

Sujets d'Anglais - Filière NDRC

Sujet n°	Niveau	Titre	Supports
1	B2	Tattoos in the Workplace	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
2	B2	Plastic Pollution	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
3	B2	E-reputation	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
4	B2	E-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
5	B2	New Technology	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
6	B2	Fashion Industry	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
7	B2	Tattoos In The Workplace	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
8	B2	Brick-and-mortar shopping vs online shopping	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
9	B2	Cashless payment in stores	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
10	B2	Ethical Shopping	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
11	B2	Gender Pay Gap	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
12	B2	Working conditions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction

13	B2	Beauty Shops Fight Back	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
14	B2	Gender Pay Gap	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
15	B1	Recruitment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
16	B2	Working conditions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
17	B2	Sustainable Ways of Consuming	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
18	B2	Food industry	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
19	B2	e-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
20	B2	e-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
21	B2	Pandemic prompts doubling of online grocery shoppers in UK	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
22	B2	Working conditions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
23	B2	Changing shopping habits	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
24	B2	Working conditions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
25	B2	e-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
26	B2	Circular economy	<ul style="list-style-type: none"> • Texte

			<ul style="list-style-type: none"> • Mise en situation • Document iconographique • Consignes de correction
27	B2	Nomad workers	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
28	B2	Food delivery services	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
29	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
30	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
31	B2	Gender gap	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
32	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
33	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
34	B2	The gig economy	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
35	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
36	B2	Ethical packaging	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
37	B2	Discrimination in the workplace	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
38	B2	Working conditions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
39	B1	Sexual Harassment in the Workplace	<ul style="list-style-type: none"> • Texte • Mise en situation

			<ul style="list-style-type: none"> • Document iconographique • Consignes de correction
40	B2	E-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
41	B2	E-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
42	B2	Online Shopping / High Street Shopping	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
43	B2	SUV Carbon Emissions	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
44	B2	Women In Top Jobs	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
45	B2	Not milking it: how vegan cheese finally caught up with modern appetites	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
46	B2	e-commerce	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
47	B2	Fake reviews	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
48	B2	Ethical Fashion	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
49	B2	Buying organics	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
50	B2	New shopping habits	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
51	B2	Shopping habits and Covid-19	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
52	B1	Digital Marketing	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique

			<ul style="list-style-type: none"> • Consignes de correction
53	B2	Why aren't we making more progress towards gender equality?	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
54	B2	Environment	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
55	B2	Pros and Cons of New Technologies in Cars	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
56	B2	Child Labour in the Smartphone Industry	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
57	B2	Competition between High Street and Online	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
58	B1	Gender Roles	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
59	B2	Telecommuting	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
60	B2	Ethical Tourism	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
61	B2	Women in Sales	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
62	B2	Recycling	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
63	B2	Online Shopping	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction
64	B1	New Technologies	<ul style="list-style-type: none"> • Texte • Mise en situation • Document iconographique • Consignes de correction

Tattoos in the Workplace

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée, des idées essentielles du texte suivant :

Tattoos in the Workplace: What's an Employer to Do?

Many employers have policies that do not allow visible tattoos. Depending on the employer's industry and the type of job, this may make sense. For example, the odds are that a four-star hotel may not want the concierge to have large tattoos of skulls and crossbones on the back of each hand. But the same hotel may have less concern if a dishwasher in the kitchen has those same tattoos because direct contact with the hotel's customers is minimal.

This example is probably a simple one. It can get more complicated, however, if an employer is not thoughtful. For example, what if a bank employs a valued administrative assistant who never has contact with customers? His desk is located in the corporate headquarters and his interactions are strictly internal. Is it okay if this person arrives at work one day with a star tattooed under his eye? The answer, in part, is dependent on the corporate culture and the bank's general attitude toward tattoos. [...]

The odds are that while the bank may not appreciate a facial tattoo, it's probably not worth the chance of losing a good employee or not being able to retain a new one by having a policy that would prohibit the tattoo altogether. On the other hand, the bank may be more concerned about a teller with the same tattoo who regularly interacts with bank customers. In that situation, a policy prohibiting the tattoo may be understandable.

As a result, an interviewer who notices a tattoo on a man's arm may have no reaction. But more and more women are getting tattoos, some of which are visible, and the same interviewer may have an adverse reaction if a tattoo is visible on a female applicant's ankle. [...]

Religious tattoos can pose even more challenging questions. What if an employee who works directly with customers has a tattoo around his wrist and the company has a policy that prohibits visible tattoos in customer service positions? Is it okay to require the employee to wear sleeves that are long enough to cover the tattoo?

10/03/2018
Allbusiness

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 1 - 1 / 3	B2

Tattoos in the Workplace

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Do clothing and physical appearances play a major part in an employee's career plan?

Get ready to answer and discuss this question, use the document above and what you know about the subject.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 1 - 2 / 3	B2

Tattoos in the Workplace



25/07/2017

<https://www.jmwsons.com/2017/07/25/tattoo-body-piercing-policy-workplace/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 1 - 3 / 3	B2

Plastic Pollution

I. Evaluation de la compréhension de l'écrit - en français. (10 minutes maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

That's a wrap!

With plastic pollution having exploded in public awareness, companies are having to urgently rethink how they package their products. As the gift-giving season approaches, we find out how some brands are leading the way with sustainable packaging.

When it comes to the gift-giving season, plastic waste may seem inevitable. Charity group the Wildlife and Countryside Link estimates that 114,000 tonnes of plastic packaging is wasted in the UK during the festive season.

But now that the world is waking up to the damage caused by plastic pollution, things look set to change. The UK government has plans to introduce an 'extended producer responsibility system' by 2023, shifting the duty to dispose of waste from consumers to manufacturers. Ahead of the change, businesses are already giving more thought to the environmental impact of the packaging they use.

"More brands are transitioning to sustainable products and processes, and packaging is a huge piece of that puzzle," says Josh Bowden, co-founder of NoIssue, which creates sustainable, custom packaging for businesses. What's more, he says, consumers are demanding change.

The company makes non-plastic alternatives, such as an acid-free and FSC-certified tissue, stickers, tape, and mailers, which are all home compostable and recyclable. Brands that choose "intentional packaging", such as NoIssue's products, send a strong eco-conscious message to their customers, Bowden says. And by combining sustainable materials with customized designs, they set themselves apart from the retail giants.

Circular clothing brand Tors & Co, which gets its packaging from NoIssue, is one example. Packaging was a major consideration for founder Victoria Leigh, when designing the lifecycle of her products. The brand's organic cotton garments, which can be returned for recycling in exchange for a discount once they wear out, are supplied in plastic-free wrappers from the factory.

When it comes to making sure the packaging being used is as eco-friendly as it claims to be, Bowden recommends looking for the Forest Stewardship Council's (FSC) international certification. "The most important thing is to ensure that paper products are sourced from a sustainably managed forest," he says.

13/12/2019
www.positive.news

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 2 - 1 / 3	B2

Plastic Pollution

II. Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

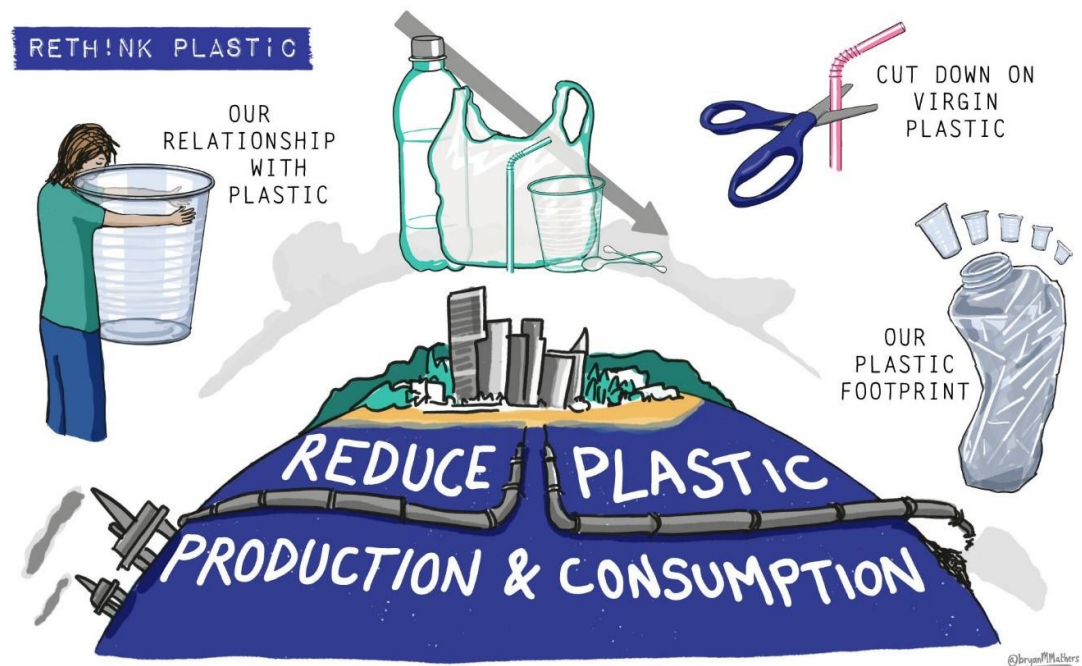
Study the role of packaging in the consumers' purchasing process.

Are brands in danger without their packaging?

How would you convince businesses to opt for more eco-friendly packaging?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 2 - 2 / 3	B2

Plastic Pollution



07/05/2019
<https://rethinkplasticalliance.eu/campaign/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 2 - 3 / 3	B2

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée, des idées essentielles du texte suivant :

Coca-Cola's Positive Happy New Look

If you looked at any of Coca-Cola's social media accounts over the weekend, you may have noticed ... well, nothing. Not that there was nothing new, but there was no content at all. The brand wiped all of the content from its Facebook, Twitter and Instagram—but not for long.

Today, which happens to be World Kindness Day, Coca-Cola is relaunching all of its accounts as part of social media repositioning.

"This is a really great moment in time for us," Sarah Traverso, group director, Social Center at Coca-Cola, said. "World Kindness Day feels like such an appropriate day to send out messages of positivity, but also when you look at Coke and what Coke stands for, Coke really is a brand about optimism."

The brand is rolling out 99 posts (the maximum amount allowed by Instagram before deemed to be spam) on Instagram today with the intention of flooding people's feeds with happy, positive messages. Followers will also see similar posts flooding Facebook and Twitter. After looking more closely at what kind of content Coca-Cola's followers engage with and share, the brand found that users share and like uplifting quotes and graphic illustrations. They are done in Coca-Cola's color scheme of red, black and white to be especially on brand and easily recognizable in crowded social feeds.

"We are super proud of the work we've done to date, but when we took a look back," she said. "The internet is filled with all kinds of divergent information and everybody could use a little bit of happiness in their life."

Coca-Cola's Social Center worked on the relaunch of the social accounts. Created in 2016, the Social Center is the brand's in-house team that handles social media for 10 of Coke's largest brands in North America. "We really do everything, from content strategy to creative to content capture, community management, listening and analytics as well as media buying," Traverso said.

13/11/2018
Adweek.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 3 - 1 / 3	B2

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Nowadays, social media play a major role in the business world.

Explain how important it is for a company to invest in social networks.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 3 - 2 / 3	B2

E-reputation



13/11/2018
Adweek.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 3 - 3 / 3	B2

E-commerce

Firm unveils e-commerce tech platform

A cutting-edge e-commerce tech, Hicolumn, which connects consumers to their choice stores within or close to their neighborhood has been launched in Lagos.

The e-commerce tech which is a mobile app, according to its promoters, is designed to give visibility to neighbourhood stores and connect them directly to customers anywhere, anytime. It comprises Hicolumn Customer, Hicolumn Merchant and Hicolumn Delivery Apps respectively, which are connected together and work as one-enterprise resources programme.

Speaking at the launch, the Chairman of the e-commerce tech firm, Benjamin Madu, said the app is designed to revolutionize the online market in Africa and offers stores, merchants, small and medium enterprises (SMEs) with existing and verifiable businesses the opportunity of leveraging the internet to serve or sell to their existing and prospective customers, without the customers physically visiting the stores.

He said, 'Merchants can register and set up their stores for free without difficulties and start getting orders from consumers, They don't need any delivery facility, but they need to have goods available in stock for packaging after receiving payment from consumers'.

'Hicolum, enables merchants to have online presence without having a website or delivery facility, as consumers have made purchases on the platform would have prompts delivery within 20 minutes, with the same quality, same price and faster than physically being at the stores', he added.

Expressing optimism on the positive impact of hub, Madu said over 100,000 jobs are expected to be created before the end of 2021 and will bring about large-scale youth empowerment and increase in the patronage of locally made goods.

In his remark, Hicolumn's Co-Founder and Chief Executive Officer, Uche Elekwachi, said the platform will transform the online market in Nigeria and Africa with its innovative mobile app that will give merchants the ability to sell their goods to widely dispersed customers.

He stated that the e-commerce Tech has come to the rescue of merchants and store owners, to become super strong, active online and not to lose their business focus to foreign competitors currently entering their domain, especially in this period of the coronavirus (COVID-19) pandemic when shopping is mostly done online.

09/12/2020
The Guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 4 - 1 / 3	B2

E-commerce

Consumers and companies use more and more e-commerce platforms.

What arguments could be developed to sell / buy or not to sell / not to buy devices thanks to these apps?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 4 - 2 / 3	B2

E-commerce



13/07/2016
redactionco.fr

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 4 - 3 / 3	B2

New Technology

Smile - to - pay : Chinese shoppers turn to facial payment technology

New technology is rolling out across the country, despite concerns over privacy.

China's shoppers are increasingly purchasing goods with just a turn of their heads as the country embraces facial payment technology.

In a country where mobile payment is already commonplace, customers can make a purchase simply by posing in front of point-of-sale machines equipped with cameras, after linking an image of their face to a digital payment system or bank account.

'I don't even have to bring a mobile phone with me, I can go out and do shopping without taking anything', says Bo Hu, chief information officer of Wedome bakery, which uses facial payment machines across hundreds of stores.

The software is already widely used, often to monitor citizens. But authorities have come under fire for using it to crack down and monitor dissent, particularly in the surveillance-heavy region of Xinjiang.

There's a big risk...that the state could use this data for their own purposes, such as surveillance, monitoring, the tracking of political dissidents, social and information control, ethnic profiling, and even predictive policing.

Despite the concerns over data security and privacy, many consumers seem unperturbed by facial recognition payment in the high street.

Alipay – the financial arm of ecommerce giant Alibaba – has been leading the charge in China with devices already in 100 cities.

The firm is predicting enormous growth in the sector and recently launched an upgrade of its 'Smile-to-Pay' system, using a machine roughly the size of an iPad.

'It's convenient because you can buy things very quickly', says retiree Zhang Liming after using facial payment for her groceries.

'It's different from the payment in the traditional supermarket, in which you have to wait in the checkout line and it's very troublesome', she argues.

Bo Hu says 300 of his bakeries have facial payment systems, and he plans to introduce them in 400 more.

He believes it makes the checkout process more efficient, but concedes the numbers using the new technology are still modest.

04/09/2019
The Guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 5 - 1 / 3	B2

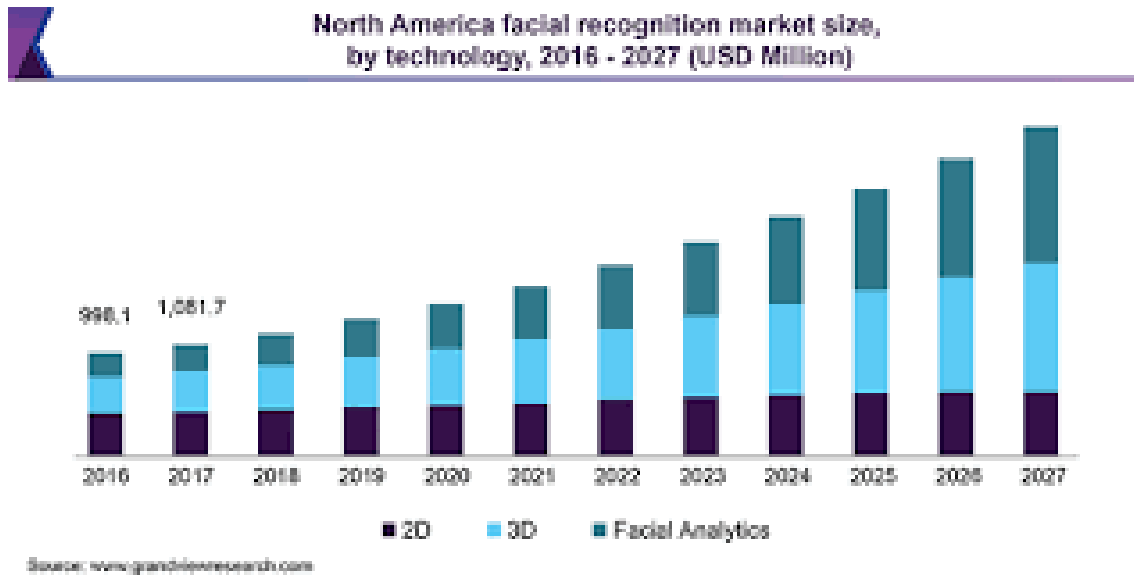
New Technology

More and more facial recognition technologies are used nowadays.

What is your opinion about this new device? Do you think it's dangerous or necessary for citizens? Discuss.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 5 - 2 / 3	B2

New Technology



01/03/2020
www.grandviewresearch.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 5 - 3 / 3	B2

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Before you jump on the Black Friday sales train, ask yourself : do you need this?

We are now producing and consuming fashion at a rate like never before. Since 2000, Europeans have purchased more pieces of clothing but spent less money in doing so: clothing prices in the EU have dropped by over 30 %. Meanwhile, the average person buys 60 % more clothing and keeps it about half as long as they did 15 years ago. Yet we're facing a climate crisis and rapidly exhausting the planet's resources. With our global population predicted to grow to 9 billion, and an unprecedented culture of overproduction and mass consumption, we are pushing our planet to its limits. If business continues as usual, humanity may require two planets' worth of resources by 2050.

Mass sales like Black Friday or Cyber Monday are only fanning the flames¹. This Friday, people from across the globe will go crazy shopping for the cheapest offer available, some even physically fighting each other to grab products they could probably live without. In the pursuit of short-term sales, many fashion companies (and their customers) still ignore the severe environmental and social impact of production. The global fashion industry accounts for an estimated 6 % of the world's greenhouse gas emissions and 17-20 % of all industrial water pollution. Overconsumption is also generating an unparalleled amount of waste. As new clothing comes into our lives, we also get rid of it at a shocking rate and 73 % of the world's clothing eventually ends in landfills.

In the past 10 years we have seen some promising progress in addressing the consequences of growth but today, to sustain humanity, we'll need to reduce our consumption and do business in an entirely different and sustainable way. This will involve forecasting more, producing smarter and, above all, producing less. It means we must develop new consuming models for reusing, reselling, recycling and working collectively to avoid overproduction and waste and thus prevent our dependency on sales.

29/11/2019

by Eva Kruse, adapted from www.theguardian.com

¹ Fanning the flames: making a bad situation more intense or extreme

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 6 - 1 / 3	B2

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

The fashion industry is often under attack (damage to the environment, child labour...).

Can companies turn these ethical issues into sales arguments? How?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 6 - 2 / 3	B2

Fashion Industry



29/11/2019
internet

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 6 - 3 / 3	B2

Tattoos In The Workplace

I. Evaluation de la compréhension de l'écrit - en français. (10 min. maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Tattoos in the workplace?

As society shifts toward a more welcoming climate, conservative employers are forced to reevaluate their tattoo policies and decide what's more important - appearance or values? Tattoos are no longer a symbol of rebellion, but something along the lines of commonplace. According to a recent Harris poll, approximately three in 10 Americans have a tattoo. That's more than twice the percentage recorded in 2008.

Michael Danes, a former Seattle-based business executive with tattoos of his own, believes that merit reigns over appearance in the workplace. "We tell individuals to express themselves and live authentically, but when it comes to the hiring process, it's 'please cover your tattoos and remove your piercings', but these things are surface level and do not account for what this person may have in skills." Danes said. Why, then, are some employers still judging candidates based on outward appearance?

A number of businesses across the USA enforce 'no visible tattoo' policies, but we also have the tattoo-friendly companies, including big players like Google, UPS and Target. So why is Google, one of the most prominent companies in the world, more understanding than low-end retail stores¹? Companies that are consumer-facing such as Ross and Denny's must appeal to the consumers they serve on a face-to-face basis every day. Both of these companies are family-friendly, so they need to be sensitive and provide the image and service their customers expect to receive.

When it comes to creating workplace tattoo policies, companies have to prioritize their values - would they rather eliminate all risk of offending a conservative consumer, or would they rather open the door to more employee candidates even if it means hiring someone with tattoos? But what happens when this is the most qualified person to take the position? Would you really turn them away or would you adjust your culture and be an innovator for change? The final decision often depends on the nature of the company.

06/03/2019

by Kyler Alvord, adapted from collegemagazine.com

¹ A low-end retail store: a store that sells cheap products

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 7 - 1 / 3	B2

Tattoos In The Workplace

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Some companies have a restrictive policy about their employees' appearance (clothes, piercings, tattoos), especially when in contact with customers.

Does it really impact the brand image or should employees' skills be considered more important?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 7 - 2 / 3	B2

Tattoos In The Workplace



05/01/2020
thebalancecareers.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 7 - 3 / 3	B2

Brick-and-mortar shopping vs online shopping

I. Evaluation de la compréhension de l'écrit - en français. (10 min. maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Tech is killing the high street, but can it save it?

A new generation of 'click and mortar' shops offer impressive hi-tech experiences, using apps, augmented reality (AR) and artificial intelligence (AI). Fashion retailers like Topshop or Gap have both shown off demos of AR in the changing room, allowing customers to try on different colours and styles.

