

BREVET DE TECHNICIEN SUPERIEUR
SUPPORT A L'ACTION MANAGERIALE

E 21 – Expression et culture en langue vivante étrangère

LVA - ANGLAIS

SESSION 2020

DUREE DE L'EPREUVE : 2h00
COEFFICIENT : 1

Matériel autorisé :

- dictionnaire unilingue anglais, tout autre matériel est interdit.

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

Babies at work: will on-site childcare become standard in offices?

Companies are offering innovative childcare options to employees.

When Yahoo chief executive Marissa Mayer banned remote working at the tech giant, the reaction from staff was frosty. Not because it meant the end of working from home in their pyjamas but because for many parent employees it was an attractive solution to juggling career and family. Mayer reasoned that it was better for productivity to have all her team working under the same roof. One of the reasons she may have failed to empathise with working parents is that when she had her son, she built a personal nursery in her office.

The nursery may have been exclusively for Mayer's child but other employers around the world are demonstrating how on-site childcare facilities can be rolled out for all staff and that going the extra mile for employees with families can benefit the company.

Investment banking firm Goldman Sachs opened the City of London's first (and as yet only) on-site corporate office creche. It opened in 2003 to initially offer all employees with children 20 days free childcare a year which can be booked either in advance or on the day if there is an urgent need.

In 2010 they expanded the facility and offered working parents free use of the nursery for four weeks to support transition back to work from parental leave and then full-time paid childcare available for those who say alternative arrangements are challenging.

"There is nothing more stressful than worrying about childcare," explains one female managing director whose son used the facility from six months to three years old. "I just couldn't concentrate on my job if I was worried that my nanny wasn't feeling well or she didn't turn up on time. It was incredible to be able to have him there. I knew that he was happy – I could go down any time."

The business case for providing access to nursery facilities seems compelling. According to Sally Boyle, a partner and head of Goldman Sachs' human capital management division internationally, many senior female employees at the company were very keen to come back from maternity leave but were struggling with childcare provision. She realised then that the nursery would be an excellent retention tool.

Carla Moquin, founder of the US-based Parenting in the Workplace Institute, agrees that the biggest benefits for businesses are retention and recruitment. She says flexibility and work-life balance are a huge deciding factor for people choosing a place to work and employees are far more likely to stay loyal to a particular organisation if they feel they are also supported in family life.

By Matthew Jenkin, abridged from *The Guardian*, January 13th 2016

TRAVAIL A FAIRE PAR LE CANDIDAT

I. COMPREHENSION ECRITE (10 points)

Rédigez **en français** un compte rendu d'environ 200 mots (+/- 10 %) de ce document en faisant ressortir les idées essentielles de façon organisée.
Vous indiquerez le nombre de mots utilisés.

II. EXPRESSION ECRITE (10 points)

Rédigez un courriel **en anglais** selon les consignes suivantes :

Vous êtes assistant(e) de manager de Geoffrey Meadows, directeur, (geof.meadows@fitforcoding.co.uk) et vous travaillez pour Fitforcoding, société spécialisée dans le développement web.

Votre manager vous demande d'envoyer un courriel, qu'il signera, au National Exhibition Center de Birmingham (necexhibitions@necgroup.co.uk) dans lequel :

- vous accusez réception de leur courriel en date du 23 avril 2020, vous informant de la tenue d'un salon de l'emploi entièrement dédié aux métiers du numérique du 23 au 25 octobre 2020.
- vous les remerciez et exprimez votre souhait de participer à ce salon qui vous intéresse fortement, car c'est pour vous une opportunité de rencontrer nombre de candidats intéressés par ce domaine.
- vous souhaitez avoir davantage de renseignements concernant le prix de la location d'un stand.
- vous aimeriez également connaître les différents services proposés par la foire (parkings, restauration, hôtels à proximité, salles de conférences)
- vous souhaitez savoir s'il est possible de réserver un espace privatif afin de réaliser d'éventuels entretiens.
- vous spécifiez qu'une réponse rapide de leur part serait souhaitable afin de pouvoir organiser votre déplacement au mieux.
- vous les remerciez par avance pour les informations fournies.

Formule de politesse et présentation d'usage.