

BREVET DE TECHNICIEN SUPÉRIEUR

Épreuve de langue vivante étrangère

U21 – Compréhension de l'écrit et de l'expression écrite

SPÉCIALITÉ
Assistant de gestion de PME-PMI

ANGLAIS

Durée 2 H 00

Coefficient 2

LE DICTIONNAIRE UNILINGUE EST AUTORISÉ
(à l'exclusion de tout dictionnaire électronique)

CALCULATRICE INTERDITE

Dès que le sujet vous est remis, assurez-vous qu'il est complet.
Le sujet comporte 3 pages, numérotées de 1 à 3.

Code sujet : APLVE-ANG-PF11

Home working is increasing

Millions of us are doing jobs that could be carried out just as well at home, especially if that involves a computer and a telephone.

Whether you call this teleworking or home working, it's a growing market. Banks, call centres, management consultancies, software companies, PR¹ agencies : all are increasingly allowing their staff to do it at least part-time. BT², the pioneer in Britain in the 1980s, now has 65,000 flexible workers, of whom 10,000 do not come in to the office.

So how do you join the home-working masses? If you have a child under 16, or 18 if they are disabled, employers are legally obliged at least to consider your request to work flexibly, which could include working from home for at least part of the week and / or changing your hours. They must also consider an application if you are caring for a friend or a family member. Otherwise you should persuade your company to listen.

Not only do home workers reduce the need for expensive offices, they are often vastly more productive. BT claims it gets an average of 20% more work out of its 10,000. "It works amazingly for us," says Carolie Waters, the company's director of people and policy. "You get great productivity, reduced sick absence and high levels of performance."

Noel Hodson, who was one of the key figures in home working until the early 2000s, suggests that this is at least partly due to the end of the daily commute: "What we found was that most of the time saved went back into work. These workers valued their new way of working, and to protect it they did more work."

When you are mentioning productivity to your sceptical superiors, there are a few more points that you might mention. Companies that offer flexible working find it easier to attract staff, and easier to keep them. At BT, Waters says that at least 97 % of women who take maternity leave come back to work afterwards, against a national average of about half that.

And there are bonuses for society. Home working encourages a more diverse labour force, bringing in not just carers but those who have difficulty travelling because they are disabled or live in remote locations. Then there's the reduction in pollution and greenhouse gases.

So if home working is so great, why aren't we all doing it already? As usual, it's the boss's fault. If bosses can't see what their staff are doing, how will they know that they are working?

"The issues are human, not technological," says Thompson. "For the past 200 years we have been in an environment where people get together in the same place to work and a manager watches what they do." To then say, "Right, you can't see what your workers are doing but trust them" can be a culture shock.

¹PR = Public Relations

²BT = British Telecom

I. COMPRÉHENSION DE L'ÉCRIT (10 points)

Rédigez **en français** un compte rendu du texte en 200 mots maximum.

Indiquez le nombre de mots utilisés.

II. EXPRESSION ÉCRITE (10 points)

Vous êtes l'assistant(e) de M. Peter Jones, directeur d'une entreprise anglaise basée à Sheffield : Telesell, une entreprise de vente à distance, dont l'adresse est 145 Grimson Avenue – Sheffield SW2 3HJ.

M. Jones a reçu un courrier de Mary Clark, travaillant pour Clarity, un institut de sondage (9 Devonshire Square, London, EC2M 4YF), concernant le télétravail. M. Jones vous demande de rédiger une réponse en **anglais** à Mme Clark dans laquelle :

- Vous accusez réception de sa lettre et la remerciez d'avoir choisi Telesell pour son sondage.
- Vous expliquez que, dans votre entreprise, le nombre d'employés travaillant à leur domicile a doublé depuis 3 ans, pour atteindre 15% de votre personnel.
- Vous expliquez quels sont les aspects positifs de cette façon de travailler.
- Vous ajoutez que cela représente aussi quelques inconvénients (que vous spécifiez).
- Vous terminez la lettre en disant que vous êtes à sa disposition si elle souhaite des informations supplémentaires.

Formules de politesse et présentation d'usage.