Far from being just gadgets, if used properly, AR devices such as smart mirrors can offer experiences far more engaging and attractive than online shopping, and far better than the equivalent experience we're used to in-store, « MemoMi is an example of a smart mirror, » says Nikki Baird, vice president of Retail Innovation. Stores of tech future will also have a 'virtual reality (VR) room' where customers can try products in immersive 3D, says Sean Duffy of British 3D company Holosphere. « Room-scale virtual reality will allow shoppers to quickly browse vast catalogues of 3D scanned products in a way that is far more intuitive than using a smartphone and a forefinger. »

Perhaps most revolutionary of all, AI used in this way has the potential to reshape shops entirely. Amazon has opened a concept store, Amazon Go, where customers simply pick up shopping and walk out, with goods scanned and billed automatically.

Using AI could save retailers between £2 and £3 trillion a year by making shops more efficient and smarter stores can do more than simply bill people's bags on exit. Scanners using Lidar (a device similar to the sensors used by driverless cars to navigate) can track everything customers do in-store.

This new blend of technologies actually places brick-and-mortar retailers at an advantage over online-only stores and it will help them face stiff competition, according to Clodagh Murphy, retail technology specialist. « By embracing the latest in retail technology, brick-and-mortar retailers can really use their physical presence to their advantage. Purchasing habits are changing. People often browse online before purchasing in store or vice versa.

21/06/2018
by Rob Waugh, www.telegraph.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 8 - 1 / 3	B2

Brick-and-mortar shopping vs online shopping

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Traditional commerce will have to adapt to the changing consumer habits if it wants to survive. Find arguments to convince a shop manager to invest in new technology devices.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 8 - 2 / 3	B2

Brick-and-mortar shopping vs online shopping



21/06/2018
www.telegraph.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 8 - 3 / 3	B2

Cashless payment in stores

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

UK's first till-free grocery shop opens in London

Sainsbury's has launched the UK's first till-free¹ grocery store, at a central London branch, which allows shoppers to pay with their smartphone and walk out of the shop without going through a checkout. Customers use the supermarket's Smartshop app to scan groceries as they walk round the store, bag them and then pay in the app via Google Pay or Apple Pay, scanning a code to confirm payment.

The store has been refurbished for the three-month trial², with the checkout area and the bank of tills at the front of the shop removed. The store will still accept payments by card and cash, but shoppers preferring more traditional ways to pay will have to use a helpdesk operated by a single member of staff.

More than 80 % of transactions in the store were already cashless – a key reason it was selected for the pilot. The food and drink ranges have been reorganised for office workers buying breakfast or lunch and other food to eat on the go³. Beer, wine and spirits, cigarettes and tobacco have been removed from the shop, as they all require time-consuming age verification by a member of staff.

As the peak lunchtime rush began on Monday, staff who would normally be at the checkouts were on the shop floor to explain the new system to shoppers. Posters in the windows read: 'Get ready to trial our first mobile pay only store.'

The queue to the helpdesk for those choosing to pay with cash or a conventional card was 15-strong during the Guardian's visit.. « I'm a luddite⁴, » admitted Tom Chadwick, a regular consumer. « I do get that this is the future in terms of payment but I didn't sign up. I prefer to have the choice of cash or card and I queued up today to pay with my card. »

However, Toby Vinnel, a database designer, learned about the scheme via his work messageboard and had prepared in advance by downloading Sainsbury's app. « I had to set up Google Pay which took about five minutes but that was not difficult to do and this system is easy to use and it is a complete timesaver! »

29/04/2019

by Rebecca Smithers, adapted from theguardian.com

¹ till-free: without a checkout

² a trial: a testing period

³ to eat on the go: manger sur le pouce, debout et rapidement

⁴ a luddite: someone who is opposed to using modern machines and methods

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 9 - 1 / 3	B2

Cashless payment in stores

II. Evaluation de l'expression orale en interaction – en anglais (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

New technologies change our everyday lives, including our shopping habits.
How can retailers convince customers it is for the better?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 9 - 2 / 3	B2

Cashless payment in stores

CUSTOMERS' LIVES ARE CHANGING, SHOPPING HABITS ARE CHANGING,
WE ARE CHANGING WITH THEM !
DOWNLOAD OUR **SMARTSHOP APP** NOW
AND GET READY TO TRIAL OUR FIRST MOBILE PAY ONLY STORE

SHOP SMARTER AT SAINSBURY'S !

about.sainsburys.co.uk



29/04/2019
google image

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 9 - 3 / 3	B2

Ethical Shopping

I. Evaluation de la compréhension de l'écrit- en français. (10 minutes maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

How to use Ethical Marketing to Attract the Right Audience?

As a consumer, how important are ethics to you when you decide to purchase an item? A report by Nielsen found that 73% of millennials are willing to pay extra for sustainable offerings. An increasing amount of consumers are choosing to invest in brands that they believe make ethical, socially responsible decisions. The buying process is becoming less about what's convenient and cheap and more about what's sustainable and honorable.

According to Aflac's National Survey on Corporate Social Responsibility, 75% of consumers will take some sort of negative action if they believe a company isn't responsible. This could be socially, environmentally, politically — you name it. If a company uses deception and twisted facts to sell something, it's probably not ethical.

Being ethically aware and responsible as a brand builds a positive rapport with your target market — especially those in the younger category — and encourages relationships built on trust. It makes sense to align your strategy with consumer priorities, which will sustain your business and customer base in the long term.

Because there are gaps about what constitutes as ethical and what doesn't, here are a few general guidelines to follow for ethical marketing:

- Attract customers through transparent information.
- Avoid deceptive marketing.
- Practice safe production.
- Ensure the privacy of customer data and information.

Here's how your brand can incorporate ethical marketing.

Choose environmentally safe options.

The earth is in crisis mode. The Environmental Protection Agency reports that, in the last 50 years, humans consumed more resources than in all previous history combined.

Because the environment is rapidly deteriorating thanks to our carelessness, the cause for concern is at an all-time high. Consumers want to support businesses that use environmentally safe practices when producing and distributing products so they can put their money toward good causes.

Incorporating ethical marketing into your overall business strategy will allow you to not only attract the right customers but keep them as well.

By Jared Atchison

30/08/2019
Young Entrepreneur Council Post

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 10 - 1 / 3	B2

Ethical Shopping

II. Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

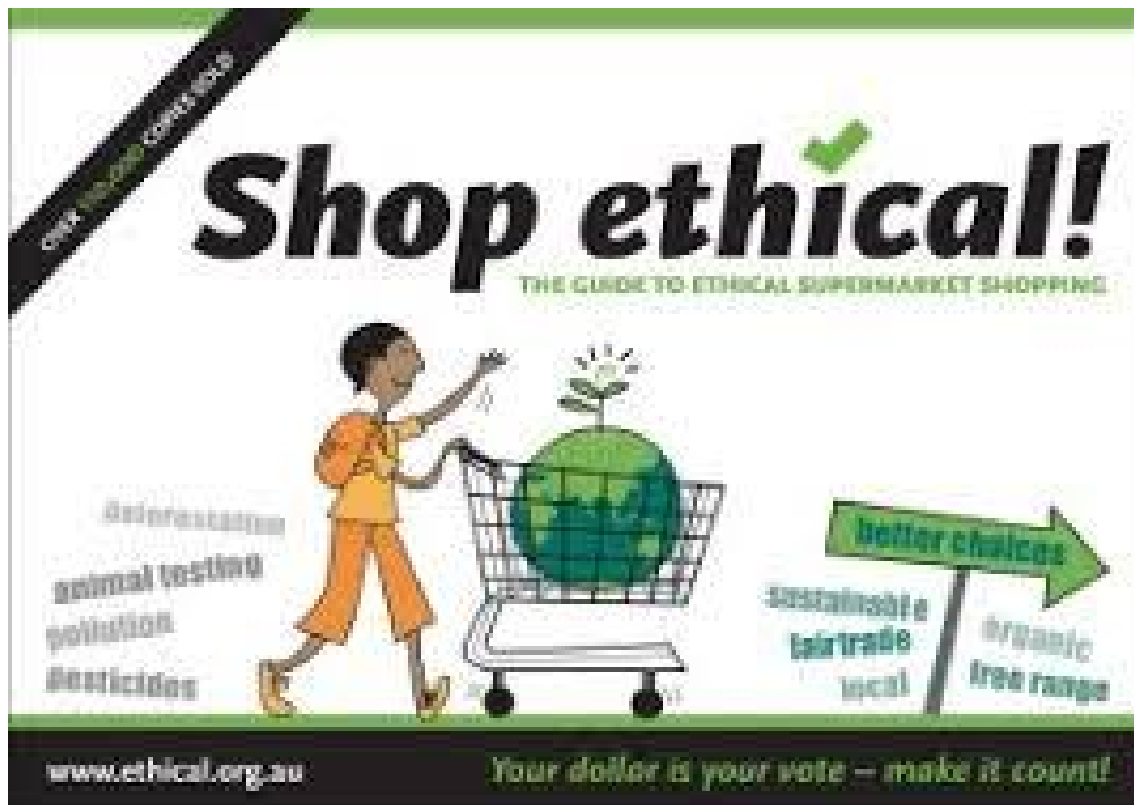
Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

People pay more and more attention to what they consume, nowadays.

Choose any of these Fair Trade products (chocolate, coffee, or clothing, etc...) and explain why they are becoming more and more popular.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 10 - 2 / 3	B2

Ethical Shopping



04/01/2020
ethical.org

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 10 - 3 / 3	B2

Gender Pay Gap

I. Evaluation de la compréhension de l'écrit - en français (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

What is the gender pay gap and how is it different from equal pay?

In April, thousands of British companies published their latest gender pay gap figures, revealing the percentage difference between the average hourly earnings for men and women. The data revealed that men are typically paid significantly more than women in most UK businesses.

Despite efforts and campaigns by women's rights groups to close the gap, the results found that the gender pay gap had widened in favour of men in the past year, with 78 per cent of the biggest companies in Britain reporting a gap in favour of men.

But confusions surrounding the pay gap are common, with many relating it to equal pay.

The gender pay gap is the average difference between hourly wages for men and women. Since changes to the Equality Act came into force in April 2017, companies with more than 250 employees have been legally required to report gender pay gap figures by the end of the financial year. Organisations must also reveal the proportion of men and women who receive financial bonuses.

The gender pay gap isn't the same as equal pay. Unequal pay is when women are paid less than men for doing the exact same work.

Gender pay gap reporting does not give women the information they need to challenge unequal pay. For that they need to know what their colleagues earn. Most employers say they don't have an issue – but unless they have conducted an audit and set up a transparent pay framework, how would they know for sure?

The BBC famously became embroiled in a controversy over unequal pay in July 2017 after it published a list of its highest-earning presenters, revealing a gap between the number of men and women at the top of the broadcasting company.

The Equality and Human Rights Commission (EHRC) is currently in the process of conducting an investigation into the BBC over suspected pay discrimination against female employees. The organisation hopes to publish its findings by spring 2020.

14/11/2019
the independent. co.uk, Olivia Petter

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 11 - 1 / 3	B2

Gender Pay Gap

II. Evaluation de l'expression orale en interaction – en anglais (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Is the gender pay gap still an important issue today?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 11 - 2 / 3	B2

Gender Pay Gap



30/12/2019
finance monthly

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 11 - 3 / 3	B2

Working conditions

Working from home was the dream but is it turning into a nightmare?

Remember when it was so exciting to be able to work from home? When your boss, instead of being grumpy and taking a grudging 'well-if-you-must' attitude was suddenly insisting that you had to work remotely? And how refreshing that seemed at the beginning? No more dispiriting 90-minute commutes, for example. Suddenly extra hours were added to your day. A better work-life balance beckoned, because we had developed a technological infrastructure that had made distance irrelevant. What was not to like?

Of course, there were glitches. Childcare, for example, became a nightmare when schools and nurseries closed. And it turned out that not every household had multiple laptops either. Likewise, many people lived in small apartments where the choice of workspace boiled down to the kitchen table or a spare bedroom. And there were still large numbers of 'critical' workers whose work couldn't be done from home.

But still, wasn't it wonderful that so many of us could?

A recent large-scale-study in the US, using data from more than 3 million workers, found that the number of meetings per person had gone up 12,9% and the number of attendees per meeting increased by 13.5% during the pandemic. The researchers also found 'significant and durable' increases of the average workday – up 8.2% or 48.5 minutes along with increases in email activity.

Remote teams are now watched through their webcams via always – on video services like Sneek. In the office-free world, bosses can now clandestinely scan screenshots, log-in times and keystrokes at will to ensure their workforce is keeping its focus and productivity'.

According to the Information Commissioner's Office, employers must tell employees if they're being monitored and why and maybe home workers are being informed about the extent of the snooping. If they're not, the law is being routinely broken. But the bigger picture is that surveillance systems that might have been acceptable to employees when they worked in a corporate office have now silently intruded into their homes. Which is another way that the work-life balance has been tilted in unanticipated ways.

15/08/2020
The Guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 12 - 1 / 3	B2

Working conditions

Employees work more and more at home and in particular due to the lockdown.

If you had the choice, would you prefer working at home or in an office? Justify your answers.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 12 - 2 / 3	B2

Working conditions



" IT MUST BE NICE HAVING A JOB
WHERE YOU CAN WORK AT HOME. "

Mother **HUMOR**

15/04/2020
wealth-dynamo.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 12 - 3 / 3	B2

Beauty Shops Fight Back

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

In the flesh¹: how beauty is luring customers back to the high street

The beauty industry is fighting back against the mass exodus to online retailers – with the kind of exclusivity that can only be experienced in-store.

From plumes of powder to spritzes of perfumes, the department-store beauty hall has remained in many ways unchanged since Harry Selfridge first moved personal-care products to the front of his Oxford Street store early last century. But in the face of a difficult retail landscape, with the British high street² suffering closures and losses as footfall dries up, the beauty industry is fighting back against the mass exodus of consumers from bricks-and-mortar stores to online retailers. How? By putting exclusivity and experiences at the heart of its offering.

So far, it's working. According to market research company The NPD Group, British high-street stores still accounted for 80% of prestige beauty sales, while, in fashion, Mintel reported that online sales already made up almost a quarter of total spend back in 2017. Same-day delivery and add-to-basket ease might make online shopping the more convenient option, but when it comes to beauty, nothing quite compares to the ability to sniff, play with and try products in the flesh.

The British chain Boots is facing the online challenge head-on. Following reports in May that the company could close up to 200 stores over the next two years due to competition from discount retailers and online specialists, Boots has retaliated³ by completely overhauling its cosmetics offering. That has meant refitting 26 stores in key locations, including Sheffield, Lincoln and Hull, to make way for a “beauty playground” in which cult brands such as Fenty Beauty by Rihanna and affordable skincare range The Ordinary are stocked alongside stalwarts⁴ such as Revlon, Rimmel and Maybelline.

“Shopping in-store is all about the experience,” says Joanna Rogers, commercial director and vice president of beauty and gifting at Boots UK. “We’ve removed the big-brand counters and replaced them with trending zones, discovery areas and live demonstration areas.” In addition, a “concept” store complete with YouTube studio and water refill station has also opened in Covent Garden, London, with more expected to follow around the country.

22/08/2019

Lisa Niven-Phillips, www.theguardian.com

¹ In the flesh: in person

² The high street: brick-and-mortar shopping

³ Retaliate: fight back

⁴ Stalwart: permanent

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 13 - 1 / 3	B2

Beauty Shops Fight Back

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

How can brick-and-mortar stores take up the challenge of e commerce?*

(relever le défi*)

How to attract as many customers as possible to the shops? What solutions would you suggest?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 13 - 2 / 3	B2

SEPHORA

SHOPPING SECRETS

Sephora is the mecca of beauty supplies, with row upon row of eyeshadows, face creams, designer perfumes, and a rainbow of nail polish colors. Sephora is known for its free samples and interactive atmosphere, so it's a great place to try something new.



TOP 10 SHOPPING TIPS



Sign up for Sephora's Beauty Insider loyalty card. It's free, the points don't expire and they earn you free gifts, makeovers and makeup classes.



Get spoiled on your birthday when your Sephora Beauty Insider card will get you free gifts.



FREE: Try out a new look with a 15-minute in-store makeover.



FREE: Learn to create that perfect smoky eye and other techniques at complimentary classes for Beauty Insiders.



FREE: Get three product samples with every purchase, in stores or online.



Find the perfect makeup brush from its **wide range of affordable beauty tools.**



Post photos and ask questions on the online Beauty Talk forums. Get advice from experts and other users.



See real women's made up faces and **shop the look on the Beauty Board.**



Check Coupons.com for coupon codes for extra discounts and freebies, including deluxe samples.



Discover your skin's Pantone color with **Sephora's Color IQ device** and get perfectly matched foundation recommendations.

Visit **The Good Stuff** for more shopping tips.

thegoodstuff

coupons.com/thegoodstuff

02/12/2019
www.coupons.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 13 - 3 / 3	B2

Gender Pay Gap

I. Evaluation de la compréhension de l'écrit- en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée des idées essentielles du texte suivant :

Gender pay gap progress dismally slow, says charity

At the current rate of decline it will take 60 years to eradicate the gap, the charity said.

New figures from the Office for National Statistics (ONS) indicate that in the year to April 2019, the gender pay gap for full-time workers rose to 8.9% - up from 8.6% the previous year. But for people under 40, the gap for full-time employees was close to zero.

The gender pay gap is the percentage difference between average hourly earnings for men and women.

In 2012, the gap between what the average full-time female employee earned compared with the average man was 9.5%. This gap had only narrowed to 8.9% in 2019. The pay gap for all workers fell from 17.8% in 2018 to 17.3% in 2019, and continues to decline, the ONS said.

The extent of the pay gap varies by age, with older female workers more likely to earn less in comparison. Women over 40 are more likely to work in lower-paid occupations and, compared with younger women, are less likely to work as managers, directors or senior officials, the ONS said.

Improvements would include better-paid periods of paternity leave for fathers, and making all jobs flexible unless there is a business case against.

TUC general secretary Frances O'Grady said it would take "decades" to close the gender pay gap at the current rate. "Government must pick up the pace. It's clear that publishing gender pay gaps isn't enough on its own," she said. "Companies must also be legally required to explain how they'll close them."

The British Chambers of Commerce (BCC) called for "more action to ensure women of all ages receive fair and equal pay at every level".

"Employers must identify and remove all barriers to training and career development opportunities to support women into senior level positions and enable parents and careers to thrive in skilled roles," said Jane Gratton, head of people policy at the BCC. However, she added that "naming and shaming employers" through pay gap reporting was "a blunt and ineffective instrument". "It does not help those who are trying and struggling to recruit women, and can deter women from applying," she said.

29/10/2019
BBC News

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 14 - 1 / 3	B2

Gender Pay Gap

II. Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

It's a fact that men and women are still unequal today in the working world.
According to you, what are the obstacles to reduce the gender gap?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 14 - 2 / 3	B2

A HELP FOR WORKING MOTHERS?

- Studies have found that up to 86% of cos introduced paternity policies to help young working mothers
- Paternity leave also helps cos to promote gender parity and culture of inclusion
- Deutsche Bank offers 6-month parental leave to men if they are primary caregivers
- PayPal doubled its paternity leave from 5 to 10 days, while



Asian Paints offers men 10 days too

- Microsoft India and GSK Consumer Healthcare offer 2-week paternity leave

Getty Images

23/02/2017
The Times of India

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 14 - 3 / 3	B2

Recruitment

(Pas de texte)

03/02/2020
LVB

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 15 - 1 / 3	B1

Recruitment

Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

In a more and more globalised world, are workers ready to accept any job whatever the working conditions?

If you saw the following ad on the net, would you apply for this job? Why? Why not?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 15 - 2 / 3	B1

EN-ACT MARKETING

**WE ARE
HIRING
FOR POSITIONS
NATIONWIDE**

**SALES
SPECIALIST**

**WE HIRE ANYONE WHO HAS A PASSION TO MAKE REAL MONEY \$\$\$
CLOSE MORE SALES THAN YOU EVER THOUGHT POSSIBLE!**

ARE YOU:

- friendly, outgoing and confident person?
- confident in Face2Face sales & online sales?
- looking for part-time or full-time career?
- able to make micro decisions?

WE OFFER:

- potential earning RM500+ per day.
- working in a team all with same goals, mentored by senior sales staff.
- UNLIMITED commissions.
- cash bonuses and flexible working hours.

WHO WE ARE

Join our amazing team not only earn a salary you deserve but be part of something never seen in Asia before.

We are the leading disruptor and provider of:

- Event and roadshow sales
- E-Commerce and Affiliate sales
- Insurance products

Our Goal is...
to become the leading disruptor for face to face & digital sales of consumer products & Insurance in Asia through unparalleled innovation, service and technology

If you are up for a Challenge kindly call +6014-3153404 or send your CV to suren@en-actmarketing.com
For more info visit our website <http://www.en-actmarketing.com>

26/05/2019
FreeLancer.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 15 - 3 / 3	B1

Working conditions

Back to the Office: Tough Call for Workers, and for the Boss

Jay Foreman, chief executive of the toymaker Basic Fun in Boca Raton, Florida, has a simple message for his employees: it's time to come back to the office.

At Basic Fun, masks are mandatory¹, desks are spread out and there are stations with hand sanitizer throughout office.

Mr. Foreman is not a coronavirus skeptic. Nor is he a fan of President Trump, who has questioned the efficacy of masks and criticized the lockdowns² that have forced many employees to work from home, whether they like it or not.

But he believes the necessary steps have been taken to ensure his workers' safety. What's more, he believes there are benefits to meeting face to face that can't be replicated through conference calls.

"When you think about making a toy, somebody has to present an idea, then somebody has to design the toy, another person creates the package and someone has to sell it then ship it," he said. "That's collaborative and how it's always been done. Working from home is an experiment, and I'm not ready to risk my business on an experiment."

By the time Florida's lockdown was eased in late spring, Mr. Foreman had come to the conclusion that with the right safeguards³ in place, having his employees back in the office wasn't going to endanger them.

