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Épreuve de:	LA LANGUE ANGLAISE

Durée:	2h
Coefficient:	10

## Managing Meetings

A European survey found that the typical staff member spends 187 hours a year in meetings. The report suggested that 56 per cent of those meetings were considered unproductive. In a survey of office workers across the UK, it was found that each employee cost their company an average of £38.50 for every meeting they attended. Here are some tips to have more efficient meetings.

Managers must indicate on their agenda how much time they will be spending on each topic, who will be presenting or leading it and whether a decision or some kind of solution will be needed. Also, they have to remember to send out the agenda a few days before the meeting so that participants have time to prepare.

Following the agenda and politely redirecting participants back to it is also crucial if managers find that the attendees have gone off-topic. Introducing the idea of 'parking' ideas and discussions that are not strictly relevant or urgent is another prerequisite. Fruitful meetings tackle only points mentioned in the agenda.

Managers should give everyone a chance to speak and encourage participation from quieter colleagues. However, they ought to avoid putting anyone on the spot. Also, they need to be sensitive to underlying issues and emotions and help the group deal with conflict in a productive way.

Assuming that everyone understands each other is not always true, especially when the meeting language is not everyone's first language. Managers are expected to ask for clarification, summarise each time a point is made, check that the participants agree and ensure that each attendee takes notes of what is being discussed. In sum, comprehensive communication must be both cultural and linguistic.

Meetings that do not end on time can leave participants feeling tired, frustrated and stressed. So, as a manager, assure your participants that the meeting will end on time and set the timer on your phone to ring about five minutes before the end. Use the last five minutes to summarise and bring the meeting to a close. If we all make an effort to make every meeting, we attend an efficient and effective one, this can help us communicate well and be part of a productive team.

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## I - COMPREHENSION

14 POINTS

### A. Answer these questions according to the text.

(2 points)

1. Why must managers send the agenda to the participants before the meeting?

.....

2. How can managers keep employees focused on the points of the agenda?

.....

### B. Are these statements true or false? Justify your answer.

(3 points)

1. According to the survey report, the majority of meetings were productive. \_\_\_\_\_

.....

2. Only quieter participants should be encouraged to speak during a meeting. \_\_\_\_\_

.....

3. Participants in a meeting are not satisfied with meetings that do not respect time. \_\_\_\_\_

.....

### C. Fill in the chart from paragraph 5

(2 points)

How can managers check understanding in the meeting?
a- .....
b- .....
c- .....
d- .....

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

(3 points)

1- they (paragraph 1) : .....

2- it (paragraph 3) : .....

3- one (paragraph 6) : .....

Find in the text words which mean the same as the following:

(4 points)

- 1. fruitless (paragraph 1) .....
- 2. appropriate (paragraph 3) .....
- 3. dispute (paragraph 4) .....
- 4. guarantee (paragraph 6) .....

## II - LANGUAGE

14 POINTS

Rewrite these sentences as suggested:

(3 points)

"Why is this year's budget so small?"

The employee wanted to know .....

We sell only imported goods in this shop.

Only imported goods .....

John wanted to set up a new business, but he didn't have enough capital.

If .....

Give the correct form of the verbs between brackets:

(2 points)

We can't afford (raise) ..... your salaries this year.

She (work) ..... as an accountant in this factory for 20 years before she retired.

Match the words with their definitions:

(4 points)

Headhunt	a- a move to a more important job or position.	1. _____
Brand	b- the amount of business done in a particular period.	2. _____
Franchise	c- persuade someone to leave their job by offering a better salary.	3. _____
Launch	d- a type of product made by a company.	4. _____
Stock	e- a license to market a company's product or services.	5. _____
Wage	f- introduce a new product into the market.	6. _____
Promotion	g- money that someone earns per day or per week.	7. _____
Turnover	h- a supply of goods kept in a store.	8. _____



Ne rien écrire dans ce cadre



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D. Complete the following paragraph with words from the list:

(5 points)

commission - currency - warehouse - mission - dispatched - budget - recruit - bill

1. The company can't ... more employees because of ..... problems.
2. He gets a 10%..... .. on each sold item.
3. All companies store their goods in a .....
4. 15 computers were .....to your factory last month.

### III - COMMUNICATION 12 POINTS

A. Complete the following conversation:

(4 points)

You are the client. You are talking to the supplier. You are in urgent need of 20 HP laptops.

Client: (Place your order) .....

Supplier: (Apologises as they don't have any).....

.....  
(Suggests MacBooks instead) :.....

Client: (Disagree).....

B. Writing:

(8 points)

You are Amine Hachmi (A.hachmi@gmail.com), the sales manager at High Program Software.

You have recently received outdated anti-virus equipment from your supplier, Nora Abdi

(N.abdi@gmail.com).

Write an email to **complain** about the problem.

Ask for a **refund** and **threaten** to stop dealing with MacBook Company.

Ne rien écrire dans ce cadre



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