

SESSION 2010

BREVET DE TECHNICIEN SUPERIEUR

ASSISTANT DE MANAGER

U.21 - EXPRESSION ET CULTURE

ANGLAIS LVA

Durée : 2 heures

Coefficient : 1

*L'utilisation du dictionnaire unilingue est autorisée.
L'usage de la calculatrice est interdit.*

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

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GETTING THE MOST OUT OF AN APPRAISAL¹

Another year, another chance to talk over with your boss how your role should continue. In theory, this means an increase in pay or responsibility, or a chance to improve a current role. In reality, most PAs and secretaries view appraisals as a needless box-ticking exercise, the results of which are well known in advance. Which is why most staff leave the process with fewer improvements than they had hoped for.

If you're looking for firm changes at work, you must approach appraisals proactively.

"Our research shows that 29 per cent of people consider appraisals to be a waste of time," says Peter Russian of Investors in People. "The problem is that in many companies the annual review is symbolic, rather than a part of regular communication between managers and staff. The two worse-case scenarios are where a manager hasn't prepared for an appraisal, or when something comes up during the review that is a surprise." PAs and secretaries are also often guilty of not preparing for appraisals. But this is perhaps understandable when, says Investor in People, 44 per cent of people don't think their employer tells the truth in appraisals, 23 per cent see the session as a "tick-box" exercise and 19 per cent believe their boss is guilty of Peter Russian's "worse scenario" – failing to give any thought to the appraisal.

But before you enter the appraisal with low expectations and a negative outlook, there are actions that you can take to make it more likely to work in your favour.

"Entering the appraisal prepared with ideas, feedback and examples of how you have performed will not only help to impress your boss, but also make for a more constructive discussion, helping support the development of both you and the company," says Gerry Dowds, director of Pareto Law.

"Don't save up all of your gripes² about the company or end up having an argument in an appraisal – ensure you are professional throughout. If you have prepared, look at the good and the bad and how you and the company can improve all areas, whether it is to do with how you work with another colleague or a system that is causing setbacks.

"Keep it as a two-way discussion. Positive but constructive feedback, supported with examples, should always be acknowledged to ensure you get the most out of the process".

Adapted from *TIMES ONLINE*, May 13, 2008

1. appraisal : *entretien d'évaluation*

2. gripes : *griefs*

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TRAVAIL À FAIRE PAR LE CANDIDAT :

I – COMPREHENSION DE L'ECRIT (10 points)

Rédigez en français un compte rendu du texte (180 mots \pm 10 %).

II – EXPRESSION ECRITE (10 points)

Vous êtes l'assistant(e) de Paula Henders, responsable des achats chez Micronex
124 Liverpool Road
CHESTER CH 226

Vous êtes chargée de contacter Andrew Smith, responsable clients chez Lenox Photocopiers
10 Edison Street
CREWE CH 250

Lenox Photocopiers est l'entreprise chargée de la maintenance de vos 4 photocopieurs.

Rédigez un courrier en anglais en respectant les consignes suivantes :

- Vous accusez réception de leur courrier en date du 10 mai 2010.
- Vous rappelez qu'ils vous ont proposé de renouveler votre contrat (référence C04), incluant la maintenance mensuelle de vos 4 photocopieurs.
- Vous appréciez la qualité de leur service. Cependant, au cours des 3 derniers mois, les pannes sont devenues très fréquentes.
- Cela gêne considérablement le travail des assistant(e)s dans les différents services de l'entreprise.
- Aussi, vous envisagez de modifier le contrat pour obtenir un entretien hebdomadaire au lieu d'un entretien mensuel.
- Vous leur seriez reconnaissant de bien vouloir vous faire parvenir un devis détaillé, de préférence par fax.

Formules de politesse et présentation d'usage.