"If they hadn't made it safe, I definitely would not have come back to the office," said Karen Sullivan, sales coordinator at Basic Fun. "But I live in a small two-bedroom place, and it just wasn't comfortable working from home."

One of the doubters was Meisha-Gaye Cobham. She was supposed to have gone back to the office in August, but after her husband was found to have prostate cancer in July, she felt it was safer for him if she continued to work from home.

"I enjoyed my job, and I enjoyed the industry. But I had to put my family first. And when I found a company with a work-from-home policy that paid more money, it was a no-brainer."

10/11/2020

Adapted from The New York Times

1 obligatoire

2 confinement

3 précautions

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 16 - 1 / 3	B2

Working conditions

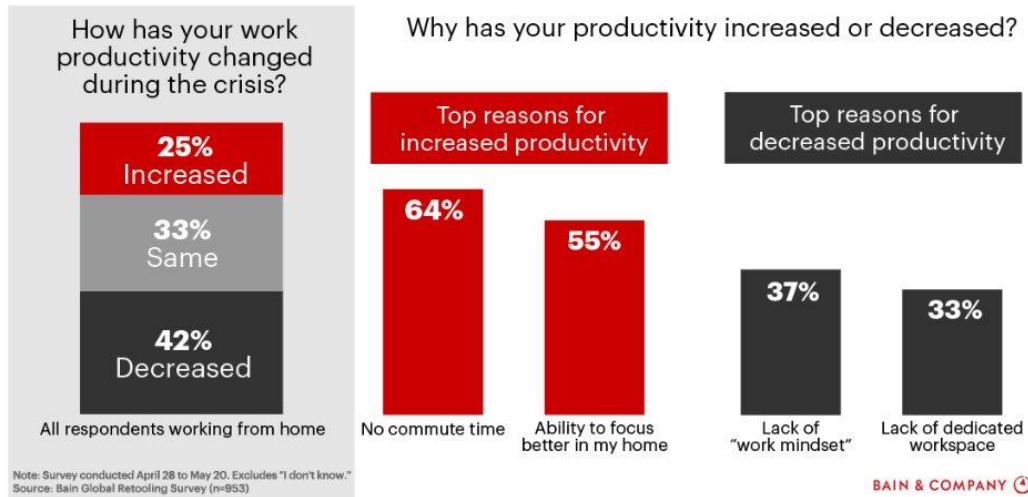
Many companies have tried to develop teleworking because of the pandemics.

According to you what impact does it have on both companies and workers?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 16 - 2 / 3	B2

Working conditions

Remote working due to Covid-19 has had a mixed impact on productivity, but many are as productive as ever, or even more so



02/07/2020
Bain Global Retooling Survey

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 16 - 3 / 3	B2

Sustainable Ways of Consuming

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée, des idées essentielles du texte suivant :

Half of UK consumers willing to pay more to avoid plastic packaging

Eight in 10 consumers are trying to reduce their plastic waste and half would be willing¹ to pay higher prices for eco-friendly packaging, according to a survey that highlights the impact of the Blue Planet documentary and the campaign to reduce such rubbish.

A research shows 46% of people in the UK feel guilty² about the amount of plastic they use, which is motivating them to consider changes in their behaviour, including paying more so companies will find alternatives to single-use plastics.

The sense of guilt was most pronounced among young people: 51% of positive respondents were in the 18-24 age bracket, and the least pronounced (43%) among people in their late 40s and early 50s.

Shoppers' efforts to reduce purchases of products in plastic packaging were focused on the fresh fruit and vegetable aisle (81%), following by household and cleaning products (36%), homeware (32%), health, oral and hair items (27%) and cosmetics (18%).

Fifty per cent said they would be willing to pay a higher price for goods in biodegradable packaging.

Out of a weekly shop of £100, 50% of people were ready to pay at least £2 more, while 27% were prepared to add at least £5 to their grocery bill for this purpose.

The study also revealed people wanted the government to do more about plastic packaging. Sixty-nine percent agreed companies should be required by law to produce eco-friendly packaging, even if it meant prices going up, 71% were in favour of extending the mandatory 5p charge for plastic bags to smaller retail outlets, and 80% supported a deposit return scheme for bottles such as those in Denmark, Sweden and Germany.

Scientists and environmental campaigners have warned about the link to carbon emissions and the dangers to marine life since the turn of the century, but it is only in recent years that it has become a mainstream concern.

19/04/2019
Jonathan Watts theguardian.com 19 Apr 2019

¹ Be willing: be ready

² Guilty: coupable

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 17 - 1 / 3	B2

Sustainable Ways of Consuming

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum).

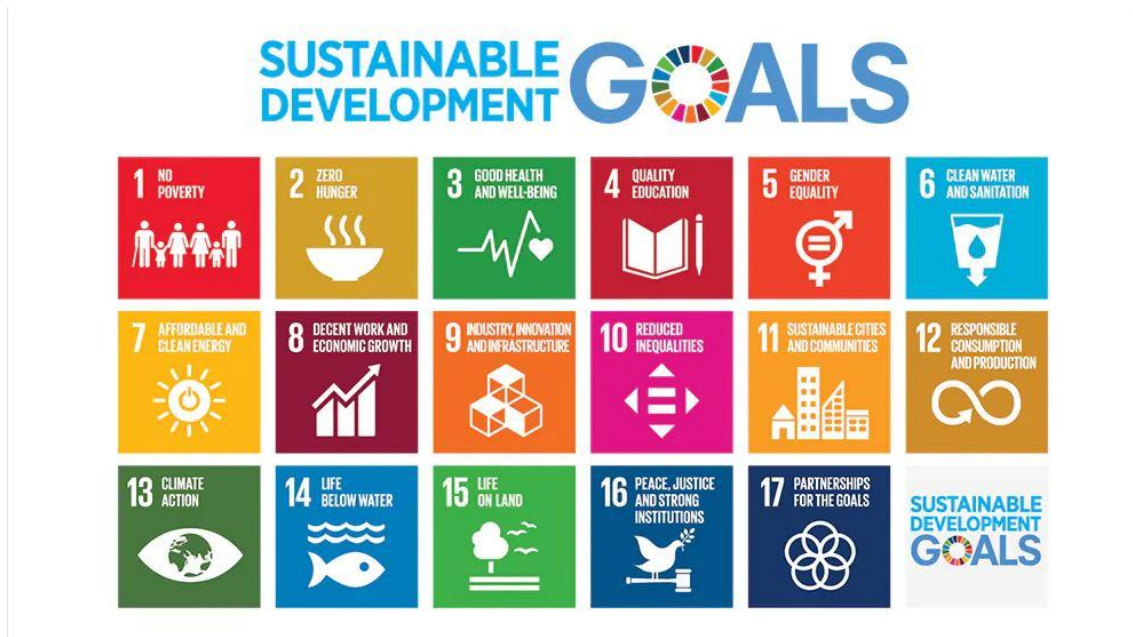
En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

How can companies take action to promote sustainable development?

You are thinking of the environmentally friendly measures your local supermarket could take.
Give the advantages and drawbacks.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 17 - 2 / 3	B2

Sustainable Ways of Consuming



An action plan for the world

01/10/2019
www.unilever.com/sustainable-living

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 17 - 3 / 3	B2

Food industry

Coke targeted teens by saying sugary drinks are healthy

Coca-Cola is under fire for trying to convince teenagers and moms that its sugary drinks are healthy, despite concerns that they contribute to childhood obesity.

The International Journal of Environmental Research and Public Health analyzed internal documents from two Coca-Cola ad campaigns, one from the 2016 summer Olympic games in Rio and a 2013 brand campaign. The organization discovered that the brand was largely targeting the two groups to its products to shift their attitudes.

In the 2016 campaign the journal said Coke targeted teens and moms by enlisting young social media influencers to promote the products. It cited a trade publication that praised Coke's effectiveness of the campaign because it reached more than 20 million teenagers.

A recent study predicted that 250 million school-aged children and adolescents in the world will be classified as obese by 2030. In the United States, the percentage of children and teens affected by obesity has more than tripled since the 1970s, according to a October 2018 study.

Gary Ruskin, the study's co-author and the co-director of the organization, said in a press release that the internal documents show that Coke "tried to use public relations to manipulate teens into thinking that sugary soda is healthy, when really it increases the risk of obesity, diabetes and other ills."

In a statement to CNN Business, Coca-Cola said the report focused on ad campaigns that came out before a 2016 initiative that stopped funding physical activity programs for youths.

"At Coca-Cola, we recognize that too much sugar isn't good for anyone. That's why, around the world, we are reducing the amount of sugar in our products and taking other steps to help people reduce their sugar intake," a spokesperson said. "We have long had a global policy of not marketing to children under 12, and all of our marketing campaigns are designed to comply with that policy."

19/12/2019

<https://edition.cnn.com/2019/12/19/business/coca-cola-teens-advertisement-trnd/index.html>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 18 - 1 / 3	B2

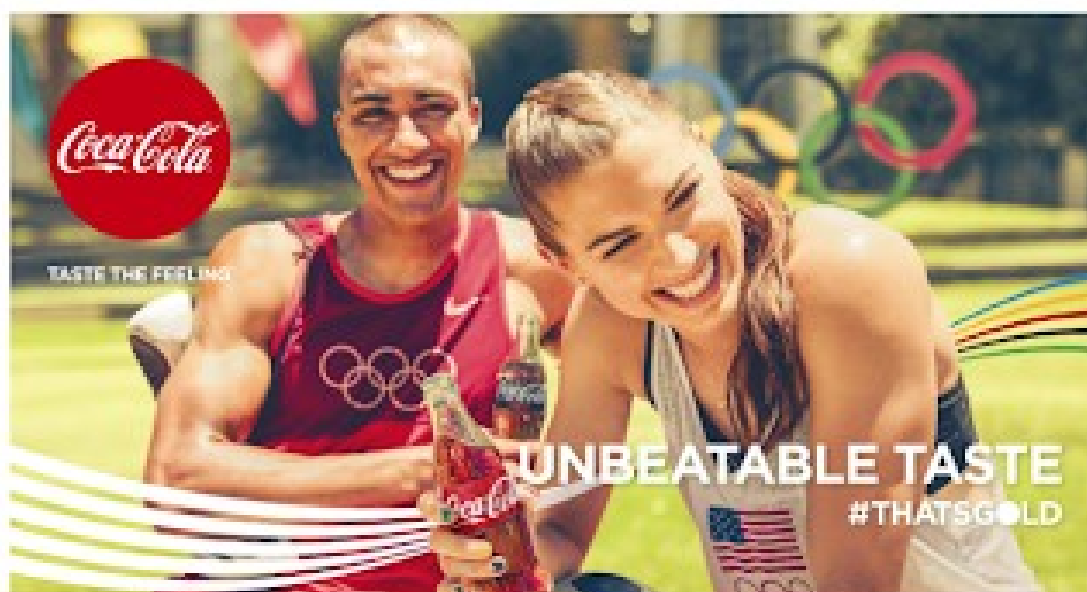
Food industry

En vous aidant de vos connaissances et du document, ci-après, vous répondrez à la question suivante :

In a competitive food market, brands need to develop customers' loyalty from an early age.

What strategies can these big groups develop? Is there a risk?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 18 - 2 / 3	B2



BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 18 - 3 / 3	B2

Food industry

15/07/2016

<http://www.arraycreative.com/advertisement-of-the-month-junk-food-july/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 18 - 4 / 3	B2

How the 2020 Black Friday Could be Different in Post-COVID-19 Nigeria

As the year draws to a close, many people are looking forward to Black Friday deals. Close to a festive period, Black Friday offers an alternative for customers to purchase items at more affordable prices.

In Nigeria, notable e-commerce companies including Jumia and Konga have already commenced Black Friday sales to clear out items which may have been in warehouses for a prolonged time. Jumia is offering over a million Black Friday deals this year.

Over the years, Nigerians have made a culture of taking advantage of Black Friday deals to buy as many products as they can afford at discount prices before the deadline elapses. Last year, there were over 100 million visits to Jumia's app and more than 3 million orders during Black Friday. In 2016, Jumia generated N7 billion from about 295,000 total Black Friday sales. Konga, on the other hand, realised N3.5 billion from sales on 155,000 orders.

Black Friday in 2020 could be different.

Lesser Sales Revenue due to Reduced Purchasing Power

As a result of COVID-19, many people have lost their jobs due to the inability of many businesses to continue their operations during the lockdown period. Others have had to take pay cuts to retain their jobs.

Logistics Constraints May Cause Delayed Deliveries

In the present situation of things, traffic congestion has increased due to road blockages arising from the need for government repairs. This means that delivery bikes will likely take a longer time before reaching the destination addresses on Black Friday orders.

Higher Customs Fees on Items Shipped from Abroad

Despite Black Friday discount prices, total costs on items shipped from overseas could be less affordable due to higher international customs duties. Following the crash in global oil prices during the early stages of COVID-19 outbreak, Nigerian Naira¹ has depreciated against the dollar.

Security Concerns

The current state of security in the country could also affect Black Friday sales this year. Thefts could easily occur especially when street urchins² recognise the frequent movement of delivery bikes carrying products.

11/11/2020

<https://technext.ng/2020/11/11/how-the-2020-black-friday-could-be-different-in-post-covid-19-nigeria/>

Naira = Nigerian currency

street urchin = poor street kid

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 19 - 1 / 3	B2

e-commerce

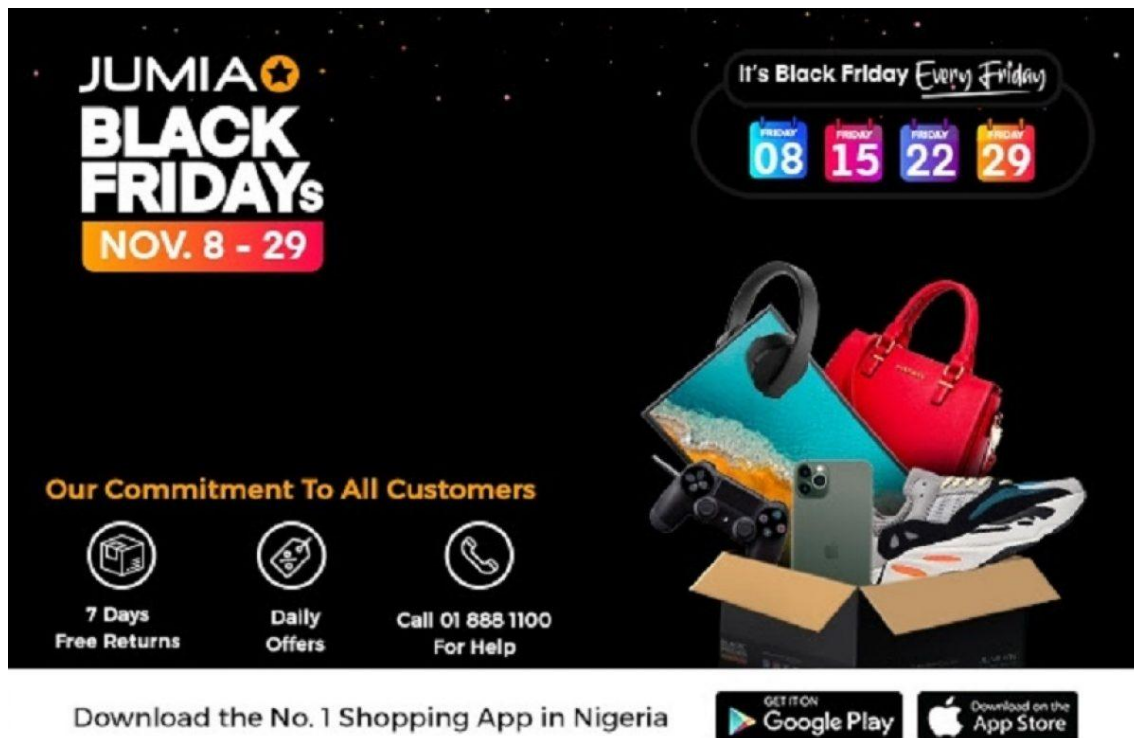
En vous aidant du document suivant et de vos connaissances vous répondrez à la question suivante :

High street retailers are facing an unfair online competition and many brick and mortar shops have been struggling for years.

**Can traditional retail compete with online shopping or are they doomed to disappear?
How could they adapt and attract their customers back into their shops?**

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 19 - 2 / 3	B2

e-commerce



JUMIA ★
BLACK FRIDAYS
NOV. 8 - 29

It's Black Friday Every Friday

FRIDAY 08 FRIDAY 15 FRIDAY 22 FRIDAY 29

Our Commitment To All Customers

- 7 Days Free Returns
- Daily Offers
- Call 01 888 1100 For Help

Download the No. 1 Shopping App in Nigeria

GET IT ON Google Play | Download on the App Store

The advertisement features a black background with a starry pattern. On the right, a collection of products including a laptop, a red handbag, a smartphone, a game controller, and sneakers are displayed. A calendar at the top right highlights the Black Friday dates: 08, 15, 22, and 29. The Jumia logo is in the top left, and the commitment icons are in the bottom left.

08/11/2019
Jumia

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 19 - 3 / 3	B2

Online Black Friday will be a stiff test for the virtual high street

In previous years, store chiefs have agonised about the impact on their high street chains of the US-inspired discount event, which arrived on British shores in 2013. But come this (Black) Friday, selling online will – for anything other than essentials – be the only game in town for retailers, whose shops may by then be closed.

Richard Lim, chief executive of consultancy Retail Economics, says lockdown 2 means a “seismic shift” towards online shopping this Christmas. Around 23 million Britons are expected to do most of their gift buying on the internet, in a development that will starve struggling high streets of much-needed business.

The virtual high street has already gone into overdrive: online sales are up 58% in the second week of November compared with the same period last year, according to internet industry body IMRG. It predicts that sales during Black Friday week will end up being between 35% and 45% higher than in 2019.

In a new tactic, retailers have been trying to prevent their delivery systems collapsing under the strain. They therefore started cutting prices earlier than usual, mindful that a huge, late surge of ordering could overwhelm socially distanced warehouses and courier networks.

Of the 320 retailers monitored by IMRG, almost 30% were running offers in the middle of last week, compared with about 11% in 2019.

Spending usually reaches a crescendo in the final weekend, when shoppers are expected to spend a total of £7.5bn on clothing, toys and gadgets.

What is certain is the conditions created by the pandemic will test the virtual high street to its limits this week.

“It took years and years of investment to be able to cope with the level of demand we had pre-pandemic...The industry can’t suddenly move from making 20% of sales online to 50% or 60%.”

This latest lockdown promises to “leave deep scars” on the high street, Lim adds, particularly for the small businesses that are already “hanging on by a thread” after having to close for months in the spring.

22/11/2020
By Zoe Wood, *The Guardian*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 20 - 1 / 3	B2

e-commerce

In 2020, small businesses have suffered a lot from lockdown and the competition from online retailers. Bicester Chamber of Commerce has decided to launch a website to help physical retailers to develop their online businesses.

If you were the Mayor of Bicester, how would you convince shop owners that this project is the solution to survive?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 20 - 2 / 3	B2



11/08/2020

<https://www.bicesterchamber.co.uk/bicester-virtual-high-street/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 20 - 3 / 3	B2

Pandemic prompts doubling of online grocery shoppers in

UK

The number of consumers in the UK who do a weekly grocery shop online has doubled since the coronavirus lockdown, in a trend that is now “irreversible”, according to a supermarket report.

One in four consumers now buy food and essentials at least once a week online, while more than three-quarters order at least some of their regular household goods from supermarket websites – up from 61% last year, the research from Waitrose reveals.

The supermarket chain's report pinpoints the coronavirus lockdown as the catalyst for the change but finds that habits are likely to have been altered permanently. About 40% of people say they will shop online more now than they did before the outbreak.

The findings are based on the supermarket's own online sales over the last year.

Supermarkets have increased online selling to serve millions more shoppers as the fear of being infected with Covid-19 has driven demand from more vulnerable customers, including elderly people and families avoiding public places.

The most striking increase in online grocery shopping, according to the How Britain Shops Online report, is in the over-55 age group. Nearly a quarter of this group now buys food and essentials on the web, compared to just 8% in 2019.

James Bailey, the executive director of Waitrose, said: “Even before the Covid-19 pandemic there were few retailers that wouldn't have predicted the continued growth of e-commerce relative to physical shops.”

“One in four of us now do a grocery shop online at least once a week, double the amount in 2019. Because online shopping quickly becomes habitual these changes are irreversible.”

The retailer, which is a partnership jointly owned by its staff, is mid-way through a £100m investment in its online division, which it predicts will soon account for 20% of its total business – up from 5% before the pandemic.

Waitrose also reported a rise in shoppers demanding speed as well as convenience. The firm's fledgling Waitrose Rapid service, which allows shoppers to purchase up to 25 items for delivery within two hours (for a £5 charge), has attracted more than 23,000 customers, amounting to a three-fold increase compared with the situation before the pandemic.

20/08/2020

The Guardian, Rebecca Smithers

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 21 - 1 / 3	B2

Pandemic prompts doubling of online grocery shoppers in UK

Due to the COVID-19 pandemic, more and more consumers prefer buying food and essentials online thanks to big supermarket chains online services.

How could shop-keepers convince their customers to continue buying at their local stores?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 21 - 2 / 3	B2

Pandemic prompts doubling of online grocery shoppers in UK



04/10/2020
The Times

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 21 - 3 / 3	B2

Working conditions

Food Delivery Apps Are Booming. Their Workers Are Often Struggling.

Delivery drivers have been essential to feeding New York, while boosting sales for companies like Uber. But they say work conditions have gotten worse.

When the pandemic lockdown led the Manhattan restaurant where Natanael Evangelista was an employee to close for good, he quickly shifted to working for food delivery apps. He had few options. He did not speak much English and needed money badly. He owed months' worth of rent, and his family in Mexico needed help.

'The pay is not good, but there aren't good jobs out there anyway', he said. 'We need to work and survive the best way we can.'

