



Filière:	Toutes les filières du BTS Industriel (DSI-SRI-MCW-SE-ELT-ESA-CPI-MA-MI-MPC-AV-AIG-Batiment-Energétique-Productique-Mouliste)	Durée:	2 Heures
Épreuve:	La langue Anglaise	Coefficient:	10

### A successful leader

1. In large organizations, leaders should spend no more than four hours a day in their offices. The rest of the time, they should be out with their people, talking to lower-level employees and getting their feedback on problem areas. They should be making short speeches and handing out awards. They should be travelling widely throughout their organisations.
2. The best leaders are those whose minds are never closed and who are eager to deal with new issues. Leaders should not change their minds too frequently after a major decision has been made, but if they never reconsider, they are beginning to show a degree of rigidity and inflexibility that creates problems for the organization.
3. Executives must take a disciplined approach to their schedules, their post, their telephone calls, their travel schedules and their meetings. Staying busy and working long hours are not necessarily a measurement of leadership effectiveness.
4. Leaders may run efficient organizations, but they don't really serve the long term interests of the institution unless they plan, set goals and provide strategic perception. Moreover, leaders must be willing to pass on skills, to share insights and experiences, and to work very closely with people to help them mature and be creative. What else? Leaders should let people know that life isn't so important that you can't sit back occasionally and be amused by what is happening. Laughter can be a great reliever of tension.
5. Reliability is something that leaders must have in order to provide stability and strength to organizations. Leaders must be willing to be flexible but consistency and coherence are important elements of large organizations.
6. Leaders mustn't only understand the major elements of their businesses but must also keep up with any changes. More importantly, leaders should be able to look at themselves objectively and analyse where they have made mistakes and where they have disappointed people.

### I-COMPREHENSION: 14 POINTS

A- Are these statements true or false? Justify your answer: 2 points

1. Four hours a day are enough for leaders to spend in their offices. \_\_\_\_\_  
.....
2. Reliability leads to stable and strong organizations. \_\_\_\_\_  
.....



**B--Fill in the chart from paragraph 6 : 4 points**

Qualities of good leaders	
1-	.....
2-	.....
3-	.....
4-	.....

**C-Answer these questions: 2points**

1-In what way can leaders serve the long term interests of an institution?

.....

2-Why is amusement sometimes important for the people of an institution?

.....

**D- Find in the text words or phrases that mean the same as: 4 points**

1. prizes (paragraph 1): .....

2. plannings (paragraph 3): .....

3. manage (paragraph 4): .....

4. determined (paragraph 5): .....

**E. What do the words underlined in the text refer to? 2 points**

1. their (paragraph 1): .....

2. elements (paragraph 5): .....

**II- LANGUAGE: 14 POINTS****A. Rewrite these sentences as suggested: 3 points**

1. He didn't see the job advertisement, so he didn't apply for it.

-If.....

2-They require a long experience in recruitment.

-A long experience.....

3. "Why did the company's sales go down last year?"

-The CEO wanted to know.....

**B. Circle the correct answer: 2 points**

1. I prefer the Japanese products because they are ..... the Chinese ones.

a-good

b) much good

c) better than

d) the best

2. Modest employees can't afford.....luxury cars.

a) buy

b) to buy

c) buying

d) not to buy

**C. Complete these sentences with the right words from the list below: 5 points**

**bonus - cash - commission- turnover - invoice - manufacturer- rate - resign**

1. I had a loan from my bank with an interest ..... of 2.5%.
2. The employee was obliged to..... because he couldn't stand the work conditions.
3. Clients get a discount when they pay .....
4. DELL is an American Computer .....
5. A competent employee gets a ..... in addition to his salary.

**D. Match the words with their definitions. Write LETTERS next to the NUMBERS: 4 points**

1-data	a-person or company that provides goods or services	1-----
2-income	b-having more employees than necessary	2-----
3-vacancy	c-fire	3-----
4-overstaffed	d-a job that is available	4-----
5-payroll	e-factory	5-----
6-supplier	f-information	6-----
7-dismiss	g-list of employees and their wages	7-----
8-plant	h-money received from work or business	8-----

**III- COMMUNICATION: 12 POINTS****A-Complete this telephone conversation between a client and a secretary: 4 points**

**Client:** Could you please ..... me ..... to your manager?

**Secretary:** I'm so sorry. The line's ..... at the moment. Would you call later or ..... a message?

**Client:** Please.....tell him that Mr. Davis from Horizons Unlimited called.

**B.Writing: 8 points**

You are Mehdi Ziyadi, the Sales Manager at Dreamstore, 67 Bd Nakhil, Oujda. You received a letter dated 8 March, 2015 from Saida Fennane, 34 Rue Oasis, Berrchid complaining about the damage caused during transport and the late delivery. **Write a letter** to answer her including the following:

**Mention reference/ Apologize for the problem / Suggest a refund or replacement/ Interesting discounts for future orders / Immediate and free of charge delivery /Finish your letter with a thanking end.**



