

**BREVET DE TECHNICIEN SUPERIEUR**  
**SUPPORT A L'ACTION MANAGERIALE**

***E 21 – Expression et culture en langue vivante étrangère***

**LVB - ANGLAIS**

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**SESSION 2020**

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DUREE DE L'EPREUVE : 2h00  
COEFFICIENT : 1

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**Matériel autorisé :**

- dictionnaire unilingue, 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

## Why Keeping Your Employees Happy Is So Important

Creating and growing a successful business relies on many things, but not many are as important as your employees. They not only keep your company going, but they are also the face of the company and help you to promote it wherever they are. For this reason, it is vital that you try to make your employees as happy as you can while they are at work. Although they are there to do a job, they must still be respected and encouraged to do their best.

**Training.** If you have ever worked in a job where you didn't receive much training, you will know how difficult and frustrating it can be. That's why you must ensure that your employees get the correct training they need to do the job. Not only will it help them to perform their role to the best of their ability, but it will also show them that you care about their roles. It is also a perfect way for teaching them to go beyond their current role and work their way to a higher position.

**Dealing with Issues.** Every person has problems at work in one way or another, but it's how you deal with them that is the important thing. If a member of your staff comes to see a manager or you about a problem they have, then it is important to try to help them as best as you can. If it's a problem with another worker, then this needs to be resolved in the best way possible. Your employees need to know that you support them and that you expect a certain standard of behavior.

**Motivation.** Keeping your staff motivated is the best way to keep them productive, and there are many ways that you can achieve this. Firstly, you should always ensure that they get paid on time and that you deal with any payment issues promptly. You could also have contests and competitions that your workers can enter. It will encourage healthy competition, and it will reward those that work hard.

**Loyalty.** If you are in a competitive business market, then there will always be other companies out there looking to find the best employees. If you are offering a good working environment, then you are more likely to get loyalty from your workers. You don't necessarily have to pay them more than any other company if you are a small business, they will accept that, but you do need to give them good working conditions. Besides, loyal workers are more valuable to a company than anything else.

By respecting your employees and trying to get the best out of them, you will be creating a team of people that can get your business moving in the right direction.

Adapted from Cascade Business News February 7, 2018

## TRAVAIL A FAIRE PAR LE CANDIDAT

### I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez en français un compte rendu en 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 Sarah/Tim MURDOCH l'assistant(e) de manager de Mr Pierre Godard, directeur de la filiale LCP Food FRANCE, société agroalimentaire ([www.lcpfood@gmail.fr](mailto:www.lcpfood@gmail.fr)).

Ce dernier ne peut pas se rendre à la réunion du 02 juillet 2020 prévue au siège de la société à Nottingham.

Il vous charge donc en son nom d'envoyer un courriel en anglais à Andrew Simpson, à l'adresse suivante : [www.lcpfood@hotmail.com.uk](mailto:www.lcpfood@hotmail.com.uk)

Dans ce courriel vous développerez les points suivants :

- informer Mr Andrew Simpson que Mr Pierre Godard ne pourra pas être présent à la réunion du 02 juillet 2020 car son vol a été annulé sans aucune possibilité de changement ;
- vous proposez à Mr Andrew Simpson les solutions suivantes : soit la réunion est reportée au 09 juillet (la semaine suivante), soit il assistera à la réunion en vidéo-conférence ;
- vous joignez à ce mail les documents sur le travail amorcé par Mr Pierre Godard et qui pourront servir lors de la réunion ;
- vous vous excusez de ce contretemps et espérez que cela n'aura pas trop d'impact sur leur organisation ;
- vous vous tenez à la disposition de Mr Andrew Simpson pour tout renseignement ou question qui pourra faciliter son travail.

Formules de politesse et présentations d'usage.