With hundreds of thousands of New Yorkers out of work, many desperate people have turned to working for food delivery apps which have seen huge demand from customers who are working from home.

Even as the food delivery companies have seen sales surge, the workers' pay has remained erratic¹. Because the drivers are independent workers, they are not entitled to a minimum wage, overtime or any other benefits, like health insurance.

Drivers for food delivery apps are typically paid per delivery depending on the estimated duration and distance of a trip, plus tips. The work can be convenient for people supplementing a main source of income, but a struggle for those who depend on it as a primary job.

'The pandemic really exacerbated the challenges that these workers are facing and that they regularly face', said Maria Figueroa, director of labor and policy research for the Cornell University Worker Institute. 'In addition to getting low pay, they don't get enough work from each of the applications, so they have to work for at least three or four of them, and there are more workers than the market can hold'.

Treating the drivers as essentially freelancers has allowed the food delivery apps to offset² what have been thin profit margins by not having to pay for health insurance, retirement benefits or workers' compensation for injuries on the job.

30/11/2020

Adapted from The New York Times

¹ imprévisible

² compenser

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 22 - 1 / 3	B2

Working conditions

Food deliveries have exploded for the last couple of years.

Weigh the pros and cons, the advantages and drawbacks for the users of these apps and the freelancers working for food deliveries and others.

1 économie à la tâche, économie des travailleurs indépendants

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 22 - 2 / 3	B2

Working conditions



LOVE CYCLING?

Stay fit working flexible hours as a Deliveroo Bicycle Rider in London. Fees of up to £12/hr. Apply now.



Just choose "London Cyclist Magazine" on your application: deliveroo.co.uk/apply

20/01/2020
www.deliveroo.co.uk/apply

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 22 - 3 / 3	B2

Changing shopping habits

Aldi looks at online move as shopping habits change

Clive Perkins hasn't been to a supermarket since March, but he's just driven to an Aldi store in Loughborough to have his groceries delivered straight to his car.

He's one of the first customers to try its new click and collect trial - a loyal Aldi customer for the past nine years.

For more than a decade, discounters have been the disruptors in the supermarket aisles, stealing customers from their bigger rivals and growing sales. But this pandemic has been disruptive for them.

They've missed out on the huge boom in online sales. Now Aldi's dipping its toe into the online food market, trialling several new concepts, including a Deliveroo rapid delivery service and a click and collect service.

"It's been an extraordinary six months, like nothing I've ever known in grocery," says Aldi's UK chief executive Giles Hurley.

"The business performance has been very, very solid... but we also recognise customer habits are changing and that we need to evolve our business to meet the new demands and we're actively doing that."

Aldi's boss now wants to redefine discount retailing. The click and collect trial will soon expand to 15 stores.

All this would have been unthinkable for Aldi a year ago. The business has just posted its annual results for the year ending December 2019 showing an 8% increase in sales to £12.3bn as well as a 49% rise in pre-tax profits compared with the previous 12 months.

But the pandemic has made things less easy.

"Aldi has still seen strong growth, they're still selling 10% more than they did last year, but for the first time they've grown behind the market," says Fraser McKeivitt, Head of Retail and Consumer Insight at consumer analysts Kantar.

Aldi has missed out on the extra purchasing by consumers during the pandemic, he says, especially with people shopping locally and online.

"Shoppers were also doing fewer but bigger shopping trips so with the smaller stores the discounters have, they lost out a bit on that which isn't a position they've been in before."

28/09/2020

BBCnews.co.uk by Emma Simpson

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 23 - 1 / 3	B2

Changing shopping habits

Vous répondrez au questionnaire suivant en prenant appui sur le document suivant.

More and more retailers are now developing click and collect services.

What arguments could be used to convince consumers to adopt this new shopping habit?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 23 - 2 / 3	B2

Changing shopping habits



28/09/2020
BBCnews.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 23 - 3 / 3	B2

Working conditions

Work and play: the rise of child-friendly co-working spaces

Fed up with escalating childcare costs and inflexible nurseries? A new breed of workplaces can help

When Zoey Goto drops her two-year-old daughter off at nursery, she has to commute to work. For freelance journalist Goto is at her desk and opening up her laptop in under two minutes. The reason? Goto, 39, works from central London-based Cuckooz Nest, which doubles up as a co-working space and a creche, offering 36 desks for the adults and a nursery capacity of 18.

Cuckooz Nest, opened in 2018 and allows parents to book desk space and qualified childcare on a flexible pay-as-you-go basis starting from £14 an hour, with a minimum commitment of eight hours a week.

For Goto, who also has a seven-year-old daughter, this hybrid model has provided a greater level of flexibility. Now the bulk of my work is journalism, and I need to be able to respond to commissions that come in and be more flexible.

On top of the flexibility - highly desirable for a freelancer - is the money it has saved her. She is also saving on paying nursery fees to cover the time when she is travelling to and from the nursery.

The emergence of such spaces comes as the cost of childcare in the UK is spiralling. The average cost of a part-time nursery place for a child under two now stands at £127 per week. The cost of childcare for young children in the UK has increased by more than four times faster than wages since 2008.

At the same time, the rise of technology has led to a surge in the number of freelancers, with self-employed workers increasing from 3.3 million in 2001 to 4.8 million in 2017. As a result, the number of global co-working spaces reached 14,411 in 2017 and is expected to jump to 30,000 by 2022. Could this hybrid approach to co-working and childcare be the answer for this growing army of freelancers and entrepreneurs?

08/10/2019
adapted from *The Guardian*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 24 - 1 / 3	B2

Working conditions

Work is invading more and more our personal life.

How can we balance both our professional and personal life?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 24 - 2 / 3	B2

Working conditions



06/08/2020

<https://www.thefifthstate.com.au/innovation/commercial/how-many-of-staff-come-to-the-office-because-it-offers-a-better-working-environment-than-home-you-need-to-know-this/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 24 - 3 / 3	B2

Amazon to create 7,000 UK jobs

Online retail giant Amazon has said it will create a further 7,000 UK jobs this year to meet growing demand.

Amazon said it had already added 3,000 roles so far in 2020, and so by the end of the year it will have created a total of 10,000 new jobs.

This will take its total permanent UK workforce to more than 40,000.

Amazon says the new jobs will be permanent and pay a minimum of £9.50 an hour. It is also recruiting 20,000 seasonal posts for the festive period.

The company has faced criticism in the past from unions over the way it treats staff and health and safety.

The coronavirus crisis and lockdowns, which saw many High Street shops temporarily closed, prompted massive growth in online shopping, benefiting online giants such as Amazon.

Amazon took on thousands of temporary workers during the pandemic, and it says many of them will now be able to move into these new permanent roles.

The company is recruiting at more than 50 sites. It said the creation of the new roles, which will include engineers, graduates, human resources, IT, health and safety and finance specialists, as well as the teams who will pick, pack and ship customer orders, was in response to growing customer demand.

At a time when many people are losing their jobs - announcements of thousands of new jobs are welcome. But the rise of Amazon has been mirrored by the decline and recent fall in overall retail employment.

Amazon is often criticised for paying too little tax but taxes are levied on profits and Amazon's retail business works on close to zero profit margins. That is very hard to compete with.

Many firms - especially High Street retailers - have been cutting jobs in recent months, due to the effects of the coronavirus pandemic.

03/09/2020
BBCnews.co.uk by Simon Jack

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 25 - 1 / 3	B2

e-commerce

Vous répondrez au questionnaire suivant en prenant appui sur le document suivant.

Buying online at Amazon **or** buying in a small high street bookshop?
What arguments would you use to attract and convince customers?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 25 - 2 / 3	B2



03/09/2020
BBCnews.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 25 - 3 / 3	B2

"Why would I ever go back to shopping new?" How vintage has become the future of buying ethically.

As we become more aware of the environmental impact of fast fashion, both sellers and buyers are looking for a more sustainable way to shop.

Thrifting¹ is becoming an essential tool in a world that increasingly rejects fast fashion, and Ladi Kazeem is among those making a sustainable life work for him.

Kazeem is a celebrated seller on the online marketplace Depop, and has attracted a following of 181,000 people for his ability to procure high-demand vintage T-shirts from around the globe.

He spends his days hunting for rare T-shirts around the world and chatting with people online about vintage clothes. "Some vintage places have items upon items stored over the years just waiting there," he says. "Why would I ever go back and shop new when I know there are warehouses full of stuff?"

Kazeem was thrifting before he even knew what it was. For him, it wasn't about buying gems² but simply having a cheaper option at the age of 17, when he became "effectively homeless" after his mother died. "When I was younger, I was into Fred Perry³, but the T-shirts were so expensive, so I'd go to vintage shops and find much cheaper versions with no visible differences," he says.

He soon realised there was potential to earn a living from his hobby.

Most of Kazeem's sales happen through Depop, where customers can choose to pay with PayPal. He says that the service has revolutionised the world of buying and selling preloved goods by providing an added layer of protection for sellers. "When I didn't know PayPal existed, I was trying to get people to send money directly to my bank account – PayPal has brought protection to both buyers and sellers."

Kazeem buys and sells T-shirts all over the world, and PayPal makes selling goods internationally accessible and so much easier.

1 La fripe / acheter en friperie ou solderie

2 Rare and valuable items

3 A popular British clothing brand

14/11/2020
www.theguardian.com by Joseph Chanté

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 26 - 1 / 3	B2

Circular economy

Vous répondrez au questionnaire suivant en prenant appui sur le document suivant.

What could you say to convince consumers of the importance of buying second-hand products or pre-owned clothes?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 26 - 2 / 3	B2

BUY SECOND HAND CLOTHES, SAVE THE PLANET

Did you know that...

 It takes 2,642 gallons of water to make **ONE** pair of jeans?

 Cotton is the **most pesticide-intensive crop in the world?** Extensive pesticide usage can harm soil or make it toxic.

 The environmental impact of a household's clothing is equivalent to the carbon emissions from driving an average car for **6,000 miles a year?**

#BuySecondHand

Rethink waste
A Public Agency

09/12/2020
Rethink Waste

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 26 - 3 / 3	B2

Nomad workers

The world is my office: why I chose to become a digital nomad worker

The number of digital nomads in the world today is hard to establish.

A 2018 study by research firm MBO Partners found 4.8 million US citizens identified as digital nomads. In the UK, the Trades Union Congress calculated that the number of remote workers rose by almost 250,000 between 2005 and 2015.

Helen Barlow is a freelance translator from Liverpool who has lived and worked in 15 countries since 2011. The freedom to travel and increased flexibility in working hours were the key factors behind her decision to take her job on the road.

"Every day is exciting, and there's always a new experience around the corner," Helen says of a lifestyle which has taken her to Europe, South America and Asia. "I feel like I'm constantly on holiday, and there's no such thing as the Monday morning blues, or the humdrum of a daily commute. Life becomes simpler as you realise you don't need many material possessions. And life goals are also different. Millennials now tend to favour experiences over possessions, which suits this kind of lifestyle."

Pieter Levels, the founder of nomadlist.com estimates that there will be a billion digital nomads by 2035. That is a bold prediction, but in its support he cites the rise of freelance work, the increasing affordability of air travel, and the decline in home ownership and marriage.

Now an industry has sprung up to serve digital nomads. WeWork, a global network of shared office spaces, will soon have 649 locations in 113 cities from China to Chile, Poland to Peru. Selina is a community-focused website offering 22,000 beds in private rooms and dorms, mainly in Latin America, plus a few European cities.

There are also dedicated websites to help location-independent workers find employment, and an abundance of Facebook groups in which members exchange information and advice.

14/05/2019
www.theguardian.com
by Greg Lea

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 27 - 1 / 3	B2

Nomad workers

Vous répondrez au questionnaire suivant en prenant appui sur le document suivant.

*More and more jobs can be done from home. Would you accept to be a nomad worker?
Why? Why not?*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 27 - 2 / 3	B2

Nomad workers



14/05/2019
www.theguardian.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 27 - 3 / 3	B2

Food delivery services

Can food delivery services save UK restaurants?

The pandemic has exacted a heavy toll on the UK's 24,400 restaurants, which have either been forced to close or operate under strict restrictions for most of the year.

Thousands of operators across the sector have signed up with one or several of the three dominant delivery platforms — Deliveroo, Uber Eats and Just Eat — in order to salvage demand. But not all have done so enthusiastically, with growing complaints that high commissions taken by the apps make it difficult to make money from delivery alone.

Since the first lockdown in March, surging use of delivery apps has been sustained. Deliveroo said that since the second set of national restrictions came in at the start of the month more than 1,400 new restaurants had signed up.

But commission rates for Deliveroo and Uber Eats are typically about 30 per cent, depending on the kind of order or certain discounts that have been offered to restaurants this year. (Just Eat charges a lower commission at roughly 14 per cent, because most restaurants deliver orders themselves instead of using the larger fleet of couriers that Uber and Deliveroo provide.)

"If you think you are going to make money with Deliveroo or Uber Eats it is not going to happen," said Felipe Preece, whose initiative Under One Kitchen helps restaurant owners to make food for several different brands out of their kitchens in order to reduce costs.

"The fees that we charge are absolutely essential for us to be able to operate, in a safe and reliable way," said Uber's Mr Wattinne, "and to enable restaurants and kitchens to keep hiring across the UK". Deliveroo says it offers extra support to independent restaurants, such as promoting them more prominently within its app and lowering sign-up fees. Some restaurants are also able to negotiate lower commissions, for instance if they agree to list exclusively on Deliveroo, or if the app maker expects them to attract a large number of new customers or orders.

28/11/2020

Financial Times (<https://www.ft.com/content/a9e66702-fe4a-4d15-93b0-519b9372490a>)

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 28 - 1 / 3	B2

Food delivery services

En vous aidant de vos connaissances et du document, ci-après, vous répondrez à la question suivante :

With the COVID situation and changing customers' habits, restaurants must adapt and find new solutions.

What can they do to maintain their activity? What are the advantages and drawbacks?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 28 - 2 / 3	B2

Food delivery services

Ordering takeaway food is a weekly routine for takeaway lovers

Frequency of ordering takeaway food



Question: How frequently do you order takeaway food via a food delivery/service app or website? **Source:** GlobalWebIndex November 2018 **Base:** 1,640 (UK) and 1,039 (U.S.) takeaway lovers aged 16-64

30/10/2020

<https://www.businessofapps.com/data/deliveroo-statistics/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 28 - 3 / 3	B2

Coca-Cola, Pepsi and Nestlé named top plastic polluters for third year in a row

Coca-Cola, PepsiCo and Nestlé have been accused of “zero progress” on reducing plastic waste, after being named the world’s top plastic polluters for the third year in a row.

Coca-Cola was ranked the world’s No 1 plastic polluter after its beverage bottles were the most frequently found discarded on beaches, rivers, parks and other litter sites in 51 of 55 nations surveyed.

Coca-Cola came under fire from environmental campaigners earlier this year when it announced it would not abandon plastic bottles, saying they were popular with customers. In March, Coca-Cola, PepsiCo, Nestlé and Unilever were found to be responsible for half a million tonnes of plastic pollution in six developing countries each year.

The only way to halt the growing global tide of plastic litter is to stop production, phase out single use and implement reuse systems.

Up to 91% of all the plastic waste ever generated has not been recycled and ended up being incinerated, in landfill or in the natural environment, according to a 2017 study.

This year’s global audit of branded plastic waste revealed that single-use sachets, which are used to sell small volumes of products such as ketchup, coffee and shampoo, were the most commonly found type of item, followed by cigarette butts, then plastic bottles.

Simon Mbata, national coordinator of the *South African Waste Pickers Association*, said: “The majority of plastic we come across cannot be recycled. We find it everywhere, in our waste stream, on our land. When it is buried, it contaminates our soil. Whatever cannot be recycled must not be produced.”

A spokesperson for PepsiCo said the company was taking action to tackle packaging through “partnership, innovation and investments”. They said it has set plastic reduction goals.

A statement from Nestlé said the company was making “meaningful progress” in sustainable packaging, although it recognised more was needed: “We are intensifying our actions to make 100% of our packaging recyclable or reusable by 2025 and to reduce our use of virgin plastics by one-third in the same period.

07/12/2020

adapted from www.theguardian.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 29 - 1 / 3	B2

Environment

Companies overuse plastic packaging without thinking about the environmental consequences.

Why and how should we limit the use of single-use plastics?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 29 - 2 / 3	B2



19/02/2020
Credit Greenpeace

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 29 - 3 / 3	B2

Environment

Amazon launches 'eco-friendly' shopping platform.

Amazon has launched a 'eco-friendly' shopping platform to help guide consumers to household products with sustainable credentials¹.

From plastic-free solid shampoo bars to organic children's clothing, more than 40,000 items on the new platform will carry certificates to help consumers pick products on their environmental merits.

Amazon has faced criticism for its use of excessive cardboard and other packing materials, and last year came under fire for introducing new-style packaging that could not be recycled. The products, badged with a special logo, are featured in a section of the website and shown in shopping results, with extra sustainability information on the product page. They include goods made and sold by small businesses across Europe.

The platform (...) supports Amazon's wider commitment to reach the Paris Agreement 10 years early and be at net zero carbon by 2040.

However, environmental campaigners pointed out that 40,000 badged products was "a tip of the iceberg" of the millions it ships within Europe every year.(...)One of the world's largest logistics operators, the retailer has been a major beneficiary of the Covid-19 pandemic as shoppers have turned to online shopping, accelerating the collapse of already struggling bricks-and-mortar rivals.

Will McCallum, senior campaigner at Greenpeace UK, said: "Amazon sells millions of products and this latest initiative covers just a tiny fraction of the total. By certifying only a limited range of goods, Amazon is implicitly admitting that the rest of its business model isn't up to scratch². (...)

Doug Gurr, Amazon UK manager, said the new platform will help customers discover more sustainable products.(...)

Friends of the Earth's head of policy, Mike Childs, welcomed the initiative as "a small step in the right direction" but said the company had a long journey ahead of it before it could be considered green.

"Will greener products appear higher in searches? And other products be labelled as climate-unfriendly?" he said. "Ultimately we need legally binding standards and regulations to ensure all products meet the very highest environmental standards, and that every company plays its part in building a greener, fairer future for us all."

27/10/2020

adapted from the website : www.theguardian.com

1 : references

2 : meet the very highest environmental standards

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 30 - 1 / 3	B2

Environment

Customers are becoming more sensitive to packaging when buying.

What arguments could you give to convince a company to become environmentally-friendly?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 30 - 2 / 3	B2



10/05/2017

<https://www.gearpatrol.com/outdoors/a334119/big-how-to-beat-the-greenwashing-lie/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 30 - 3 / 3	B2

Gender gap

Women in the UK already earn less than men. The coronavirus is making that worse

Friday, November 20 marks the day women in the United Kingdom effectively stop being paid.

That's because of the UK's 11.5% gender pay gap for full-time employees -- meaning that women in those positions earn 11.5% less than men, that is 30 days' work with no pay.

Equal Pay Day always serves as a reminder of enduring inequality in the workplace. But a new report demonstrates how the coronavirus pandemic could further exacerbate that gap.

According to a report by a gender equality organization, 50% of employed women from the UK's Black, Asian and Minority Ethnic communities and 43% of employed white women -- compared to 35% of employed white men -- say that the pandemic has made them worried about their job or promotion prospects.

Women were twice as likely to work in sectors that were shuttered during the first lockdown in the spring, the report found, and there are concerns that jobs in female-dominated sectors including retail and hospitality could be lost long-term.

Women under the age of 25 have been especially affected by job losses, with 36% of them losing their jobs compared to 25% of young men.

Working mothers have also disproportionately borne the brunt of job losses with over a third (35%) of working mothers saying that they had lost work or hours due to a lack of childcare during the pandemic.

Women have been **shortchanged** in the workplace for many different reasons.

Under-representation in high-wage jobs, the burden of home and caregiving responsibilities and the long-lasting effects of even a temporary withdrawal from the workforce to have a baby are just a few of the factors contributing to the systemic cycle of workplace inequality.

50 years after the UK Equal Pay Act was passed, women are still being undervalued, underpaid and to add insult to injury, there is little if any progress on the gender pay and bonus gaps. And it's disappointing to see how many of those companies selling predominantly to women, are keen to take women's money, but not so eager to pay it to their women staff.

It's possible that as society rebuilds, a more equal future could be possible.

20/11/2020
edition.cnn.com

1. Shortchanged: cheated, deprived

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 31 - 1 / 3	B2

Gender gap

Equal pay is a major issue at the workplace.

What is your position on the differences in salaries within a company?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 31 - 2 / 3	B2

Gender gap



03/10/2019

<https://realbusiness.co.uk/female-entrepreneurs-launch-site-for-equal-pay>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 31 - 3 / 3	B2

The milkman gets an eco-makeover¹ as refill service knocks on door

The home delivery model pioneered by milkmen is getting a 21st century makeover as part of the war on plastic. A new online service backed by the world's biggest brands will deliver products ranging from soft drinks to washing powder and shampoo in refillable containers to your front door.

The Loop, which launches next month, is one of the most ambitious attempts to eliminate plastic waste from the weekly shop. It is backed by major consumer goods companies.

The service will also include products such as refillable deodorant sticks, and pots of toothpaste pellets, which do away with the need for plastic tubes.

The delivery service, which bills itself as the "milkman reimaged" aims to change the way households shop and consume amid growing concern about the global plastic binge.

Afterwards the empty bottles are collected from the doorstep, cleaned and reused up to 100 times. Supermarkets have already begun to gauge whether shoppers are willing to put in the extra effort required to make refill schemes economical in their stores. Last year Waitrose created dedicated areas in supermarkets where customers can replenish products ranging from wine and beer to rice and cleaning materials. Sainsbury's is to sell milk and fizzy drinks in returnable glass bottles this year as part of its plastic reduction drive.

Tesco is eager to shrink its massive plastic footprint and has announced a series of initiatives.

Its responsible sourcing director, thinks re-use schemes could have a big impact, 'Loop has the potential to fundamentally change the shopping basket and how customers shop'.

