



SERVICES CULTURE ÉDITIONS  
RESSOURCES POUR  
L'ÉDUCATION NATIONALE

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**Campagne 2013**

**SESSION 2013**  
**BREVET DE TECHNICIEN SUPÉRIEUR**

**Épreuve de langue vivante étrangère**  
**U21 – Compréhension de l'écrit et expression écrite**

<b>SPÉCIALITÉ</b>
<b>Assistant de gestion de PME-PMI</b>

**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.

<b>BREVET DE TECHNICIEN SUPÉRIEUR ASSISTANT DE GESTION PME PMI</b>	<b>SESSION 2013</b>
<b>Anglais</b>	<b>APLVE-ANG-M13</b>
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## **Firms must keep up with technology-led workplace revolution**

**Gill South, interviewing Mike Pollok, managing director of RICOH New Zealand  
Monday July 2, 2012**

*New technology is leading a revolution in the way workplaces look and operate, and businesses need to keep up with what lies ahead. The office of the future should bring about a more connected, motivated and innovative team of employees and more bottom-line savings, says Mike Pollok.*

### **What will the office of the future look like?**

New buildings are being developed where people won't have allocated desks. It is all about fluidity, and the ability to be flexible. More companies will use shared office environments, or enable more employees to work remotely.

For those of us who are of an older generation, the biggest difference will be the lack of paper. We have already seen the vanguard of wireless technology, such as tablets and smartphones. Rather than filling in paper forms, people will write on portable tablets. The content will instantly be digitised and transferred to computer. [...]

There are other exciting new products becoming available, such as ultra-short throw projectors which allow people to project data against a wall with the projector positioned almost immediately below the projected data. Another example is technology which will significantly change the way businesses communicate, both internally and externally, such as portable teleconferencing devices which can connect up to 20 people in different places. All that is needed is for broadband speeds to be upgraded.

### **What do businesses need to do to prepare for this?**

The challenge for most businesses is to be able to imagine, and then be able to change. Businesses with agile, innovative structures and the right tools for their people and customers will find technology-led change full of opportunity. When a business has done things the same way for years, it's not easy to be able to imagine the possibilities offered by new technology and cloud computing. People are so much used to paper-based systems, particularly in accounts and document archiving, that an alternative seems very hard to imagine.

The best thing to do is bring in an external consultant who can make an independent assessment of workflows, and show how new technology can help improve efficiency and productivity, and reduce costs. This includes everything from invoicing to BYOD (Bring Your Own Device) solutions, which enable staff to securely access their work applications from their own tablets and smartphones.

### **How long do these kinds of transformations take?**

To overhaul major systems such as accounts, and change the mindset of a company away from paper-based documentation and document storage, can take months and is then ongoing. Some staff will be willing to embrace change, and be excited about more efficient ways of doing things, for others it will be a long process.

It is about clear and open communication. Most staff will need to retrain, and some will need to move into other areas of the business. But overall, the changes to the office of the future should be an exciting opportunity for staff, and a necessity to ensure a sustainable business in the future.

Adapted from nzherald.co.nz

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## A – Compréhension de l'écrit (10 points)

Vous rédigerez **en français** le compte rendu de ce document en 220 mots (+ ou – 10%).

Vous indiquerez le nombre de mots utilisés.

## B – Expression écrite (10 points)

Vous rédigerez une note interne **en anglais** en respectant les consignes suivantes :

Vous êtes assistant(e) de gestion auprès de James Meredith, directeur administratif, à l'entreprise ABC.

Vous devez adresser une note interne à tous les employés pour annoncer la politique d'innovation prévue par l'entreprise et une étude concernant des innovations telles que celles citées dans le document ci-dessus.

En puisant des idées dans le texte :

- vous commencerez par une introduction pour expliquer les raisons de ces innovations.
- vous expliquerez les bienfaits recherchés et vous citerez des innovations matérielles éventuelles.
- vous mentionnerez les aides / actions prévues pour pallier les réticences / les craintes.

Vous inviterez les employés à :

- réserver un bon accueil à la personne chargée de l'étude.
- faire part de toute suggestion utile pour la mise en place de pratiques innovantes / des améliorations possibles.
- signaler leurs besoins éventuels en matière de formation.

Vous terminerez avec un slogan / devise accrocheur pour inviter les employés à adhérer au projet.

La note de service sera signée par votre directeur.

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