

<p>BREVET DE TECHNICIEN SUPÉRIEUR ASSISTANT DE MANAGER</p>
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E21 : EXPRESSION ET CULTURE – ANGLAIS
LANGUE A

SESSION 2019

Durée : 2 heures
Coefficient : 1

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Tout autre document ou matériel est interdit.

Dès que le sujet vous est remis, assurez-vous :
- qu'il correspond à votre spécialité
- qu'il est complet.

Le sujet se compose de 3 pages, numérotées de 1/3 à 3/3.

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Work less, get more: New Zealand firm's four-day week an 'unmitigated success'

Two-hundred-and-forty staff at Perpetual Guardian, a company which manages trusts, wills and estate planning, trialled¹ a four-day working week over March and April, working four eight-hour days but getting paid for five.

5 Perpetual Guardian founder Andrew Barnes came up with the idea in an attempt to give his employees better work-life balance, and help them focus on the business while in the office on company time, and manage life and home commitments on their extra day off.

10 Jarrod Haar, professor of human resource management at Auckland University of Technology, found job and life satisfaction increased on all levels across the home and work front, with employees performing better in their jobs and enjoying them more than before the experiment.

Work-life balance, which reflected how well respondents felt they could successfully manage their work and non-work roles, increased by 24%.

15 In November last year just over half (54%) of staff felt they could effectively balance their work and home commitments, while after the trial this number jumped to 78%.

Staff stress levels decreased by 7% across the board as a result of the trial, while stimulation, commitment and a sense of empowerment at work all improved significantly, with overall life satisfaction increasing by 5%.

20 Helen Delaney, a senior lecturer at the University of Auckland Business School, said employees' motivation and commitment to work increased because they were included in the planning of the experiment, and played a key role in designing how the four-day week would be managed so as not to negatively impact productivity.

25 "Employees designed a number of innovations and initiatives to work in a more productive and efficient manner, from automating manual processes to reducing or eliminating non-work-related internet usage," said Delaney.

Andrew Barnes said he would take the results of the trial to the board to open up a discussion on how a four-day work week could be implemented long-term in his company.

30 "If you can have parents spending more time with their children, how is that a bad thing?," asked Barnes who believes the new work model has the potential to profoundly impact society for the better.

"Are you likely to get fewer mental health issues when you have more time to take care of yourself and your personal interests? Probably ... If you have fewer people in the office at any one time, can we make smaller offices?"

35 New Zealand's Workplace Relations Minister, Iain Lees-Galloway, said the results of the trial were "very interesting" and he was keen to encourage businesses to trial new and improved work models.

40 "I'm really keen to work with any businesses that are looking at how they can be more flexible for their staff and how they can look to improve productivity whilst working alongside their staff and protecting terms and conditions," Lees-Galloway said.

By E. A. Roy, abridged and adapted from *The Guardian*, July 18th, 2018

¹ trialled: experimented

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TRAVAIL À FAIRE PAR LE CANDIDAT

I – COMPRÉHENSION ÉCRITE

(10 points)

Rédigez **en français** le compte rendu d'environ 220 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)

Rédigez un courrier **en anglais** selon les consignes suivantes.

Vous êtes Sarah Mitchells, assistante de manager de Jason Witehira au sein de l'entreprise de grande distribution New World Victoria Park (2 College Hill, Freemans Bay, New Zealand). Ce dernier vous charge d'écrire en son nom une lettre de recommandation pour Tony Hamzler, stagiaire du service des ressources humaines dont le contrat arrive à terme.

Vous adressez le courrier à l'homologue de votre manager, Justin Vaudrey, à New World South City (555 Colombo Street, Christchurch, New Zealand) et développez les points suivants :

- Vous écrivez cette lettre de recommandation pour Tony Hamzler, qui souhaite trouver un emploi en tant qu'assistant de manager dans le service des ressources humaines d'un supermarché New World.
- Tony Hamzler termine un stage de 6 mois dans votre service et vous êtes très satisfait de son travail et de son investissement.
- Malheureusement, vous ne pouvez pas le recruter vous-même malgré ses qualités humaines et professionnelles.
- Tony Hamzler est ponctuel et agréable. Quelle que soit la tâche qui lui est assignée, il fait toujours preuve de sérieux et d'efficacité. Il est parfaitement digne de confiance.
- Vous espérez que votre lettre retiendra son attention car il sera un véritable atout pour l'entreprise.
- Vous restez à sa disposition pour tout renseignement complémentaire.

Formules de politesse et présentation d'usage.

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