There are also signs, spurred on by television programmes which exposed the detrimental effect plastic is having on the oceans, that people are trying to live more sustainably.

Milk & More, the UK's biggest doorstep delivery company, said that last year 70,000 new customers signed up to have their milk delivered in reusable glass bottles.

Systems like *the Loop* represented the "gold standard" but there was also an urgent need to reduce the overall plastic usage, for fewer types of plastic be used (so waste can be recycled more easily) and for low recycling rates to improve.

23/09/2020

adapted from *The Guardian*

1 : makeover = relooking

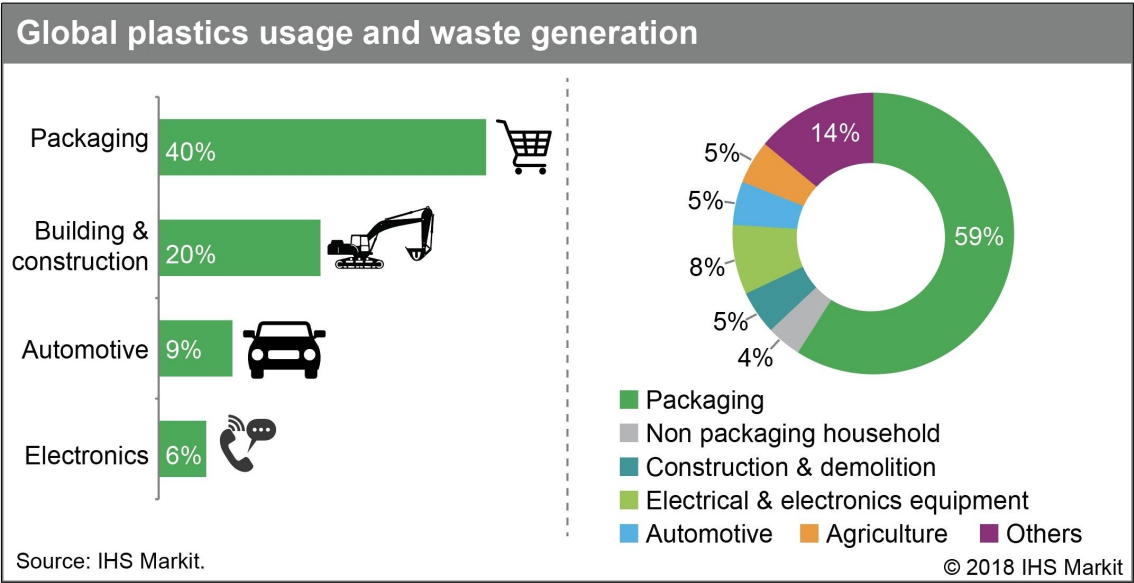
BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 32 - 1 / 3	B2

Environment

Nowadays, the consumption of plastic is a real concern.

What are the possibilities offered to customers and companies to limit their consumption of plastic on an everyday basis?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 32 - 2 / 3	B2



08/10/2018
Global plastics usage and waste generation (Source: IHS Markit)

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 32 - 3 / 3	B2

Environment

Green and tonic: gin in paper bottles is the new eco-tipple

The world's first gin in a paper-based bottle is set to go on sale in the UK early next year as packaging specialists **jostle** to step up production of eco-friendly alternatives to the traditional glass container.

The UK manufacturer of the so-called 'frugal' bottle – made from predominantly recycled paperboard with a food-grade liner inside – has received orders from around the world to make containers for sake and spirits in Japan, whiskey in the US and wine in Spain, Australia, Italy and France.

Frugapac, based in Suffolk, has recently partnered with Silent Pool Distillers in Surrey to produce the world's first commercial gin in a paper bottle in early 2021, opening a new factory to increase production capacity.

The new eco-friendly bottles – which can be recycled along with household waste – are a novel alternative to the carbon-intensive glass model devised by the Romans but which has remained largely unchanged since the 19th century. Although glass can be recycled, it is very carbon-intensive to make.

The frugal bottle, made from recycled paperboard, is five times lighter than a glass one and has a carbon footprint up to six times (84%) lower than a glass bottle.

New research shows that nearly two-thirds of wine drinkers in the UK said they would buy wine in a paper bottle, according to Frugapac's independent research. The survey by Survation found that 63% would buy it in a new-style container, while only 14% said they would not.

Malcolm Waugh, chief executive of Frugapac, said: 'Our bottle seems to have really captured the imagination of drinks brands and customers. It's clear that people want to drink more sustainably, and paper bottles are here to stay. Wine experts used to say people would turn their noses up at **screw caps**. But they've become the norm and we believe the paper bottle will prove just as popular'.

The new product is based on the model for "bag in box" wines – dubbed 'cardbordeaux' and 'bagnums' – which enjoyed a sales surge in the UK during lockdown as Britons opted for better value for money and fewer trips to the supermarket.

20/12/2020
www.theguardian.com

To jostle: se bousculer
a screw cap: bouchon à vis

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 33 - 1 / 3	B2

Environment

Innovations on packaging that offer sustainability benefits, aligned with recycling are increasingly developing.

Do you think that all these innovations are suitable for the environment? Discuss

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 33 - 2 / 3	B2

Environment



05/01/2021
www.packagingdigest.com/beverage-packaging/are-paper-bottles-sustainable-and-practical

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 33 - 3 / 3	B2

The gig economy

Growth In E-Commerce And Food Delivery Jobs

Technology has facilitated the accelerated growth of e-commerce and food delivery jobs during the COVID-19 pandemic, but these jobs often suffer from low wages and limited access to legal rights and benefits, according to a new report released today by the UC Berkeley Labor Center and Working Partnerships USA.

While many industries have struggled under the pandemic-induced economic recession, and some workers fear new waves of technology-related job loss, opportunities for work in e-commerce and food delivery have expanded significantly in the past year. The report found that certain jobs, such as cashiers, may be threatened by technologies like self-checkout and online ordering, but that many other occupations in the industry are growing.

“Customers are now paying for tasks that they used to do themselves for free,” said Chris Benner, professor at UC Santa Cruz and lead author of the report. “This creates new jobs doing things like fulfilling orders, preparing food in grocery stores, providing curb-side pick-up, delivering groceries and prepared foods, and creating the technologies that make online ordering possible.”

E-commerce and food delivery had been growing prior to the pandemic, but has expanded significantly in the past year, as customers have shifted to online shopping for food in order to limit their risk of exposure to disease. Online food orders in the U.S. have increased from 2% of grocery sales before the pandemic to a predicted 10% by the end of the year. According to a recent survey, as many as 45% of all households—55.5 million—ordered groceries online for delivery or pickup during the preceding month.

The growth in food delivery has provided an important source of income for workers during a time when unemployment has skyrocketed, but many of these jobs offer little in the way of stability, compensation, or even the protection of basic rights. Food delivery workers and app-based shoppers are often hired as independent contractors, meaning they are denied access to the basic legal protections of employees, including the right to a minimum wage, protection from discrimination and harassment, and the ability to form a union.

09/12/2020

<https://www.entrepreneur.com/article/361297>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 34 - 1 / 3	B2

The gig economy

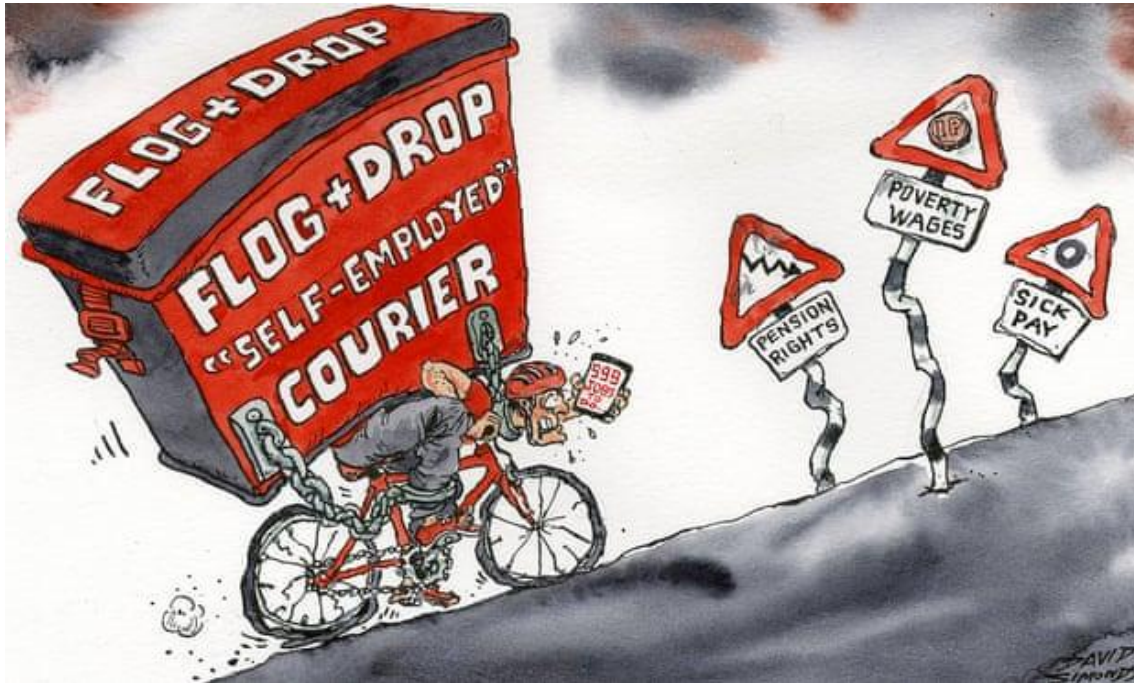
En vous aidant de vos connaissances et du document, ci-après, vous répondrez à la question suivante :

New technologies have been changing the way we consume, which in return has deeply impacted the job market.

What are the advantages and drawbacks of these changes?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 34 - 2 / 3	B2

The gig economy



09/07/2017

<https://www.theguardian.com/business/2017/jul/09/gig-economy-now-time-ease-burden-labouring-taylor-report>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 34 - 3 / 3	B2

Environment

Why Britain's 2.5 billion paper coffee cups are an eco-disaster

Britain gets through 2.5 billion of them every year, and the number is set to increase. But despite a growing clamour for coffee chains to make their cups more environment-friendly, the vast majority is used only once, which critics say is a considerable waste of natural resources.

One company vying to produce a truly recyclable alternative claims that the UK's caffeine addiction is responsible for the felling of a million trees a year. An independent study it commissioned suggests that almost 1.5 billion litres of water go into making the cups the UK uses annually.

The study claims to be the first to measure the environmental impact of producing, using and disposing of all types of single-use coffee cup.

The audit committee called on the government to set a target to recycle all single-use cups by 2023. It said: 'If an effective recycling system is not established... by this date, the government should ban disposable coffee cups'.

But a major issue for the industry is that even cups promoted as compostable cannot be recycled conventionally. They have to be transported by lorry to one of the UK's 53 high-temperature industrial composting facilities, which increases their carbon footprint.

'The problem with conventional cups is that they're all made from virgin paper, and the laminated plastic coating is very hard to remove', said the chief executive of Frugalpac, a company that produces an alternative called the Frugal Cup, which is made almost totally from recycled paper, and which funded the study.

'Our answer was to redesign the cup make it out of 96% recycled paper with no waterproofing chemicals, and then lightly attach a separately made plastic food grade liner. Not perfect yet but a damn sight better than the alternatives.'

Waugh predicted that using cups made from recycled paper would save a million trees a year in Britain and more than 200 million worldwide.

Producing a truly recyclable coffee cup is a key issue for environmental groups.

Some major chains are starting to act. Last month, Starbucks announced that it is trialling compostable cups, which are made without the polyethylene lining that makes normal cups hard to recycle.

26/04/2020
theguardian.com

Vying: competing

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 35 - 1 / 3	B2

Environment

Recycling has become one of the biggest concerns to protect the planet.

Since there is nothing done in your company concerning the environment and recycling, what could you advise them to do or to change to make your workplace greener?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 35 - 2 / 3	B2

Environment



26/04/2020

<https://www.theguardian.com/environment/2020>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 35 - 3 / 3	B2

Ethical packaging

Morrisons to remove plastic 'bags for life' and trial paper alternative

Supermarket says move follows evidence that reusable plastic bags are being thrown away after one use.

Morrisons is planning to ditch all its plastic “bags for life” following evidence that they are being used once and thrown away. The food retailer is running a trial in eight stores from Monday, which will see sturdy paper bags offered at checkouts instead.

If the trial is popular, introducing paper bags only across all its 494 stores would save 90m plastic bags being used annually, the equivalent of 3,510 tonnes of plastic per year, the company said.

David Potts, Morrisons' chief executive, said: “We believe customers are ready to stop using plastic carrier bags as they want to reduce the amount of plastic they have in their lives and keep it out of the environment. We know that many are taking reusable bags back to store and, if they forget these, we have paper bags that are tough, convenient and a reusable alternative.”

The proposed paper bag can carry up to 16kg, has handles, can carry a similar amount of items as its plastic counterpart and is easily recyclable, the retailer added.

Last year Sainsbury's said it was the first UK supermarket to remove plastic bags for loose fruit, vegetables and bakery items. Tesco said it will stop using plastic bags to deliver online groceries following a successful trial last year, saving nearly 2,000 tonnes of plastic annually. Recent figures show the number of single-use plastic bags distributed by the big supermarkets in England has fallen more than 95% since the 5p charge was introduced in 2015.

Data from the Department for Environment, Food and Rural Affairs shows that the main retailers sold 226m single-use bags in the past financial year, 322m fewer than in 2018-19.

An estimated 7.6bn bags a year were handed out by the leading supermarkets before the 5p charge was introduced in 2015.

17/08/2020
The Guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 36 - 1 / 3	B2

Ethical packaging

Nowadays, more and more supermarkets choose to sell reusable bags to their consumers. However they still sell plastic bags.

If you were an eco-friendly consumer, how would you convince Morrisons to give up ALL plastic bags?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 36 - 2 / 3	B2

Ethical packaging



19/07/2019

<https://www.goeco.org/article/volunteer-abroad-while-reducing-plastic-consumption>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 36 - 3 / 3	B2

Discrimination in the workplace

Covid lockdown opening up world for people with disabilities

Many people able to take part in work, culture, or socialising from their own home for first time.

While the coronavirus pandemic has led to unprecedented restrictions for billions of people, for many with disabilities, the lockdown has paradoxically opened up the world. As society embraces “virtual” living, disabled people – who for years have missed out due to poor access – are suddenly finding themselves able to take part in work, culture, or socialising from their own home.

Nicola Welsh, 43, has always loved going to museums but a painful nerve condition means she’s been housebound for 17 years. As cultural institutions including the National Theatre and the Royal Opera House go online, she’s been able to tour the world visiting museums.

For others, lockdown has seen career doors open. Laura Elliott, in Sheffield has always wanted to be a writer. The 28-year-old has been mostly housebound since 2016 and has had a few short stories published in magazines, whilst plugging away at a novel.

“For years, I’ve been looking wistfully at Penguin’s Write Now scheme, which provides potential year-long support for under-represented writers trying to break into the industry, including those with disabilities. Sadly, they’ve always required physical attendance at workshops before,” she said. But because of coronavirus, suddenly the scheme will be conducted online. It means for the first time, Elliot was able to send in an application.

Thirty-year-old Tom Staniford in Exeter says : “I find it infuriating to see people moaning about reduced mobility, challenges of remote working, fear of illness risk, long periods of isolation – all things many disabled people already endure on a daily basis”. He thinks the lockdown could open up the chance for permanent accessibility. “But my overriding suspicion is it will be a massive missed opportunity.”

Welsh is more hopeful. “I feel like people are finally understanding the physical barriers disabled people face,” she said. “I’m actually really optimistic good will come out of this.

20/04/2020

Frances Ryan - Adapted from The Guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 37 - 1 / 3	B2

Discrimination in the workplace

Thanks to lockdown, disabled people have been able to enjoy activities that they had been refused before.

As an activist for the National Disability Employment Awareness Month, how would you convince company managers to hire more disabled persons?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 37 - 2 / 3	B2

Discrimination in the workplace



14/02/2020
US department of Labor

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 37 - 3 / 3	B2

Working conditions

The rise of the 'half-tourist' who combines work with a change of scene

Covid-19 has accelerated the decline of the office, but not everyone wants to work from home. We look at travel firms catering to the growing number of nomadic workers.

Until the pandemic the term “remote worker” conjured up an image of a young hipster somewhere in Bali or Berlin. But when coronavirus forced half of the UK to work from home back in April, a whole new cohort of people, who had spent their entire careers in an office, realised that working from different locations was a real possibility.

Destinations hit by the global halt in travel have already started to target nomadic workers to make up for¹ the loss of tourist income.

Ed Francis, 37, from London, who runs London-based hospitality consultancy The Rebel Agency, is among a new breed of remote workers, or “half-tourists”. After giving up his office in Soho during lockdown, he spent July and August living and working in Palma, Mallorca, with his girlfriend, and is now considering a permanent move. “It took me a while to settle into doing things differently,” he said. “I had to free myself from the nine-to-five mindset² – taking a Wednesday morning off to go to the local market, for example, then working in the evening to catch up. But now I really believe this is the future of work.”

Francis is now looking at developing work/live retreats as a new business venture, starting in Sicily. “I’m not advocating [people] become a global nomad; what we will offer is the chance to come and work and stay in a different environment for short stints, a week or two at a time.”

A growing number of companies are catering specifically to mid to long-term renters – and they are seeing a surge in demand for their properties. Especially as some of the top companies, like Facebook, Twitter, Amazon and Apple are going fully remote,” said NomadX founder Dave Williams.

25/09/2020

Adapted from The Guardian

¹ compenser

² état d'esprit, mentalité

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 38 - 1 / 3	B2

Working conditions

In an increasingly digitalised work world, are nomadic workers the future?

Weigh the pros and cons, the advantages and drawbacks of being a nomadic worker.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 38 - 2 / 3	B2

Working conditions



21/12/2020
nomadx.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 38 - 3 / 3	B2

Sexual Harassment in the Workplace

03/02/2020
(LVB)

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 39 - 1 / 3	B1

Sexual Harassment in the Workplace

Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

Sexual harassment has become a burning issue over the last few years.

Do you think a code of ethics could efficiently prevent harassment in companies? What could you suggest?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 39 - 2 / 3	B1

Sexual Harassment in the Workplace



16/01/2019
the guardian

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 39 - 3 / 3	B1

E-commerce

Black Friday shopping in stores craters 52% during pandemic as e-commerce sales surge

Traffic at stores on Black Friday fell by 52.1% compared with last year, as Americans by and large **eschewed*** heading to malls and queuing up in lines for shopping online, according to preliminary data from Sensormatic Solutions.

For the six key weeks of the holiday season this year, traffic in retail stores is expected to be down 22% to 25% year over year.

'We knew Black Friday [traffic] was going to be down, we just didn't know how much it was going to be down', said a senior director at Sensormatic Solutions. 'Shoppers are spreading out their shopping throughout the holiday season because of concerns about social distancing and the pandemic'.

The Covid pandemic has pushed a record number of consumers to shop online, instead, as retailers place many of their top holiday doorbuster deals online and encourage shoppers to buy on the web and then pick up purchases **curbside***.

Many malls looked bleak, and parking lots were more empty than full, across much of the country during the early hours of the morning Friday. Some reported traffic picking up later in the day, especially at outlet and open-air shopping centers, as some consumers felt more comfortable heading out. The warmer weather that blanketed much of the country also helped.

On Thanksgiving Day, when many retailers including Walmart and Target closed their stores this year due to the pandemic, traffic dropped 94.9% year over year, according to the firm. Week-to-date, traffic is down 45.2% across the U.S.

Black Friday this year, from a traffic impact perspective, looked a lot like a typical Saturday after a Black Friday.

Spending online on Black Friday this year surged 21.6% to hit a new record, according to data from Adobe Analytics, as consumers rang up \$9 billion worth of purchases on the web the day after Thanksgiving.

That makes Black Friday 2020 the second-largest online spending day in history in the United States, behind Cyber Monday last year, Adobe said. Cyber Monday this year is slated to become the largest digital sales day ever, with spending reaching between \$10.8 billion and \$12.7 billion, which would represent growth of 15% to 35% from a year earlier.

Eschew : avoid

Curbside : on the sidewalk

Crater : fall

28/11/2020
<https://www.cnn.com>

Eschew : avoid

Curbside : on the sidewalk

Crater : fall

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 40 - 1 / 3	B2

E-commerce

SITUATION:

You are the Manager of the Customer Relations Department at Walmart in San Francisco CA. In September 2020 you are preparing for the Holiday shopping season, but with the pandemic, you anticipate a decrease in the store traffic on Black Friday.

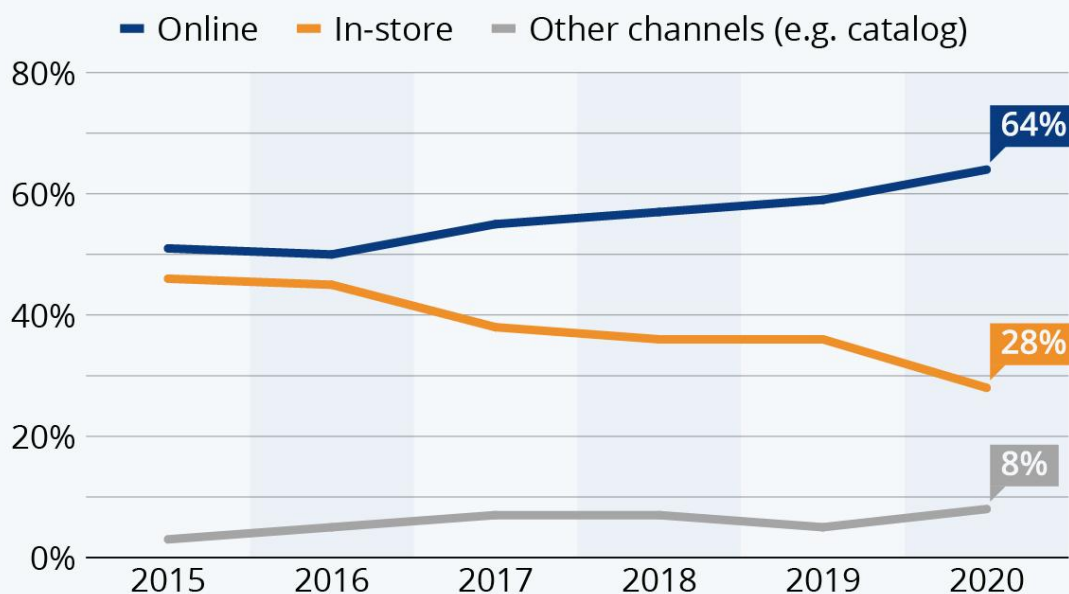
Present your strategy to attract customers to the store.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 40 - 2 / 3	B2

Pandemic Accelerates Holiday Channel Shift



Average share of their total holiday budget Americans expect to spend by channel*



* 2020 data based on a survey of 4,012 consumers in the U.S.

