



Filières:	Toutes les filières du BTS Industriel (DSI - SRI - MCW - SE - ELT - ESA - CPI - MA - MI - MPC - AV - AIG - Bâtiment - Énergétique - Productique - Mouliste)
Épreuve de:	LA LANGUE ANGLAISE

Durée:	02h
Coefficient:	10

DISCRIMINATION IN THE WORKPLACE

1. Discrimination in the workplace is a major concern in today's business community. The increase in cultural and gender diversity in the workplace has obligated employees from different ethnicities and backgrounds to work together to meet the goals of the company. Unfortunately, differences between people have a tendency to lead to misunderstandings, and result in conflict and discrimination. Employers have a responsibility towards their workers to protect them from discrimination and unfair treatment in the workplace.
2. The Equal Employment Opportunity Commission **EEOC** which is charged with enforcing anti-discrimination laws within the workplace investigates not only complaints against employers that violate their obligations under these acts but also legal actions against employers who do not respect anti-discrimination employment laws.
3. Discrimination can come in many forms and may affect anyone within an organisation. Some forms of discrimination display obvious signs of improper behaviour while other signs of injustice are implicit. Hostile behaviour can come from a superior, co-worker, client or anyone within the organisation. The Equal Employment Opportunity Commission indicates that it is "illegal to discriminate against a job applicant or an employee because of the person's race, colour, religion, sex, age or disability." **These** are considered protected classes. Sexual harassment is also prohibited under the same pretences as anti-discrimination laws.
4. Employees have the right to file a complaint against their employer if they feel being unfairly discriminated against or marginalised in the workplace. An employee has the option to file a formal complaint with their employer first if they experience unjust behaviour. If their employer fails to tackle the problem or protect the employee from further harm, the employee may solicit the help of anti-discrimination authorities.
5. Employers must protect their workers from discrimination in the workplace. They must take the proper measures to stop unwanted behaviour. Failure to do this can result in fines, lawsuits or even criminal penalties against the company. Employers are also responsible for creating reasonable accommodations for employees or applicants that have a disability and require special services.

Nom et Prénom..... N° d'examen : Filière :	Examen National du Brevet de Technicien Supérieur Session de Mai 2019 -Sujet-	Réservé au Secrétariat d'examen
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I. COMPREHENSION

14 POINTS

A. Are these sentences true or false? Justify your answer:

(2 points)

1. Differences between people do not affect their understanding and harmony.

.....

2. All forms of discrimination are easy to notice.

.....

B. Answer the following questions according to the text:

(3 points)

1. State the two investigation tasks of EEOC.

a.

b.

2. When can an employee resort to anti-discrimination authorities?

.....

3. What do employers risk if they fail to take proper measures against discrimination?

.....

C. Complete the following chart with information from paragraph 5.

(3 points)

Employers' responsibilities are :
a.
b.
c.

Ne rien écrire dans ce cadre



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D. Find in the text words which mean the same as:

(3 points)

1. duty (paragraph1)
2. candidate (paragraph 3).....
3. deal with (paragraph4).....

E. What do the underlined words in the text refer to?

(3 points)

1. their (paragraph 2).....
2. these (paragraph 3).....
3. the problem (paragraph 4).....

II. LANGUAGE: 14 POINTS

A. Rewrite these sentences as suggested:

(3 points)

1. The customers complained because the store overcharged them.

- If

2. Our competitors will design a new model soon.

- A new model.....

3. "Why don't we launch the new product as soon as possible?"

- The sales manager suggested.....

B. Give the correct form of the words between brackets:

(3 points)

1. It is no use (apply).....for the job as you do not meet the requirements.

2. This year, our turnover is (high).....than that of last year .

3. The client (return) the merchandise we had delivered a week before.

C. Match the words with their definitions :

(4 points)

1. delivery	a. selling in large quantities	1. _____
2. resign	b. additional advantages to a salary	2. _____
3. vacancy	c. combining two or more businesses into one	3. _____
4. agenda	d. act of taking the merchandise to its destination	4. _____
5. figures	e. leave a job voluntarily in an official way	5. _____
6. perks	f. an available job	6. _____
7. wholesale	g. numbers and statistics	7. _____
8. merger	h. a list of points to be discussed at a meeting	8. _____

Ne rien écrire dans ce cadre



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D. Complete these sentences with words from the following list :

(4 points)

bid outlets currency tariff deadline negotiate

1. The project was rejected because it was submitted a week after the.....
2. Customers usually..... the price of the goods they want to buy.
3. Newhave been opened to increase the sales of the company.
4. You will need to exchange your local before travelling to a foreign country.

III. COMMUNICATION

12 POINTS

A. Complete the following telephone conversation

(4 points)

John: Hello. Is that Engine Motors Ltd?

Assistant: Yes,.....?

John: Can I speak to Ron Kleider, please?

Assistant: I'm sorry but.....

John: OK. Do you know what time he will be back to his office?

Assistant: No I don't?

John: No thank you; I prefer to talk to him in person.

Assistant: All right.....

John: Thank you. Good bye.

B. Writing:

(8 points)

You are AminYousfi, (a.yousfi@gmail.org) the Sales Manager of North Africa Office Furniture Distribution based in Fez, 4 Avenue .You have received an order of **15** wooden desks and **20** leather chairs from Amal Kacimi(a.kacimi@yahoo.com) Taza. Unfortunately, you have run out of stock. Write an email to:

- Thank him for his trust
- Apologise for this inconvenience
- Offer some alternatives (steel desks, wooden chairs of high quality.....)
- Ask the customer to inform you about his decision as soon as possible
- End your email politely



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Subject: