

**SESSION 2016**

**BREVET DE TECHNICIEN SUPÉRIEUR  
ASSISTANT DE MANAGER**

**U.21- EXPRESSION ET CULTURE**

**ANGLAIS LVA**

**Durée : 2 heures**

**Coefficient : 1**

*L'utilisation du dictionnaire unilingue est autorisée.  
L'usage de la calculatrice est interdit.*

**Le sujet comporte 3 pages, numérotées de 1 à 3.**

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## Patrizia Iacono exemplifies the new generation of executive assistants

Patrizia Iacono logs onto her e-mails after dinner to keep up to date, reviews the next day's executive meetings "so when I walk in at 8.30 am I am prepared" and switches on her phone at 5.30 am to catch up with overnight e-mails and news.

No, she is not the chief executive officer. She is his executive assistant – a role once described as a secretary. But let's be clear: Iacono does not pick up dry-cleaning, buy birthday presents for her boss's partner, nor bring in baking for his afternoon tea.

She is one of the new breed of executive assistants, a senior and multi-skilled corporate role attracting tertiary-educated applicants and providing a career path which does not revolve around typing.

"I think our job is no longer what it was 20 or 30 years ago with the traditional personal secretary who sat in the typing pool, made cups of tea and went home at 5 pm," says Iacono, executive assistant to Mike Wilkins, chief executive officer of the Insurance Australia Group.

Jonathan McElroy, director of the Executive Assistant Network, says a key distinction relates to initiative and self-direction: «Previously assistants were given tasks to complete, most of the stuff they did was handed to them».

"Today it is much more of a senior level partnership. The executive assistant is using a lot more of their own initiative and intuition to anticipate what the executive is going to need. They are finding solutions before the executive has asked for them."

The Executive Assistant Network is a 5000-member network for senior personal and executive assistants which holds networking events and offers training and education. Its goal is to help its members "become more efficient and proficient, understanding that their role is to manage the office of their executive in a way that facilitates them being as productive and effective as possible."

McElroy says excellent time management skills are vital, but so too are high-level analytical and financial skills, legal awareness, information and knowledge management, knowledge of marketing and sales and of human resources.

Iacono recommends internships for those potentially interested in the role and says a degree in business management or communications is an excellent starting point.

Asked to describe what she does, she hesitates – every day is different, she says. Managing her boss's diary is key, ensuring he is briefed before his meetings, dealing with his invitations, taking minutes\* at executive committee meetings and following up the action items, organising his travel and "helping him respond to issues that arise."

"There's not much typing these days, such tasks belong to the past", she says.

Adapted and abridged from *The Sydney Morning Herald*, February 14<sup>th</sup>, 2015

\* minutes: notes

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# TRAVAIL À FAIRE PAR LE CANDIDAT

## I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez en français un compte rendu (190 mots, +/- 10 %) de ce document en faisant ressortir les idées essentielles de façon organisée.

Vous indiquerez le nombre de mots utilisés.

## II- EXPRESSION ÉCRITE

(10 points)

Vous êtes Amanda Roberts, assistante de M. Harry Benson, PDG de l'entreprise AllGoods basée à Londres, 28 Knightbridge Avenue, Londres SW1 X7 JT. Celui-ci vous demande de prendre en charge l'organisation d'un séminaire de trois jours.

Pour ce faire, il vous demande d'envoyer un courriel en anglais à l'hôtel The Varsity Hotel and Spa, [info@thevarsityhotel.co.uk](mailto:info@thevarsityhotel.co.uk), situé à Cambridge pour que celui-ci vous fasse un devis en fonction des prestations demandées.

*estimate*

Voici les éléments à mentionner dans le message : *BOOKING*

\- Rappeler le contexte.

\- Séjour de trois jours du lundi 11 au mercredi 13 juillet 2016.

- Réserver :

- quatre chambres doubles ; *double room*
- une petite salle de réunion pour dix personnes avec un équipement complet : connexion wifi, ordinateurs portables, un vidéoprojecteur + écran ;
- des plateaux repas pour midi et une table au restaurant de l'hôtel pour les deux soirs ;
- activités détente : jeux de croquet le premier soir et une dégustation (*wine tasting*) de vin le deuxième soir ;
- accès libre au spa de l'hôtel.

- Vous attendez une réponse rapide pour connaître le prix de cette prestation. Vous rappelez le fait que vous avez déjà travaillé ensemble par le passé et sollicitez une remise de 10%.

- Vous concluez de façon appropriée.

Vous respecterez les règles de présentation et les formules de politesse d'usage.

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