Source: Deloitte 2020 Holiday Retail Survey



statista

27/11/2020
<https://www.statista.com>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 40 - 3 / 3	B2

E-commerce

The Pandemic Is Rewriting the Rules of Retail

Retailers need to stop expecting business to return to “normal.” There’s no going back to how it was anytime soon. Even before the Covid-19 pandemic and economic crisis, brick-and-mortar retailers had been fighting a fierce battle against Amazon and other e-commerce players. Those challenges have now accelerated at **staggering** speed.

The latest data from McKinsey shows that consumers are likely to keep the behaviors they’ve adopted amid stay-at-home orders, such as more online shopping and fewer mall visits. Retailers can’t afford to be in a wait-and-see mode. First, they need to reimagine their baseline requirements and then turn their attention to taking their customer experience to the next level.

A New Baseline

To start, retailers have to adapt their brick-and-mortar operations to comply with health-and-safety regulations and meet basic customer expectations. This includes mask wearing, ensuring physical distancing, and controlling the number of employees and customers in stores, instituting contactless transactions, improving speed of service, and introducing more self-service options.

Retailers also need to offer a simple and seamless e-commerce experience — from browsing to researching, selecting, purchasing, and returning/exchanging. Customers will no longer tolerate sub-par digital shopping experiences like they may have before the crisis. Retailers have to make sure their sites are mobile-responsive, offer integrated services such as “buy online pick up in store” (BOPIS), and deliver a consistent, reliable digital experience across devices and channels.

For a select few retailers, such as trendy fashion stores or pop-up restaurants, executing at this baseline level is sufficient. If demand for a product is so high and/or urgent — for example, as it had been for Shake Shack burgers, Nike shoe drops, or the latest Apple release — customers will still venture out to a brick-and-mortar location. Camping out overnight or waiting in hours-long lines to shop may eventually return as a super fan’s pastime. But that’s no longer a strategy to rely on – enhanced in-store operations and a well-functioning digital presence are table stakes.

06/07/2020

<https://hbr.org/2020/07/the-pandemic-is-rewriting-the-rules-of-retail>

Staggering : impressive

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 41 - 1 / 3	B2

E-commerce

SITUATION:



You are a young graduate Sales Representative looking for a permanent job. You found this job offer on Indeed.

Explain why / why not this ad could match your professional expectations.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 41 - 2 / 3	B2


BTS NDRC – ANGLAIS (LV1)

PARTIE 2: MISE EN SITUATION



Sales Advisor - January start dates

ResQ Ltd ★★★★★ 118 reviews - Sunderland
£19,000 a year - Full-time, Permanent

[Apply with Indeed](#) 

2021 could be your year!

If you are a natural at having conversations , have a flair for sales and would love to work with fun energetic people then chances are you already have what it takes to be an amazing Sales Advisor at ResQ.

As a telesales advisor you will be making calls to either existing or new customers on behalf of our clients to sell their products and services.

We need people who can stay patient, tenacious, and adaptable and can show resilience.

What we offer:

- A fantastic basic salary plus the potential to earn competitive performance based commission (OTE 30K)
- Staff benefit portal with discount and salary sacrifice schemes.
- Company Pension Scheme.
- 28 days' holiday (includes 8 Bank Holidays).
- Fantastic support and plenty of opportunity to develop and grow within the business.

PAID DAY OFF FOR YOUR BIRTHDAY!

You will definitely,

- Be a natural at conversations and love talking to people.
- Be great listeners. Show a real understanding of our customer needs by listening to what they have to say.
- Be resilient, flexible, and determined.
- Be confident, motivated and come to work each day with a can do attitude. You will reap the rewards!

www.indeed.co.uk

16th Dec 2020

16/12/2020
www.indeed.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 41 - 3 / 3	B2

Online Shopping / High Street Shopping

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Debenhams decline is a symptom of high street struggling to survive

Debenhams' brush with collapse and the loss of 22 stores is only the latest blow in a damaging war of attrition being waged on Britain's high streets.

Shop and restaurant chains, some owned by private equity firms, are battling to lower their rents with landlords, who in turn are blaming councils for not investing more in local amenities to make town and city centres destinations people want to visit.

One of the victims is the predominantly female workforce, which makes up 60% of the retail sector payroll and has relied on many of the now defunct or much reduced businesses for steady wages, sensible part-time rotas, holiday and sick pay and a pension.

In many parts of Britain these benefits are crucial to keeping a family's financial head above water at a time when benefit freezes are pushing more working households into poverty and increasing the number of children in poverty.

In 2016, the British Retail Consortium said that nearly 500,000 people will be vulnerable to job losses from the high street, 70% of whom will be women. In the last three months of 2018 alone some 70,000 retail jobs were lost and the figure continues to rise.

It is almost too obvious to say that the internet has changed the retail landscape, now that it accounts for a significant proportion of the sales of everything from electrical appliances to clothes and much else besides. Almost 19% of all retail purchases are online.

There appears to be little in the way of action to halt the decline. Some shop chains and landlords are trapped by the colossal debts they have incurred over the last 10 years – not to invest in stores but to hand over to shareholders. Councils, after 10 years of austerity, have few funds to freshen up their high streets, let alone overhaul them to take account of 21st century living.

26/04/2019
www.theguardian.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 42 - 1 / 3	B2

Online Shopping / High Street Shopping

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

High street retailers suffer more and more from the competition of online shops.
What can they do to keep their customers?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 42 - 2 / 3	B2

Online Shopping / High Street Shopping



26/04/2019

<https://rapportwww.com/uk/news/20160128amazon-support-prime-now-service-across-major-uk-cities-using-ooh/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 42 - 3 / 3	B2

SUV Carbon Emissions

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

SUVs second biggest cause of emissions rise, figures reveal

Growing demand for SUVs was the second largest contributor to the increase in global CO2 emissions from 2010 to 2018, an analysis has found.

In that period, SUVs doubled their global market share from 17% to 39% and their annual emissions rose to more than 700 megatonnes of CO2, more than the yearly total emissions of the UK and the Netherlands combined.

No energy sector except power drove a larger increase in carbon emissions, putting SUVs ahead of heavy industry (including iron, steel, cement and aluminium), aviation and shipping. The recent dramatic shift towards heavier SUVs has offset both efficiency improvements in smaller cars and carbon savings from electric vehicles.

If SUV drivers were a nation, they would rank seventh in the world for carbon emissions.

"An SUV is bigger, it's heavier, the aerodynamics are poor, so as a result you get more CO2," said Florent Grelier from the campaign group Transport & Environment.

The global car market has been stalling in recent years. The SUV segment has so far bucked this trend, however, with a record 35m vehicles sold in 2018.

Statistics show that SUVs steadily increased their share across major markets all around the world, from Europe and the US to China and India. In the US, nearly one in two passenger cars sold today is an SUV.

The emissions analysis considered only the carbon produced from fuel combustion, not any emissions embedded in the manufacturing of the cars – where larger models are also likely to result in more emissions.

A number of factors were driving the demand for bigger cars. While perceptions of heightened safety or increased social status could play a role at the individual level, analysts also pointed towards manufacturers' changing offering. The difficult market situation led carmakers to look for the most profitable models in their ranges.

According to a Guardian analysis of Department for Transport statistics, there are about 5 million licensed SUVs in the UK today.

25/10/2019

adapted from www.theguardian.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 43 - 1 / 3	B2

SUV Carbon Emissions

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

As consumers grow more environmentally-conscious, what arguments can car manufacturers find to keep selling their vehicles?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 43 - 2 / 3	B2

SUV Carbon Emissions



25/10/2019

<https://insideevs.com/photo/3949484/tesla-model-3-concept-render/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 43 - 3 / 3	B2

Women In Top Jobs

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Women more likely than men to take wage cut when setting up in business

Female entrepreneurs are more likely than men to take a salary cut when getting their own business off the ground, a survey has revealed.

The study found that women are more likely than their male counterparts to sacrifice their own income for the sake of getting a new business on a healthy footing.

It suggests that women are still struggling to attract investment into their firms and feel under more pressure to reinvest as much spare income as they have into the business.

The survey, by the small business investor Iwoca, also appears to show that women are less likely than men to sacrifice their family time when starting a company, suggesting they try harder than men to juggle their time in order to share it equally between work and their partner and children.

The Telegraph's Women Mean Business campaign, launched in March 2018 with an open letter from 200 female founders and inspirational leaders, called on the Government to take action to close the funding gap that prevents women from starting their own business.

Iwoca's survey of 400 entrepreneurs found that nearly half of all female business owners say they sacrificed pay or income compared to 34 percent of their male counterparts.

One reason that women are more likely to sacrifice any potential income in order to reinvest into the firm appears to be the difficulty they have in attracting investment compared to men.

The Government commissioned an independent review into the challenges facing women starting their own enterprises, led by Alison Rose, Chief Executive of RBS Commercial and Private Banking.

Her review, published last March, found that women are 81 per cent less likely than men to feel they can access the necessary start-up funds.

Rose estimated that £250bn of new value could be added to the UK economy if women started and grew businesses at the same rate as men and proposed a number of measures to support female entrepreneurs, including the creation of a taskforce to raise funds for business.

08/08/2019
www.telegraph.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 44 - 1 / 3	B2

Women In Top Jobs

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Companies and recruiters sometimes hesitate to recruit women for top positions.

What advantages can they find in promoting them to top-echelon jobs?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 44 - 2 / 3	B2

**THIS IS AN
AD FOR MEN.**

Hire more women in leadership roles. We're all worth it.



Jan. Jul. Dec.

**L'ORÉAL
PARIS**

*University of Arizona, Eller College of Management, March 2015. Analysis of Fortune 500 companies, quoted by Aristotel Dean-Joe Carvillat. www.oralc.com/

08/08/2019
www.google.com/

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 44 - 3 / 3	B2

Not milking it: how vegan cheese finally caught up with modern appetites

Not milking it: how vegan cheese finally caught up with modern appetites

At first glance, Riverdel is more or less indistinguishable from any other gourmet food shop in Brooklyn. Shelves along one side are lined by boxes of gluten-free pasta, artisanal chocolate bars, no-added-sugar ketchup and jars of small-batch vodka sauce. On the other side is a refrigerated display case containing what appears to be a mother lode of dairy products.

But look closer, and the Riverdel difference becomes clear in the fine print of the ingredients lists: the cream cheese is made from butter beans and coconut oil, the feta from coconut oil and potato starch. The camembert? Cultured sunflower seeds. They are but three of the 50-odd non-dairy cheeses, milks and yogurts for sale at Riverdel, a four-year-old vegan cheese and sandwich shop.

Michaela Grob, the owner, says the opening of her store in 2015 inspired a Twitter thread about how a vegan cheese shop was the latest sign of impending global doom. The vegan cheese apocalypse, in other words, has arrived. Like other facets of the mushrooming plant-based foods industry, vegan cheese has enjoyed double-digit growth over the past few years. According to Nielsen data, sales of plant-based cheese grew 41% through August of last year, while sales of regular dairy cheese were flat. Sales of almond, soy, oat and other plant-based milks – which now make up 13% of all US retail milk sales – paved the way for the growing acceptance of vegan cheese, according to Caroline Bushnell, the senior marketing manager for the Good Food Institute, a not-for-profit promoting plant-based foods and clean meat.

To keep up with the increasing demand, plant-based cheese companies are expanding. While the vegan cheese industry has statistics in its favor, it still lags behind other plant-based food sectors like milk and meat. But there's growing competition to contend with, and challenges particular to the exceedingly complex nature of cheese.

Cheese is arguably harder to mimic than meat or milk: it is a product whose flavors and functions can differ wildly from one form to the next. Vegan cheese, no matter how melty it may be, must answer to very specific desires in order to have any hope of crossing over to the mainstream.

"We're where [nut milk] was eight years ago," says Miyoko Schinner. "We're catching up fast." When Schinner founded Miyoko's Kitchen in 2014, her goal was simple. "I wanted to make an impact by taking vegan cheese out of the laughing stock category and make a serious contender for the cheese platter," she explains.

While Schinner came to that quest with an advantage – she'd already authored a cookbook called *Artisan Vegan Cheese* – she faced a market that didn't know such a thing was possible. Within 48 hours of her company's e-commerce launch, Schinner had racked up \$50,000 in orders for her 10 different flavors of artisanal nut cheese. Today, she sells 19 products in more than 11,000 stores across the country.

16/05/2019

REBECCA FLINT MARS, *theguardian.com*

dairy = *laitier*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 45 - 1 / 3	B2

Not milking it: how vegan cheese finally caught up with modern appetites

Vegan products really do have a future.

How could shops and restaurants adapt to new food trends?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 45 - 2 / 3	B2

Not milking it: how vegan cheese finally caught up with modern appetites



16/05/2019
packaging photo on the web

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 45 - 3 / 3	B2

Amazon Prime customers warned of scam phone calls

Victims tricked into downloading software that lets fraudsters access bank account

Security experts said fraudsters had been phoning people claiming to be calling from "Amazon Prime security" and saying their Amazon account had been compromised in California, and a series of payments had been made from their account.

Having gained the person's trust, the fraudster instructed them to download TeamViewer, a brand of remote access software, which was subsequently used to access the victim's online bank account.

While this is by no means a new fraud, scammers are thought to have taken advantage of the fact that many households have signed up to Amazon Prime since the pandemic hit.

This week the consumer group *Which?* warned of the dangers of computer takeover scams which cost victims more than £16m a year.

Action Fraud has warned consumers to never install any software or visit a website as a result of a cold call. Unsolicited requests for remote access to your computer should always raise a red flag, it said.

An Amazon spokesperson warned customers to be on their guard. "We take phishing and spoofing attempts on our customers seriously, and will never call a customer for payment outside of our website. If a customer has concerns or receives a call they believe is not from Amazon, they should check the Amazon.co.uk help pages for guidance."

Jenny Ross, the *Which?* money editor, said millions of pounds are lost to computer takeover scams every year. "*Which?* is calling on banks to reimburse all blameless customers who fall victim to these scams and for the government to introduce legislation to ensure a new statutory code of practice can be created, which would include clear standards and protections for victims," she said. "Anyone who receives unsolicited calls claiming to be from tech support or broadband engineers and asking for personal details or to install computer software should hang up and phone their provider back using the legitimate phone number (that they have independently looked up)."

07/11/2020

MILES BRIDNALL, *theguardian.com*

scam = *escroquerie*

cold call = *prospection téléphonique*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 46 - 1 / 3	B2

e-commerce

Net-users and online shoppers really need to be more careful on the web.

If you worked for an online shopping platform, how would you advise a consumer about the risks of unprotected emailing, browsing and shopping?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 46 - 2 / 3	B2

e-commerce



07/11/2020
the web

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 46 - 3 / 3	B2

Fake reviews

If the coronavirus pandemic has pushed you to do most of your shopping online, there is a good chance you have turned to online reviews – the internet's answer to walking into a store and trying something out for yourself.

Experts believe many consumers have as much trust in online reviews as they do in a personal recommendation from someone they know, and that more than half of us will check digital reviews prior to purchasing a product.

It is a fact that, during this pandemic, online reviews have helped enormously to grease the wheels of a digital shopping frenzy. At the same time, we have been warned to approach online reviews with caution. After all, consumer viewpoints are exceptionally subjective and vary enormously.

What is alarming is the spike in the number of fake reviews as our online shopping expeditions surge. And these dodgy reviews are leaving even the most discerning of shoppers marinating in misery as they rapidly discover that all that glitters is not gold.

Even before these COVID-19 times, companies were gaining a reputation for planting positive reviews of their own products online at the same time as sully competitors' products with negative reviews. In a practice known as astroturfing, some businesses incentivise their customers to post glowing, over-the-top positive reviews – often to offset a string of authentic negative reviews.

Some online businesses even engage so-called e-reputation agencies, which put their teams to work to ensure products and services receive first-class fake digital reviews. Others ask employees, friends and families to write reviews that portray their products and services as far superior to any other comparable product in the market.

In a twisted sense of irony as we increasingly trust online reviews, more and more bogus reviews are appearing. Some experts believing that around 20 per cent of all online reviews are fraudulent.

In these COVID-19 times, the murky world of fake reviews will remain a clear and present danger. It is therefore best to heed the age-old and timeless advice that first appearances can be deceiving, and approach each and every online review with a healthy dose of scepticism.

28/08/2020

<https://www.businessnews.com.au/article/Fake-reviews-surge-in-pandemic>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 47 - 1 / 3	B2

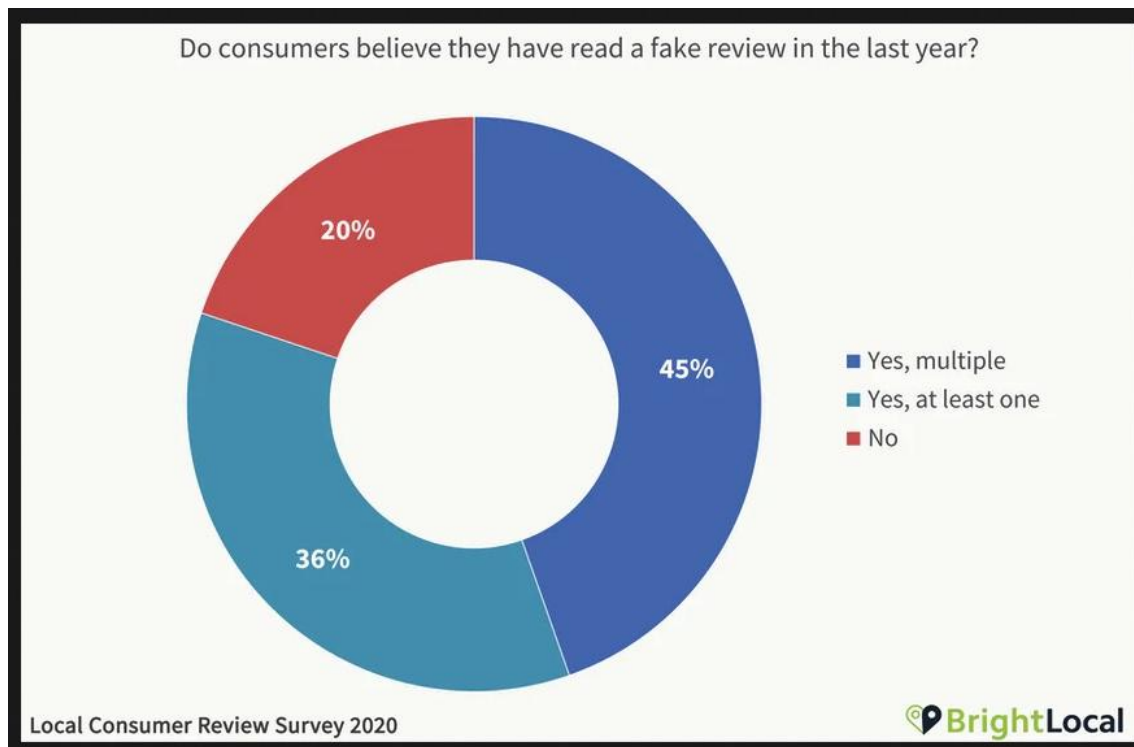
Fake reviews

Online Reputation

What should companies do in order to improve their online reputation?
Illustrate your points with examples.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 47 - 2 / 3	B2

Fake reviews



09/12/2020

<https://www.brightlocal.com/research/local-consumer-review-survey/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 47 - 3 / 3	B2

Ethical Fashion

I. Evaluation de la compréhension de l'écrit - en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée des idées essentielles du texte suivant :

Is fast fashion giving way to the sustainable wardrobe?

Fashion shoppers spent about £3.5bn on Christmas party clothing this year – but 8 million of those sparkly items will be on their way to landfill¹ after just one wear.

So-called fast fashion has ushered² throwaway culture into the clothing business, with items so cheap they have become single-use purchases.

Last week, the young-fashion brand Boohoo had 486 dresses available online for less than £5. Many were just £3.75, meaning the delivery charge cost more than the contents of the package. [...]

Now, however, some fashion experts believe the party could be coming to an end for such disposable clothing and a backlash³ could be brewing, just as it has against takeaway coffee cups, plastic packaging and meat. Overall, the fashion industry as a whole is contributing more to climate change than the aeronautical and shipping industries combined. If trends continue, the industry could account for a quarter of the world's carbon budget by 2050.

In the past 15 years, global clothing production has doubled to meet demand. But it has left a trail of cast-offs⁴, with more than half of fast fashion items thrown away in less than a year, according to the consultants McKinsey.

Disposing of⁵ clothing and household textiles costs the UK alone about £82m a year, according to a 2014 study by the government-backed recycling charity Wrap.

In 2015, greenhouse gas emissions from textiles production globally totalled 1.2 billion tonnes of CO₂ equivalent, according to a report by the industry-led Circular Fibres Initiative. This is more than the emissions of all international flights and maritime shipping combined.

Less than 1% of the material used to produce clothing globally is recycled into new clothing, with 12% recycled into other products such as insulation or mattress stuffing.

