

SESSION 2016

**BREVET DE TECHNICIEN SUPÉRIEUR
ASSISTANT DE MANAGER**

U.22- EXPRESSION ET CULTURE

ANGLAIS LVB

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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How can I become a personal assistant?

In the past, a personal assistant worked only with celebrities and millionaires, but that's no longer the case. Today, anybody can become a personal assistant and work with executives and attorneys. When you become a PA, you are in charge of organizing a great part of your employer's life, so initiative and a facility for leadership are vital. The ability to work under stress and to multitask is also invaluable. There are minimum qualifications required to become a personal assistant, but there are some important skills to develop too. To begin with, a personal assistant should be comfortable using modern technology. This includes everything from sending e-invites to managing data download.

By Diana Bocco, adapted from *Wisegeek*; June 27th, 2015

Ask the expert: How can I be the best PA?

I was recently asked to share the qualities that make an assistant invaluable.

Business rules for PAs:

- 5 Take notes. Never be without a notepad and pen. A good boss is always thinking about new and creative ways to run the business more efficiently and create opportunities that will benefit current and future clients. You can't possibly remember everything ; taking notes gives you a reference to look back on later in the day, week or month as new projects start to take shape.
- 10 Keep up with your boss's calendar. Keep track of his or her schedule in your own personal planner. It reflects positively on you when you know where your boss will be, where he/she needs to go, and who he/she plans to meet. Make it a point to compare schedules at least twice a week to keep your calendars in sync. This routine will open the door to further discussions on upcoming meetings, projects and speaking engagements. Use this time to offer ideas, suggestions and highlight your efficiency, creativity and motivation.
- 15 Confess your mistakes. It's an unfortunate truth that we learn much more by our disastrous missteps. The worst thing you can do is make an excuse. When you make an error, say it, apologise and state a plan of action moving forward.

Adapted from Diane Gottsman's blog, October 29th, 2013

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TRAVAIL À FAIRE PAR LE CANDIDAT

I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez **en français** un compte rendu (170 mots, +/- 10 %) de ce document en faisant ressortir les idées essentielles de façon organisée.

Vous indiquerez le nombre de mots utilisés.

II- EXPRESSION ÉCRITE

(10 points)

Vous rédigerez un courrier **en anglais** selon les consignes suivantes :

Vous êtes Madame Carol Edmond, assistante manager chez Johnson Ltd, 11, Osborne Street, London NW3 JL4.

Vous écrivez à Spencer Factory (service ventes), 23, Lipton Street, Exeter EX2 8BA.

Le service Achats a commandé, il y a deux mois, cinquante chaises de bureau, suite à la visite d'un représentant de l'entreprise Spencer.

Vous avez reçu un courriel annonçant un léger retard de livraison.

À ce jour, vous n'avez toujours pas été livré.

Vous souhaitez savoir quand ces produits seront envoyés et indiquez que vous apprécieriez un dédommagement de leur part.

Vous respecterez les règles de présentation et les formules de politesse d'usage.

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