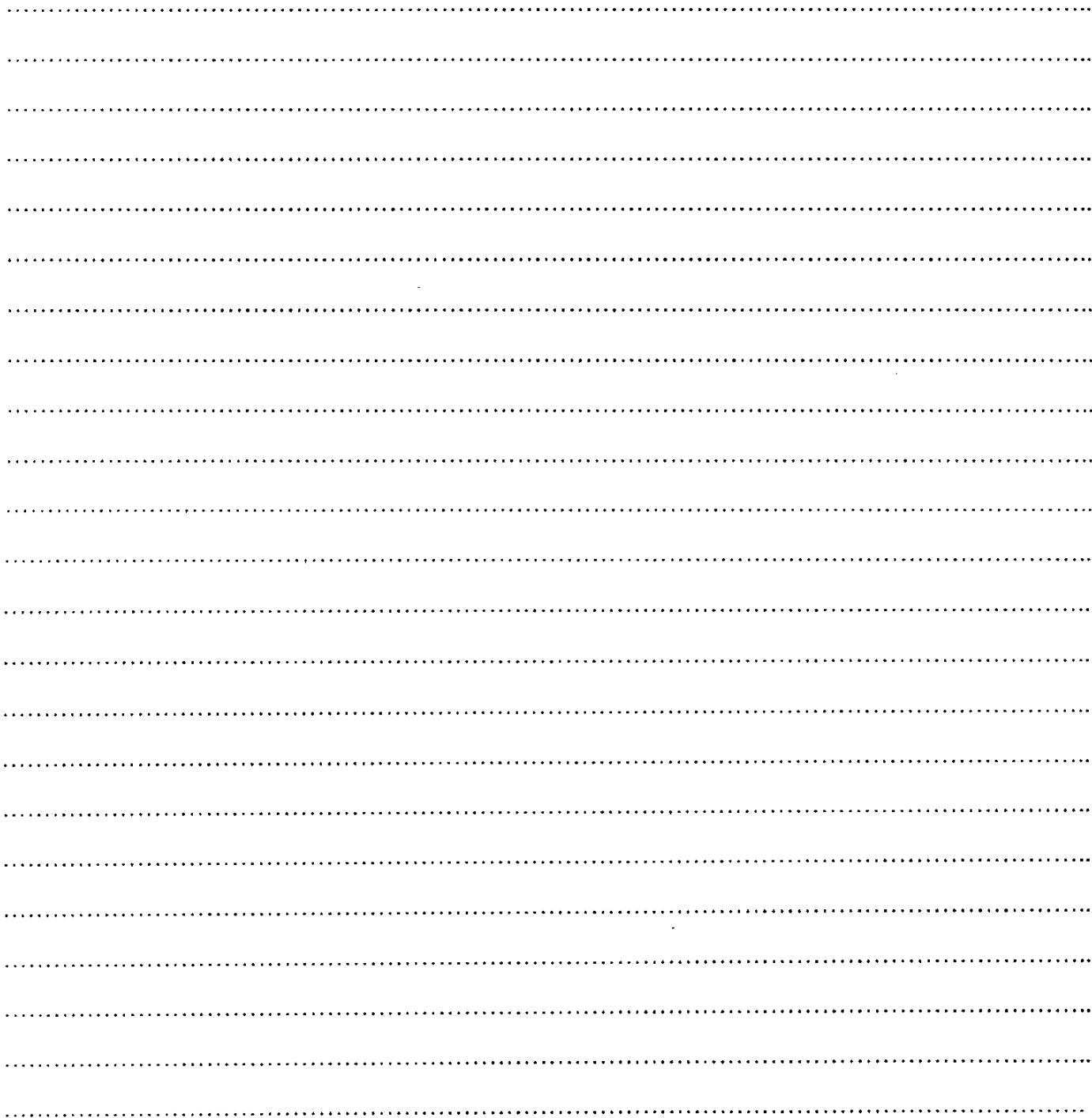
ager at Adecco recruitment consultancy believes it is for this reason that some companies are becoming extremely fussy about the qualifications required of temps.

Campbell claims people are using temporary work as a way of testing out particular sectors or industries. If and when you do wind up in your dream job, says Susan Hamilton, whose recruitment agency places increasing numbers of graduates in office support roles, an enlightened boss is your best hope of advancement. But, adds Dr Sandi Mann, author of *Hiding What You Feel, Faking What You Don't*, you must create the right impression to get his or her attention. Mann advises hopefuls to be positive.

Dr Charles Woodruffe, occupational psychologist and author of *Winning the Talent War* adds that "taking ownership of problems, looking to make improvements, challenging the way things are done and being proactive are also essential. But don't alienate your colleagues or appear arrogant." According to Belinda Lighton, director of Knightsbridge Secretaries, individuals using temping as a stepping stone should opt for the longest term placements.



This image shows a full page of a handwriting practice worksheet. It consists of multiple horizontal rows, each defined by two parallel dotted lines. The rows are evenly spaced across the entire page, providing a guide for letter height and placement. There is no text or other markings on the page.



Rédaction d'une lettre commerciale en anglais.

Vous êtes Cécile Dubois, assistante de M. Jean Forgeron, directeur du service achats d'une chaîne de magasins de matériel informatique et bureautique (INFO 2000, 150 avenue de la Liberté, 59 000 Lille).