Mike Barry, director of sustainable business at Marks & Spencer, said: "The signals are [fashion is] on the same trajectory as plastics and forests and alternatives to meat. These were all underlying concerns that got through to the mainstream consumer".

29/12/2018
www.theguardian.com

¹ Landfill: site for waste disposal

² Usher: marquer l'entrée

³ Backlash: negative reaction

⁴ Trail of cast-offs: amount of old clothes

⁵ Dispose of: se débarrasser de

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 48 - 1 / 3	B2

Ethical Fashion

II. Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

How to persuade customers to consume ethically and buy Fairtrade-labelled clothes?
Prepare your arguments, illustrating your points with examples.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 48 - 2 / 3	B2

Ethical Fashion

ethical
consumer

Ethical Fashion issue
due out mid-August 2017

with **Product Guides to:**

- High Street Clothes Shops
- Ethical Clothing
- Jeans
- Designer Brands

Plus: the first Fairtrade
gold from Africa



www.ethicalconsumer.org



ethical consumer research association • a multi-stakeholder co-operative
magazine • campaigns • consultancy

02/10/2017
www.ethicalconsumer.org

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 48 - 3 / 3	B2

Buying organics

When COVID-19 forced Kyle Freund and his wife to work from home this spring, they stopped patronizing large supermarkets, shopped only at the co-op, and subscribed to a community supported agriculture (CSA) program through a nearby farm.

"It's become a priority for us, knowing where our food comes from," said Freund.

He's not the only one. For all the disruptions it has caused, the COVID-19 pandemic has been a boon to organic food sales, with sales increasing in double digits and outpacing conventional produce sales—a phenomenon that has been touted by the organic industry.

But the image of Americans flocking to buy organic produce at farmers' markets and through CSA programs is somewhat misleading when it comes to the growth of organics, according to some food advocates. Direct-to-consumer organic produce sales, which have skyrocketed during the pandemic, still account for a very small percentage of overall organic sales. Instead, far from the ideal of small family operations feeding local communities, much of the recent growth has come from industrial-scale farms.

Linley Dixon, a small organic farmer in Durango, Colorado and the associate director with the Real Organic Project, says that large organic agribusinesses are squeezing out small and mid-size farmers and taking over the industry. "My concern is that the shelf space for real organic is usurped by industrial, shallow organic," Dixon said. "What people really want is real organic: soil-grown and pasture-raised." But others in the industry say those large-scale organic farms bring important benefits. "The idyllic five-acre organic farm that only sells within a five-mile radius . . . won't feed many people. Shouldn't organic be something people of all incomes can avail themselves of?" said Kathleen Merrigan

Overall, organic food sales have doubled over the past decade to \$50.1 billion in 2019, according to the 2020 Organic Industry Survey

COVID-induced pantry loading has further expedited that trend, with organic food growth in the double digits month after month, consistently outpacing the growth of conventional food. In March, total organic produce sales increased by 22 percent from the previous year—growth that was significantly above the increases of January and February of this year. Organic sales could likely have been higher, said the report, but they were hampered by the limited supplies of food in supermarkets.

23/10/2020

<https://civileats.com/2020/10/23/the-pandemic-has-given-organics-a-big-boost-but-most-profits-arent-flowing-to-small-producers/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 49 - 1 / 3	B2

Buying organics

Since the pandemic, more and more consumers have changed their habits by paying more attention to where their food comes from.

Try to convince supermarket managers to sell more local and organic food.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 49 - 2 / 3	B2



09/10/2020
<https://www.ohbaonline.org/>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 49 - 3 / 3	B2

New shopping habits

Aldi looks at online move as shopping habits change

For more than a decade, discounters have been the disruptors in the supermarket aisles, stealing customers from their bigger rivals and growing sales.

But this pandemic has been disruptive for them. They've missed out on the huge boom in online sales and increase in convenience store sales. Now Aldi's dipping its toe into the online food market, trialling several new concepts, including a Deliveroo rapid delivery service and a click and collect service.

"It's been an extraordinary six months, like nothing I've ever known in grocery," says Aldi's UK chief executive Giles Hurley.

"The business performance has been very solid... but we also recognise customer habits are changing and that we need to evolve our business to meet the new demands and we're actively doing that."

Aldi's boss now wants to redefine discount retailing. The click and collect trial will soon expand to 15 stores.

After lockdown ended, the level of online grocery sales has reduced slightly from their earlier peak, as people relied less on online after lockdown ended. Aldi insists it's more than holding its own and that shoppers are switching from the big four grocers to its stores.

As family finances come under increasing pressure, shoppers may soon be worrying about the cost of their weekly shop, as much as about home delivery.

The shift to online - currently 12.5% of all grocery sales - is permanent, and ignoring that market is a dangerous game to play.

"You can't be complacent because as a retailer you have to give the customer what they want," he says.

Aldi already sells online wine and non-food. But going digital with groceries, even with a less costly click and collect service, would be a huge step.

The challenge is how to do it without compromising their low-cost business model which has served them so well.

The click and collect trial will be a fascinating test. The boss of Aldi says he'll be listening closely to customer feedback and as well as the demand before assessing the next steps.

28/09/2020

<https://www.bbc.com/news/business-54319940>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 50 - 1 / 3	B2

New shopping habits

Since the pandemic, the habits of consumers have evolved.

What can businesses do to adapt to new consuming habits?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 50 - 2 / 3	B2

New shopping habits



12/06/2020
<https://www.supermarketnews.com/consumer-trends/it-s-new-scene-grocery-shopping-pandemic-changes-behaviors>

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 50 - 3 / 3	B2

Shopping habits and Covid-19

Months into the COVID-19 pandemic, it's no secret that nearly every aspect of life has been upended, and nowhere is that more apparent than in the retail industry. Even in cities that have entered Phase 3 and lifted stay-at-home orders, customers have changed their shopping habits, shifting dollars away from local stores or not spending.

A survey from Tech.co found that 80% of small business owners say COVID-19 has hurt their businesses. It's no surprise, really.

Changes of lockdown orders, less need for quarantined consumers to spend, and a dampened economy have drastically altered how shoppers spend in 2020. But this isn't all for the worst. Some small businesses have found opportunity to pivot and go digital, given that consumers are spending 76% more in online shopping than the previous year.

One of the most immediate impacts of the COVID-19 pandemic has been supply chain disruptions. Transporting inventory in outbreak regions shuttered almost immediately as countries went into lockdown.

Naturally, consumer behavior has adjusted because of these disruptions. How and where they spend their dollars, especially when spending on local shopping, looks very different from 2019.

Because of the changes in the way people shop, online sales have gone up. But not just for the big chains of the world. Small local businesses have seen an increase in e-commerce revenue as consumers look to avoid in-person contact and follow stay-at-home orders. Even the so-called "save and stockpile" consumer has to eat, which has driven a demand for things like online groceries.

The drastic evolution of consumer spending habits, may alarm many small local businesses, especially those with 2020 projections for sales of common items that now have been deemed unessential.

But there's good news too.

Research suggests that shoppers have a renewed desire to shop locally. According to a Nextdoor survey, 72% of members believe they will frequent local businesses more often after this crisis.

People want to support local businesses, and that includes purchasing their favorite craft beer at the local brewery or a blouse at an area boutique. Consumers see their neighborhood businesses struggle, and they want to help out.

"Shop local" is more than just a slogan; it's a symbol of solidarity in the COVID-19 consumer marketplace.

05/08/2020
business.nextdoor.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 51 - 1 / 3	B2

Shopping habits and Covid-19

The COVID-19 crisis has increased the share of e-commerce in total retail

To what extent has the coronavirus pandemics impacted shopping habits?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 51 - 2 / 3	B2

Shopping habits and Covid-19

Figure 1.a. Share of e-commerce in total retail sales, United Kingdom and United States (2018-2020)

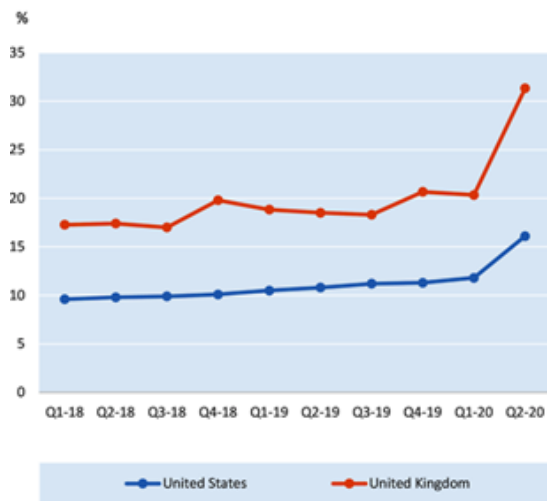


Figure 1.b. Retail turnover, year-on-year change, EU-27 (July 2019-20)



07/10/2020
OECD

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 51 - 3 / 3	B2

Digital Marketing

LVB

(Pas de texte)

03/02/2020
LVB

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 52 - 1 / 3	B1

Digital Marketing

Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

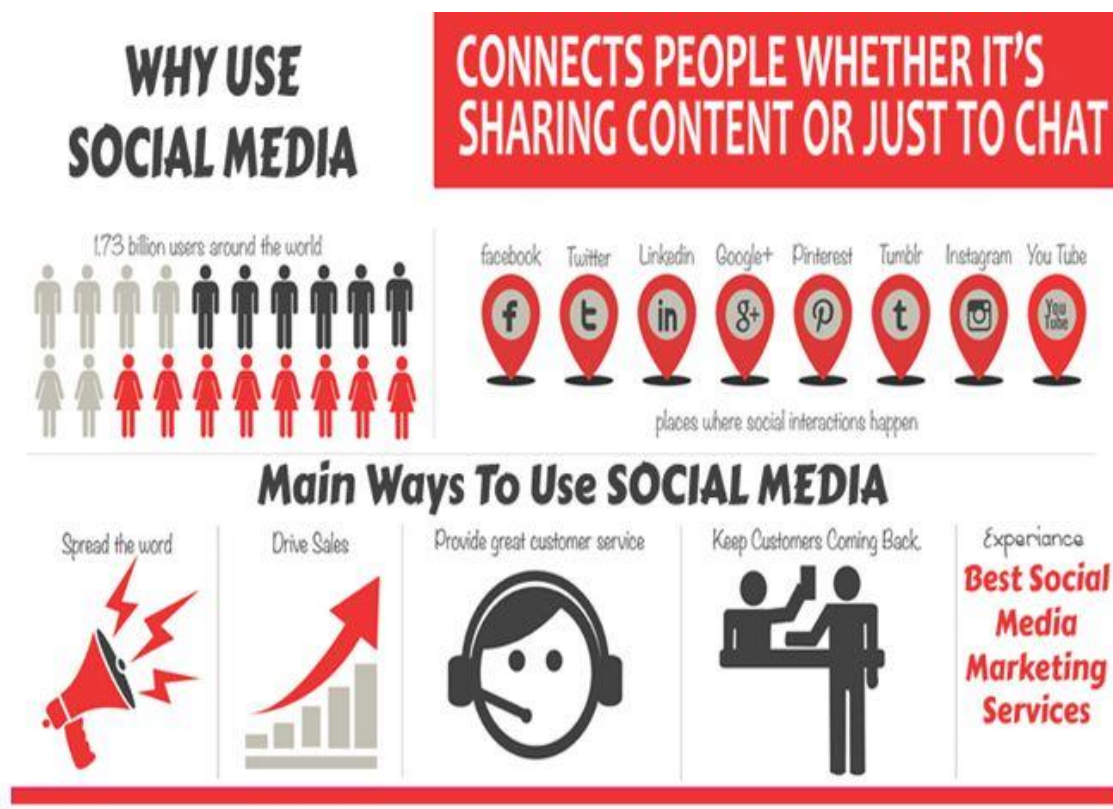
En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

E-Commerce

Why do businesses use social media?

You are an employee in a small business and you have to develop the company's **digital marketing**. Present your plan, talk about the digital tools you would like to use.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 52 - 2 / 3	B1



14/03/2017
twitter.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 52 - 3 / 3	B1

Why aren't we making more progress towards gender equality?

Why Aren't We Making More Progress Towards Gender Equity?

Organizations have worked towards achieving gender equality for decades. They've invested resources into developing women's careers. Those at the top, including many CEOs, have made public commitments to make their workplaces more fair and equitable. And, still, despite all of this, progress towards gender equality has been limited.

My research has shown that one of the reasons for this gap between awareness and action is what I call "gender fatigue." This is the phenomenon of simultaneously acknowledging that gender inequality exists *in general* while denying that it exists in one's immediate work environment.

I identified four ways in which people made sense of this mismatch between their support for gender equality and the denial that it exists in their immediate work environment.

The first is that gender inequality exists elsewhere, perhaps at another organization such as a competitor or in a different country. The second is based on a historical perspective: gender inequality existed in the past, say 20 years ago, but not today. The third is the claim that gender inequality can't exist anymore because women are now given advantages in organizations. The final way that people reconciled these contradictory beliefs was to strategically ignore gender inequality. When presented with incidents of discrimination they would say that it had nothing to do with gender.

So what steps can managers take to overcome gender fatigue and recognize the incidents in their organization that create and perpetuate inequalities? First, it's important to recognize the temptation to ignore daily gender inequalities. Second, managers should think creatively about what they can do differently. If they're faced with a similar situation in the future, how would they act? Third, they need to help others — both men and women — to see gender inequality.

If managers acknowledge gender fatigue and modify their own behavior, this opens the possibility of wider change within organizations. Until we stop denying inequality exists in our own organizations, it will be impossible to make progress.

After Elisabeth Kelan

December 21, 2020

[harvardbusinessreview.org](https://hbr.org)

21/12/2020
[harvardbusinessreview.org](https://hbr.org)

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 53 - 1 / 3	B2

Why aren't we making more progress towards gender equality?

Why Aren't We Making More Progress Towards Gender Equality?

To what extent have gender inequalities evolved in the past few years? Do you think the role of managers is decisive to close the gender gap?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 53 - 2 / 3	B2

Why aren't we making more progress towards gender equality?



21/12/2020
harvardbusinessreview.org

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 53 - 3 / 3	B2

UK public 'supports green recovery from coronavirus crisis'

People would be prepared to continue many of the lifestyle changes enforced by the coronavirus lockdown to help tackle the climate emergency, and the government would have broad support for a green economic recovery from the crisis.

Working from home is a popular option, along with changes to how people travel, and the government should take the opportunity to rethink investment in infrastructure and support low-carbon industries.

The measures taken by the government to help the economic recovery from Covid-19 should be designed to help reach net zero, and an even bigger proportion – 93% – said that, as the lockdown eased, the government and employers should encourage lifestyle changes to cut emissions by 2050.

It was quite clear that many felt this period should be taken as an opportunity to encourage a green economic recovery with a focus on promoting cleaner, greener lifestyles, and an economy that prizes sustainability over short-term benefits that would harm the planet

However, it would be too easy to just carry on as before and take advantage of cheap oil and other special offers, [such as] cheap travel, cheap clothes, factories turning out cheap goods, to get the economy going. People need incentives to reduce emissions ... and penalties for people who do not consider the environment when building or rebuilding businesses. A committee of MPs who commissioned the Climate Assembly wrote to the prime minister on Monday to say the experience of the coronavirus crisis was likely to make people more receptive to green messages from government.

'In recent months, the UK public has demonstrated its capacity to respond positively and responsibly when they understand the risks posed to them by an invisible threat that demands collective action. We believe that a similar approach, based on securing public support for ambitious policies through open dialogue around the science, is a sound basis for the net zero journey', they told Boris Johnson in a letter.

25/06/2020
theguardian.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 54 - 1 / 3	B2

Environment

The COVID crisis has considerably changed our ways of life.

What impact can these new ways have on climate change?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 54 - 2 / 3	B2

Environment



13/03/2020
hwchamber.co.uk

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 54 - 3 / 3	B2

Pros and Cons of New Technologies in Cars

I. Evaluation de la compréhension de l'écrit - en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée des idées essentielles du texte suivant :

These car safety systems lead to distracted driving according to AAA study

Multiple systems that are designed to make driving safer and easier are placing drivers in danger, according to a new study.

When used correctly, the technologies can make people safer. But many drivers place too much trust in the systems, according to the study released by the AAA Foundation.

The results underscore the depths of the safety challenges faced by the auto industry as it continues its slow transition from traditional vehicles to self-driving cars. Evidence increasingly suggests that drivers often don't properly use or understand partially automated systems.

Adaptive cruise control maintains a safe distance between vehicles on the highway by automatically accelerating or slowing down without the driver's help. Lane-keeping assist technology helps drivers stay in their lane by gently tugging the wheel when the car starts to drift. But both systems still require the driver to remain alert and keep their hands on the wheel.

The AAA study concluded that those two systems make drivers "nearly twice as likely to engage in distracted driving" as drivers who aren't using them.

The study doesn't mean the systems are inherently dangerous. But it suggests that the auto industry has to do a better job of educating drivers about the limitations of such systems, which are incapable of making sophisticated decisions on the road, which self-driving cars promise to do, Horrey said.

Virginia Tech Transportation Institute researchers, who conducted the study in collaboration with AAA, assessed video of actual driving behavior.

The findings fall in line with a 2017 study by AAA that found that touch-screen systems in many new vehicles are too distracting, putting motorists at risk of crashes.

That study, conducted by researchers at the University of Utah, tested 30 vehicle infotainment¹ systems and found that all of them are distracting to some degree. Distraction was "very high" on 12 of systems, "high" on 11 and "moderate" on seven.

17/12/2019
Adapted from USA TODAY

¹ Infodivertissement

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 55 - 1 / 3	B2

Pros and Cons of New Technologies in Cars

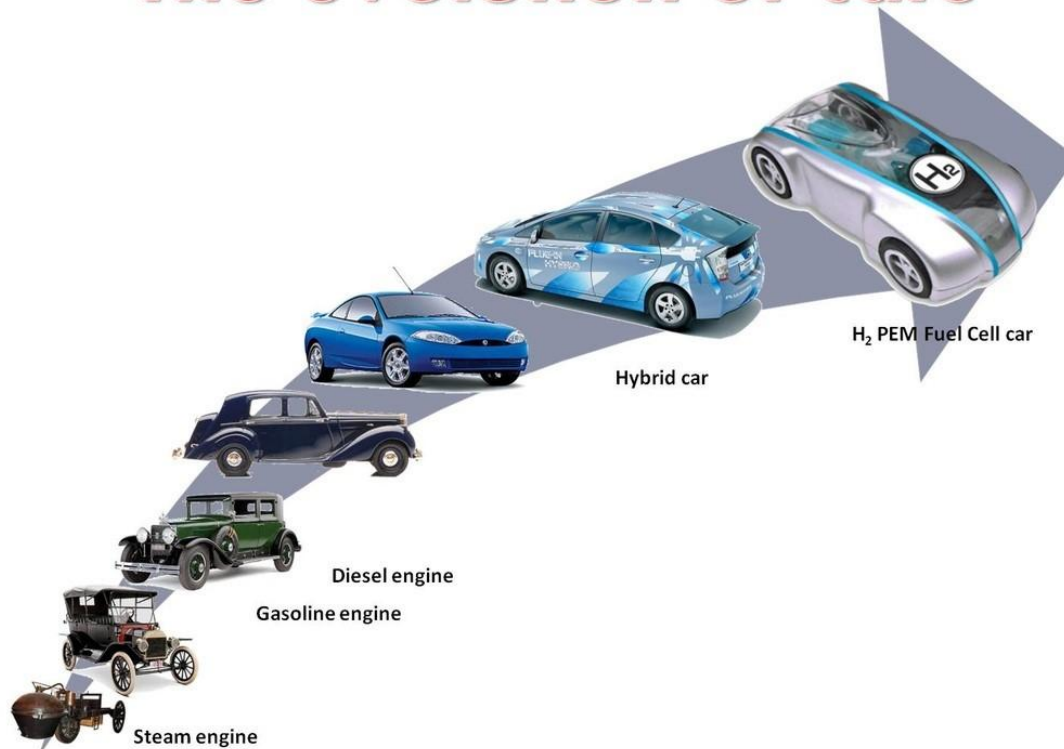
II. Evaluation de l'expression orale en interaction, en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

How to convince customers to buy more recent cars? *Compare traditional, hybrid and e-cars. Find compelling arguments, dealing with environmental and safety issues.*

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 55 - 2 / 3	B2

The evolution of cars



09/10/2019
weebly.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 55 - 3 / 3	B2

Child Labour in the Smartphone Industry

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée, des idées essentielles du texte suivant :

Top tech firms sued over DR Congo cobalt mining deaths

Apple, Google, Tesla and Microsoft are among firms named in a lawsuit seeking damages over deaths and injuries of child miners in the Democratic Republic of Congo.

The case has been filed by the International Rights Advocates on behalf of 14 Congolese families.

They accuse the companies of knowing that cobalt used in their products could be linked to child labour.

DR Congo produces 60% of the world's supply of cobalt.

The mineral is used to produce lithium-ion batteries used to power electric cars, laptops and smartphones.

However, the extraction process has been beset with concerns of illegal mining, human rights abuses and corruption.

The lawsuit filed in the US argues that the tech companies had "specific knowledge" that the cobalt sourced for their products could be linked to child labour.

They say the companies failed to regulate their supply chains and instead profited from exploitation.

Other companies listed in the lawsuit are computer manufacturer Dell and two mining companies, Zhejiang Huayou Cobalt and Glencore, who own the minefields where the Congolese families allege their children worked.

Glencore said in a statement to the UK's Telegraph newspaper that it "does not purchase, process or trade any artisanally mined ore¹" adding that it also "does not tolerate any form of child, forced, or compulsory labour."

The court papers, seen by the UK's Guardian newspaper, give several examples of child miners buried alive or suffering from injuries after tunnel collapse.

The 14 Congolese families want the companies to compensate them for forced labour, emotional distress and negligent supervision.

A spokesperson for Google told the BBC that the company was "committed to sourcing all materials ethically and eliminating child mining in global supply chains".

