BTS TERTIAIRES

LANGUE VIVANTE ÉCRITE
E2 - LANGUE VIVANTE ÉCRITE A

ANGLAIS

SESSION 2022
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Spécialités	Dictionnaire		Durée	Coeff.
	Bilingue	Unilingue		
Assurance	X		2 h	1
Banque	X		2 h	1
Communication		X	2 h	2
Gestion de la PME		X	2 h	1
Gestion des transports et logistique associée		X	2 h	1,5
Management commercial opérationnel		X	2 h	1,5
Management opérationnel de la sécurité		X	2 h	1,5
Management en hôtellerie restauration (toutes options)		X	2 h	2
Notariat	X		2 h	1
Professions immobilières	X		2 h	2
Services informatiques aux organisations (toutes options)		X	2 h	2
Support à l'action managériale		X	2 h	2

Dès que le sujet vous est remis, assurez-vous qu'il est complet.
Le sujet se compose de 3 pages, numérotées de 1/3 à 3/3.

Virtual Summer Internships 2.0: How Can Employers Improve from Last Year?

By Roy Maurer, July 13, 2021

After last summer's abrupt switch to virtual internships, employers are planning new experiences to keep this key source of talent development working.

Most college students missed out on traditional internships in 2020 due to the COVID-19 pandemic. Many employers canceled their programs; among employers that held
5 internships last summer, approximately 72 percent did so virtually, according to the National Association of Colleges and Employers (NACE).

Internships have bounced back this year. "There has been a 6,000 percent increase in internship postings this year compared with last year," said Rebekah Paré, associate dean at the University of Wisconsin-Madison and executive director of SuccessWorks,
10 a professional development center at the school. "The numbers are still below pre-pandemic levels, but there have been significant opportunities in technology, health care, research and K-12 education."

Paré said most of the internships are still virtual, but there's been a larger mix of in-person and hybrid programs than in 2020. […]

15 "Students have been very excited about the return of in-person programs, and if they have a choice, in-person is their first choice," Paré said.

NACE data shows that students who held virtual internships typically found that the quality of the networking and interactions suffered, though work performance was largely consistent between in-person and virtual experiences.

20 "Students are suffering through Zoom fatigue; they're tired of being on video all the time," Paré said.

While remote internships may be disappointing to some, they're newfound opportunities for those who may not have had the resources to relocate.

"Virtual internships created access that both students and employers did not have
25 before," Paré said. "Students applied for internships knowing that they could not have applied to those before because of logistical reasons. And employers were able to expand their talent pool and diversify their teams for that same reason." […]

Quick Tips for Managing Virtual Internship Programs

"Students who were successful with virtual internships had a few things in
30 common," Paré said. "They had a lot of scheduled check-ins with their supervisor, and they also had access to a group chat with their team members and other opportunities to feel part of the team." The following are a few basic tips for running successful remote internship programs.

- **Set clear expectations**. A successful internship will have specific learning
35 goals and outcomes, Paré said. The remote environment requires that those be much more strongly articulated up front.
- **Invite frequent communication.** Managers and teammates alike should provide interns with constructive and motivational feedback on their work.
- **Encourage relationship building.** Make interns feel like they are an
40 important part of the team and help them bond with colleagues through team-building activities.
- **Assign mentors.** A good mentor is essential for helping interns grow their knowledge and skills, especially when working remotely. Paré said she's worried that interns without mentors will have to do a lot of proactive outreach
45 on their own, "a tall order to ask for in a remote environment where they don't understand the culture."
- **Perfect onboarding[1].** This is a great opportunity to evaluate and identify the gaps in your remote onboarding process.

https://www.shrm.org

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[1] onboarding : integration

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TRAVAIL À FAIRE PAR LE CANDIDAT

I. COMPREHENSION 10 points

Vous rédigerez ce compte-rendu en **FRANÇAIS**.

Après avoir lu attentivement l'article, vous en dégagerez les idées essentielles en 200 mots (+ ou – 10%). Vous indiquerez le nombre de mots utilisés. Toute présentation sous forme de notes sera pénalisée.

II. EXPRESSION 10 points

VOUS REPONDREZ EN ANGLAIS A LA QUESTION 1 OU A LA QUESTION 2 AU CHOIX

1) In your opinion and possibly based on your experience, what are the conditions and benefits of a good internship? (**200 mots +/- 10%**)

OU

2) Vous rédigerez en **anglais** le courriel suivant : vous travaillez pour l'entreprise *Fresh Market Retail* qui a accepté de prendre trois stagiaires pour une période de quatre semaines.

Vous êtes Raj ou Shyla Fleming, chargé(e) par le responsable commercial d'envoyer un courriel à ces personnes dans lequel figureront les informations qui suivent :

- Un rappel de la durée du stage ;
- Les dates du stage : du 17 août au 10 septembre 2022 ;
- Le jour de l'accueil se fera en groupe le 16 août à 8h30, puis les stagiaires seront dirigés vers le service où leur tuteur les accueillera.

Vous rappelez les éléments suivants :
- Ils suivront un manager ou un responsable clientèle ;
- Il est attendu assiduité et ponctualité de leur part.

En conclusion, vous assurez aux stagiaires que cette période de stage leur sera très profitable.

Formules de politesse d'usage.