

# BREVET DE TECHNICIEN SUPERIEUR (BTS)

## EPREUVE OBLIGATOIRE ORALE DE LANGUES VIVANTES

### LIBELLÉ DE LA LANGUE VIVANTE :

INDUSTRIEL/ SCIENCES SANITAIRES ET SOCIALES

(support commun) \*

TERTIAIRES

SPÉCIALITÉS (*pour la filière tertiaire uniquement*) :

**NEGOCIATION ET DIGITALISATION DE LA RELATION CLIENT**

Niveau de langue (le cas échéant) :  LVA  LVB

Support annexe à télécharger :  Audio  Vidéo

Ce support d'épreuve intègre des éléments en couleur. S'il est choisi par l'évaluateur, il est nécessaire que chaque élève dispose d'une impression en couleur.

**L'usage de calculatrice, dictionnaire, appareil connecté est interdit.  
Ce support d'épreuve doit être rendu à l'examineur à la fin de l'épreuve.**

\*cf. Programme et définition de l'épreuve de langue selon l'arrêté du 22 juillet 2008

**Document 1****Titre : 5 Best Technologies for Your Business****Source**: [www.lifehack.org](http://www.lifehack.org)**Date**: March 2, 2022**Nombre de mots** : 499

From Silicon Roundabout to Silicon Valley, the total number of startups launched worldwide can be hard to grasp. According to the recent GEM Global report, almost 100 million businesses are launched annually; which comes to over three businesses every second, or 11,000 new startups per hour. For these small business owners all over the world who compete head-to-head against big guns every day, technology is a vital tool that's leveling the playing field for these entrepreneurs.[...]

Use of the right technology can accelerate business processes by making different business tasks more flexible such as making communication easy, securing your business data, improving customer care and much more. [...]

**1. Augmented Reality Devices** - Business ideas are better acknowledged when they are shown, not told. The question about the future of augmented reality vanished, after the launch of Microsoft HoloLens glasses. The company recently announced that the AR headset will be available by early next year. Businesses can use augmented reality devices like the HoloLens of Microsoft to show designs, work together remotely and develop things in relation to the real world. These AR devices offer a unique opportunity to bring products and information to life.

**2. Wireless Conference Rooms** - Every small and large company requires meeting space to discuss strategy and progress with the team. Nowadays, many companies are adopting a wireless solution for meetings that connects offices, team members and clients, no matter their location. One such solution is the VIA line of collaboration tools, produced by Kramer, which is designed to take the conference room to wherever your team is.

VIA allows companies to wirelessly stream videos and presentations across various conference rooms. These distinctive features help companies to take meetings beyond showing simple presentations and actually allow employees to work together.

**3. The Internet of Things (IoT)** - From smart lights to connected security cameras, the Internet of Things has offered a wide range of consumer-facing technologies. Companies are taking advantage of IoT devices in the form of connected sensors and cameras to monitor productivity and efficiency. As IoT grows within the workplace, it will speed up employee mobility; allowing team members to be more productive—no matter their location in the world.

**4. Cloud Computing**- Most people aren't aware of the purpose of "cloud" which is affecting the way we use technology on a daily basis. Cloud computing allows a centralized information database system that can be accessed through your laptop, tablet, smartphone or any other Internet-abled device.

Despite its popularity, many companies have still failed to adopt cloud computing in any form. It can help companies to improve their products and services, and their internal communications [...]

45 **5. Wearable Technology** - The dawn (1) of wearable technology, in the form of smart watches and obsolete Google Glass, has changed the way people interact with the world around them. Most of these wearable devices are dedicated to health and fitness tracking; it gives businesses a new opportunity to encourage healthy and active lifestyles for their employees by equipping them with wearable fitness trackers. dawn = timid birth

**Phase 2** : Expression orale en interaction

(20 minutes maximum)

### Document 2



### MISE EN SITUATION

You work for a company specialized in making high-tech devices intended for retail store owners. You meet one of them (a computer owner) to persuade him/ her to buy your new device: a scanning robot able to label, sort and scan several computers per minute.

You may take the following hints into account:

- Advantages of replacing this new device
- Consequences on the working conditions of the employees
- The installation and maintenance
- The after-sales services
- The price