Vous trouverez ci-dessous les consignes que M. Forgeron vous a laissées en son absence pour rédiger une lettre de réclamation adressée à Jim Hall, directeur du service exportation de votre fournisseur anglais ROBINSONS plc, 30 Keppel Road, Chorlton, Manchester M21 0BW.

1 – Accusez réception de notre commande 00/17 du 14 avril.

2 – Faites remarquer que, malgré nos relances téléphoniques, la livraison a été effectuée avec quatre semaines de retard et qu'il manque un des colis attendus (cinq imprimantes couleur Epson).

3 – Demandez aussi pourquoi les scanners Canon livrés ne correspondent pas à la référence de la commande, dans la caisse 12 (à savoir le nouveau modèle FB 330 P couleur).

4 – Soulignez que tous ces problèmes nous gênent énormément dans la préparation de la foire commerciale du matériel informatique, qui doit se dérouler à partir du 29 mai.

5 – Expliquez que, malgré nos bonnes relations, nous serons dans l'obligation de changer de fournisseur en Grande-Bretagne si les mesures nécessaires ne sont pas prises rapidement.

6 – Demandez une intervention rapide et signez en mon nom.

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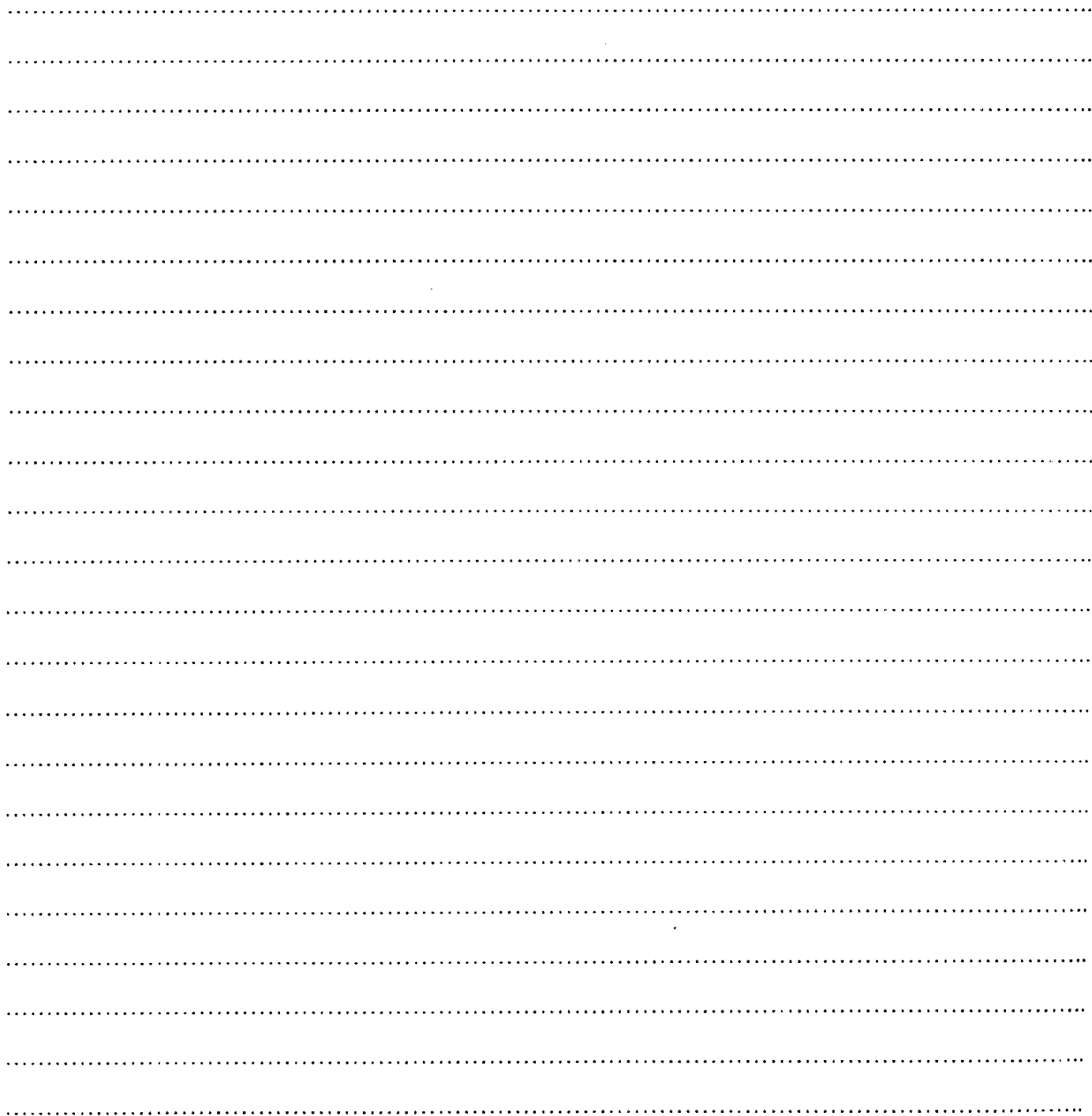
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BARÈME

11/11

A – COMPRÉHENSION DE L'ÉCRIT :

I – 18 points

II – 14 points

B – EXPRESSION ÉCRITE : 18 points