

Royaume du Maroc



Ministère de l'Éducation Nationale et de
la Formation Professionnelle

EXAMEN NATIONAL

SESSION : MAI 2016

Filière : Toutes les filières du BTS Industriel

(DSI SRI MCW SE ELT ESA CPI MA MI MPC AV AIG Bâtiment-
Énergétique Productique Mouliste)

Epreuve : La langue Anglaise

Durée : 2 heures

Coefficient : 10

IMPORTANT

- Les candidats doivent répondre sur les copies de l'épreuve.
- Les copies de l'épreuve doivent être mises à l'intérieur de la feuille de rédaction ou le candidat précise son nom, son prénom et son numéro d'examen.
- Agrafes sur la gauche tout en s'assurant que les copies de l'épreuve soient alignées en bas.



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Telecommuting

1. Allowing staff to become more agile with where and when they work can actually do a lot for your business. First and foremost, if teams are allowed to work flexibly, absenteeism naturally drops. Employees fall sick from time to time and last minute issues arise where they need to be somewhere at a certain time. But sometimes they are well enough to work but not well enough to come into the office. So rather than having to take leave for a whole working day, flexible working enables them to work even when they cannot come to work.

2. Flexible working also makes your employees more productive. You would be surprised how much a change in environment can increase staff productivity levels. If your employees are forced to work in the same office day in and day out, it is easy to get into bad work habits and lose focus. A simple change in environments and discovering what works best for them can change their mood and make them more resistant to distractions. Finding out where they can be productive is important for businesses, particularly when there are tight deadlines and big targets they need to meet. So if you can get more out of your staff by allowing them to work from a range of locations, why should they be stopped?

3. Moreover, flexible working can do a lot for improving company culture. Anyone will tell you that commuting is one of the worst parts of any person's day. If they can avoid this for even one day, their stress levels will be reduced and you will subsequently get more from your staff as they can focus on work, rather than on the long way to work. So by allowing your team to be free to determine where they are most productive, they will in return be more motivated to handle their work, meet and exceed your expectations.

4. Trust goes a long way, so if staff are about to work flexibly, be given the autonomy to work from home and in a way that suits the individual and the business, staff satisfaction and improving your company culture will be a natural progression that results from flexible working.

I- COMPREHENSION: 14 POINTS

A. Are these statements true or false? Justify your answer: 3 points

- Flexible working makes it possible for employees to work outside the office. _____
- A change in the working conditions decreases workers' productivity. _____
- The employees' day is extremely hard because of commuting. _____

B. Answer these questions: 4 points

- List three advantages of flexible working.
 - _____
 - _____
 - _____

2. When may employees lose concentration?

.....

C. Find in the text words that mean the same as: 4 points

1. **problems** (paragraph 1) :
2. **series** (paragraph 2) :
3. **go beyond** (paragraph 3) :
4. **fits** (paragraph 4) :

D. What do the underlined words in the text refer to? 3 points.

1. **them** (paragraph 2) :
2. **this** (paragraph 3) :
3. **that** (paragraph 4) :

II- LANGUAGE: 14 POINTS

A. Rewrite these sentences as suggested: 3 points

1. The customer didn't negotiate the price because it was cheap.
➤ If
2. The secretary has typed the report.
➤ The report.....
3. "We will deliver the merchandise as soon as possible."
➤ The supplier said.....

B. Circle the correct answer: 3 points

1. The job was interesting so I decided.....for it.
a- apply b- applying c- to apply
2. The marketers.....a research on the market before they launched the product.
a- did b- had done c- have done
3. Our new offices are.....the old ones.
a- larger than b- the largest c- large

C. Complete these sentences with the right words from the list below: 4 points

vacancy / hire / commission / redundant / overtime / consensus

1. Some workers will be made.....due to economic problems.
2. The new employee refused to work.....because it was tiring.
3. A salesman gets a.....on goods he sells.
4. The company can'tmore employees because of budget problems.

D. Match the words with their definitions. Write the letters next to the numbers: 4 points

1. compromise	a. place where goods are stored	1.
2. booking	b. a name given to a product	2.
3. invoice	c. weekly payments	3.
4. quota	d. agreement between two sides	4.
5. warehouse	e. a list of products with their prices	5.
6. brand	f. main offices.	6.
7. wages	g. a limited number or quantity allowed officially	7.
8. headquarters	h. reservation	8.

III- COMMUNICATION: 12 POINTS**A. What would you say in these situations : 4 points***Sales are going down, you are the managing director.*

You: (Complain to the sales manager)

.....

Sales manager: (suggests recruiting more staff)

.....

You : (disagree).....

(advise him to provide another alternative)

.....

B. Writing: 8 points

You are Amine Idrissi, the purchasing manager of Giant Viadev. Your email is :
a-idrissi@hotmail.fr

You want to equip your offices. Send an email to Hassan Affifi, the manager of High
Equipment Store. His email is : affifi-equip@gmail.com

- Place the following order :
 - 30 computers
 - 10 printers
 - 20 desks
 - 40 chairs
- Request a 10% discount.
- Ask politely for free delivery.

Subject :

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.