An Apple spokesperson said the company was "deeply committed to the responsible sourcing of materials" and "if a refiner is unable or unwilling to meet our standards, they will be removed from our supply chain. We've removed six cobalt refiners in 2019".

18/12/2019
Adapted from BBC Online

¹ minerais

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 56 - 1 / 3	B2

Child Labour in the Smartphone Industry

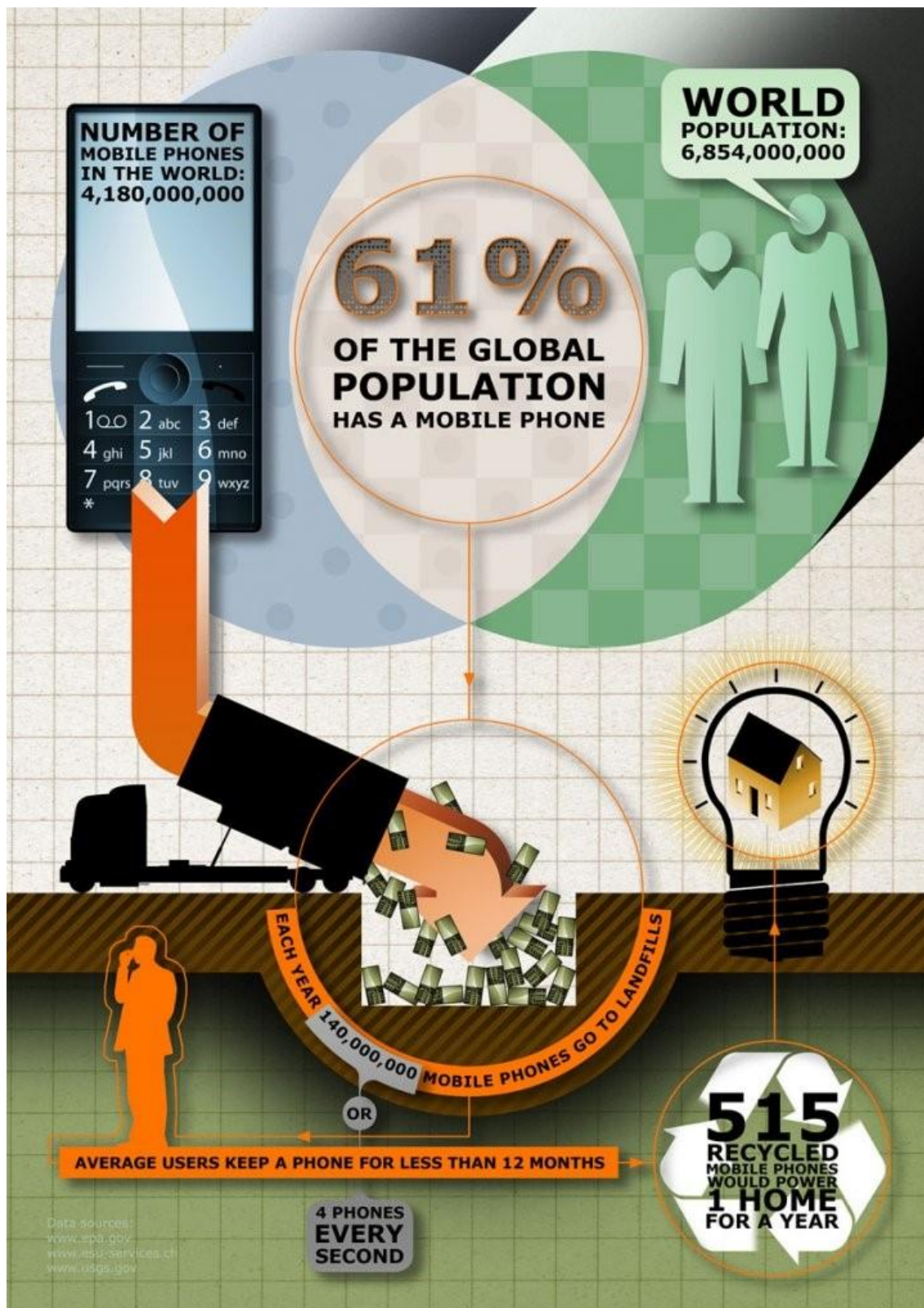
II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

How to convince customers to buy a repackaged cell phone. Insist on the environmental and social issues.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 56 - 2 / 3	B2

Child Labour in the Smartphone Industry



09/10/2019
Allgreenrecycling.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 56 - 3 / 3	B2

Competition between High Street and Online

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

FUTURE OF RETAIL IS NOT A COMPETITION BETWEEN THE HIGH STREET AND ONLINE

Retailers, large and small, are realising that customers want physical retail – which is 82 per cent of UK shopping by value – and e-commerce working hand-in-hand to drive growth. Customer behaviour has to be the starting point for any debate about the future of retail. That may sound simple, but it's something that too often gets lost. Customers want – and will always want – convenience, choice and competitive prices.

It is customers who drive the change they want to see. We could legislate against Woolworth's or shopping malls or the internet, but customers wouldn't benefit and innovation would stagnate.

Over the years, we have adapted our approach at Amazon in order to put customer needs first. Nearly 20 years ago we made the controversial decision to allow other retailers, predominantly up-and-coming small businesses, to sell their products alongside our own.

In 2000, three per cent of physical gross merchandise sales on Amazon came from independent third-party businesses. By 2018, this had increased to 58 per cent, following years of heavy investment in technology, infrastructure and selling tools to help sellers grow their business. Currently, more than 10,000 Scottish brands reach customers and build their businesses on Amazon, reaching millions of potential customers across the world. Tens of thousands of British small businesses now sell their products on Amazon's global sites, helping to support 80,000 UK jobs and achieving more than £2.5bn in export sales in 2018.

(...)

Many small online businesses are now looking to physical retail as a place to expand their customer base. That is why they have launched Clicks and Mortar – a new programme where Enterprise Nation and Amazon will enable up and coming online brands to experience high street retail for the first time.

By Doug Gurr, UK Country Manager, Amazon

09/08/2019
The Herald Scotland

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 57 - 1 / 3	B2

Competition between High Street and Online

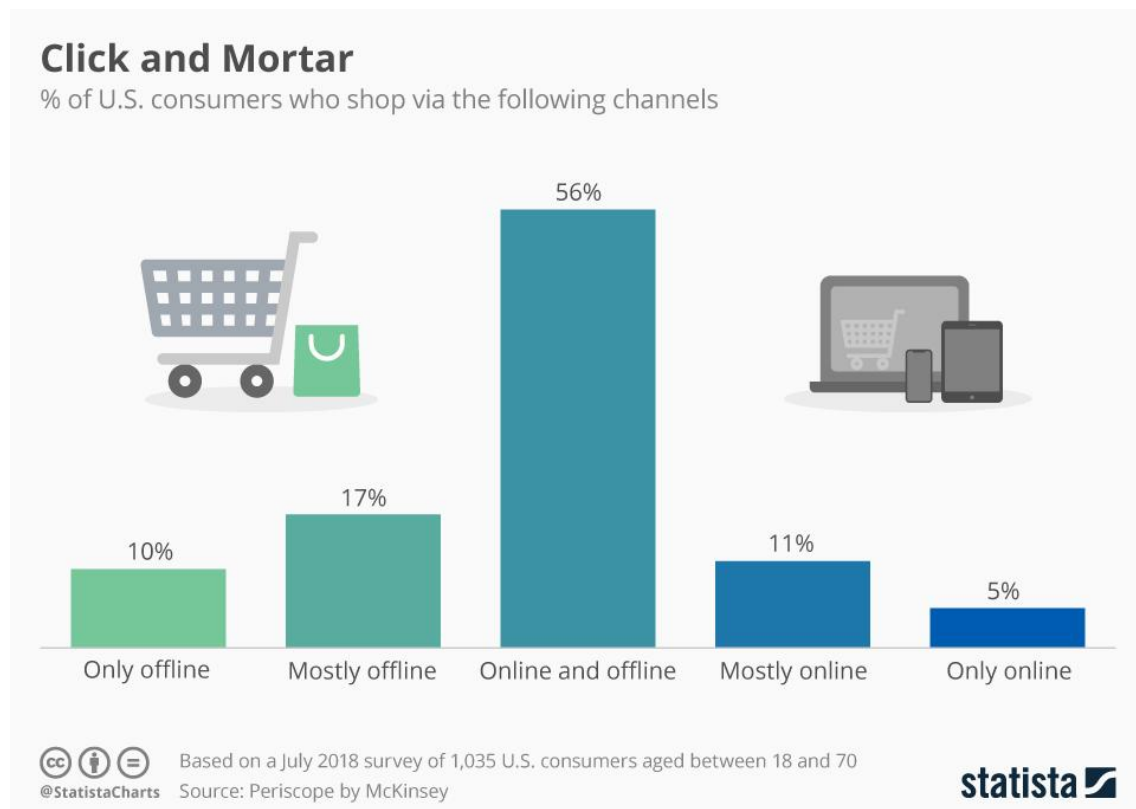
II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

With more and more customers ordering things online, can traditional retail compete with online shopping? How?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 57 - 2 / 3	B2

Competition between High Street and Online



20/07/2018
Statistacharts

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 57 - 3 / 3	B2

Gender Roles

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

I WAS A LADDER-CLIMBING JOURNALIST. NOW I'M A CHILDLESS HOUSEHUSBAND – AND I LOVE IT

Like many a 1950s housewife, I stay at home all day long. I cook, I clean, I do laundry. Homemaking is my full-time job, but I'm not a housewife. I'm a married, childless, millennial man. I'm a 34-year-old full-time househusband without children. My spouse, who's in the military, has a time-consuming, stressful job. Sometimes it's literally life or death. So, when they arrive home physically and emotionally drained, there aren't chores to labour over, or life admin to worry about. I've done it all, so we can spend as much meaningful time together as possible.

None of this was planned. I was a ladder-climbing journalist once. Intense daily deadlines, business class around the world on press junkets. I even survived the global financial crisis, and 2009 was probably my most successful year. After we married five years ago, my spouse and I were both working arduous hours, completing master's degrees on the side, doing ad-hoc renovations on our first home. There was never much "us" time at home: every night was a quick, late meal before we fell asleep on the couch watching Netflix while waiting for the washing machine to finish its cycle.

Maintaining two high-pressure jobs in one household was exhausting. Not impossible, but it wasn't our best life. We were tired and grumpy all the time. Something had to change, and because I was the lower earner of the two of us (by a long shot), I took it upon myself to make it happen. I handed in my notice at work and found a new passion. I cook, I clean, I do laundry. I paint walls, I mend uniforms, I chop wood. I fix the car, and I manage the bills.

Stay-at-home dads are in vogue these days. When I was a kid in the 1990s you couldn't find a father who was home before 6pm. Now even the partner of the prime minister of New Zealand, my home country, is the primary caregiver and all-round stay-at-home fella¹.

29/07/2019
The Guardian

¹fella = fellow: person

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 58 - 1 / 3	B1

Gender Roles

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

How can companies adapt their jobs to more equality between genders?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 58 - 2 / 3	B1

Equal Pay Day 2019 Observances



How long will **we** be forced to wait to
achieve equal pay?



Equal Pay Day (Women to Men)	80¢	April 2
Asian Women to White, non-Hispanic Men	85¢	March 5
White, non-Hispanic Women to non-Hispanic Men	77¢	April 19
Black Women to White, non-Hispanic Men	61¢	Aug. 22
Native Women to White, non-Hispanic Men	58¢	Sept. 23
Latinas to White, non-Hispanic Men	53¢	Nov. 20

**Numbers are based on annual census figures*

15/10/2019
Equal pay

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 58 - 3 / 3	B1

Telecommuting

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

To clear up roads, Governor Baker proposes corporate tax break for telecommuting

In a bid to ease the gridlock choking Greater Boston, Gov. Charlie Baker has proposed giving Massachusetts employers up to \$50 million a year in tax breaks if they allow employees to work remotely and stay off the roads.

The proposal is one small part of an \$18 billion transportation bond bill unveiled by Baker on Thursday. The legislation would set aside up to half of the revenue from programs like the Transportation and Climate Initiative for improving public transit. It would also support the expansion of designated bus lanes, among many other items.

One of those items is a tax credit of \$2,000 for every employee that a Massachusetts employer allows to work from home or another location "closer to the employee's residence" than the employer's office. The tax credits, which would go to the employer, would be capped at \$50 million for all employers in Massachusetts.

The goal of the proposal is to get commuters off the roads during rush hour. The tax credits would apply to "normal and regular work functions during the Monday through Friday workweek," according to the legislation.

In a press conference announcing the bill, Baker said no other state has implemented such a tax credit, meaning his proposal would be the first of its kind. He claimed that while telecommuting is on the rise nationally, it's not as prevalent in Massachusetts.

"We still have a larger share of workers that ride transit rather than work from home, which is the opposite of the national trend," Baker said, according to prepared remarks.

One of the state's leading transportation advocates, Chris Dempsey of the advocacy group Transportation for Massachusetts, expressed some initial skepticism about the program's effectiveness. He questioned how the state would ensure that employees are actually working from home.

25/07/2019
Boston Business Journal

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 59 - 1 / 3	B2

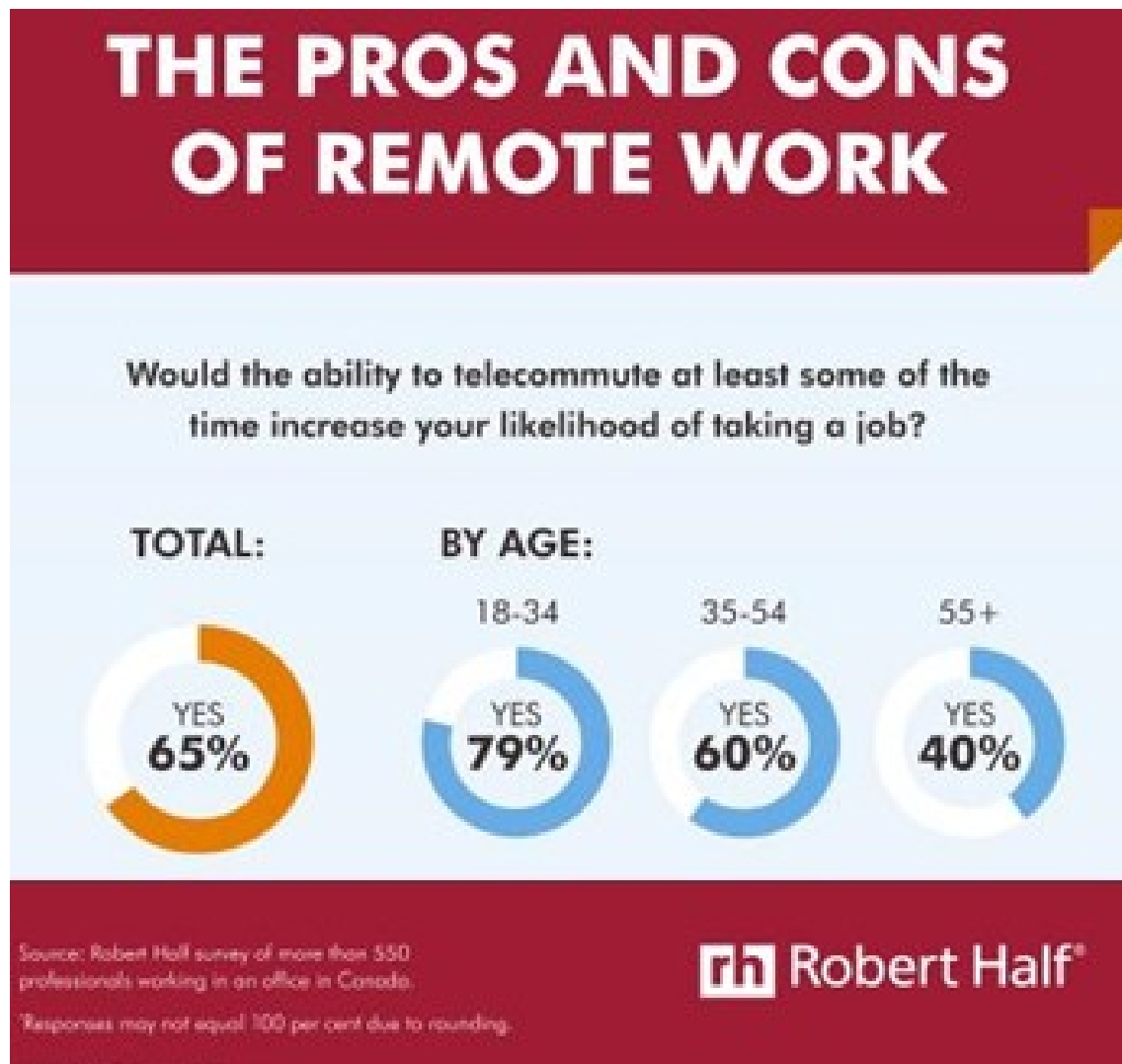
II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

New technologies make it easier to work from home.

Why is it getting more and more popular with workers? Are there any drawbacks?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 59 - 2 / 3	B2



15/10/2019
Robert Half

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 59 - 3 / 3	B2

Ethical Tourism

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

The new travel agency that's using tourism to support human rights in Colombia

Justice Travel is aiming to change the world through its eye-opening tours.

The town of Soacha, on the southern outskirts of Colombia's capital Bogota, doesn't receive many leisure visitors. Home to thousands of people displaced by the country's long civil war, Soacha is seen as highly dangerous by many Bogota residents. Gangs, guerrillas and paramilitaries are said to be active in the area – all of which makes it an unusual destination for a tourist trip.

But Soacha - a type of plateau unique to Latin America and a biodiversity hotspot – the destinations of the maiden tour of Justice Travel, a new travel agency which claims to use tourism to support human rights.

The company says it goes much further than other ethical travel operators.

"Human rights need new actors and methods", says Juan Alvarez, the country representative for Colombia. "We believe travel and travellers are part of this."

"Travellers care about the places and communities they visit, and have ideas, energy and networks," he adds. "We should make the most of this, and not just see tourism as an economic resource."

With long and short tours arranged in three beautiful but troubled countries – Colombia, Guatemala and Mexico – and more planned elsewhere, Justice Travel aims to facilitate a version of tourism which Álvarez says supports peacebuilding.

He envisions the tours as an exchange of ideas which expose both hosts and visitors to new thinking.

On the one-day tour to Soacha, Justice Travel's community partners are determined to show visitors the most interesting aspects of their beleaguered ¹ hometown. For example, the Sumapaz Paramo, part of a protected natural area which has suffered from illegal mining, can be visited before a picturesque hike through the dream-like landscape. Tourists are told by a local farmer how the mine has polluted the air and the local water supply.

02/08/2018
The Independent

¹ Beleaguered: in a very difficult situation

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 60 - 1 / 3	B2

Ethical Tourism

.II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

At a time when sustainable development matters, how can mass tourism include ethical preoccupations to their offers?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 60 - 2 / 3	B2



05/11/2019
internet

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 60 - 3 / 3	B2

Women in Sales

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement de manière structurée des idées essentielles du texte suivant :

Lessons to Learn From Women in Sales

Though women in corporate leadership roles are still underrepresented, women make up a large portion of the sales force in many companies. Multiple research studies have shown that, due to differences in social conditioning, work environment, and cognitive development, women in sales often approach their work differently than their male counterparts.

Studies have suggested that women pay more attention to nonverbal communication, which can give them an advantage on the sales floor.

Failing to listen closely during conversations with customers can cause a sales rep to miss important concerns or opportunities in the sale cycle. But the words customers say are only part of how they communicate. You can also learn more about customers by paying attention to body language and nonverbal cues¹ such as: vocal tone, posture, hand gestures, physical orientation, eye contact...

These cues can provide insight into customers' interests and concerns. They can also indicate how customers feel about your suggestions, questions, and sales tactics.

Some research suggests that women have a tendency to listen more closely in conversation than men do.

By contrast, listening closely to the concerns and needs of customers creates a more personal relationship and helps you understand what benefits will actually influence their purchasing decision. When customers feel like you understand their problem, they are more likely to trust you and eventually purchase the solution you present.

Since women have been largely excluded from the traditions of leadership within sales, they've found themselves outside the contemporary power circles of the world's largest companies, regardless of their willingness to work hard and close deals.

In spite of these structural limitations, however, women have continued to push toward inclusion and equality, both on the sales floor and at the executive level. The biggest lesson to learn from women in the sales force is the drive to stay focused, listen tirelessly, and remain dedicated to improving one's unique value—even when others don't fully recognize your worth².

26/11/2019

By Thomas Phelps /www.thebalancecareers.com

¹ Cues: signs

² Worth: merit, value

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 61 - 1 / 3	B2

Women in Sales

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

Find ideas to persuade more managers to hire a woman as a sales rep in their teams.

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 61 - 2 / 3	B2

Women in Sales



16/10/2018
pinterest.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 61 - 3 / 3	B2

Recycling

I. Evaluation de la compréhension de l'écrit- en français. (10 min.maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Australia recycles paper and plastics. So why does clothing end up in landfill?

It's time to acknowledge textile waste for what it is: a valuable resource ready to be transformed into raw materials.

The Australian prime minister, Scott Morrison, recently announced a fund of \$20m to grow Australia's recycling industry and a commitment to ban the export of plastic, paper, glass and tyres.

This is a step in the right direction but what about Australia's growing textile waste problem? Because we don't track the problem, the environmental impact is not at the top of the minds of all key decision-makers.

It should be: your activewear is made from the same material that makes single-use plastic bottles – PET¹.

In fact, around two-thirds of the world's manufactured PET goes into clothing, with the remainder used to produce plastic packaging and plastic bottles.

When we dispose of our unwanted clothing, many of us prioritise donating to charities. But how many of us think about that old sheet when we put it in the bin? From the bin, the next stop is landfill.

Australians are the world's second-highest per capita consumers of textiles, with around three out of 10 people admitting to discarding more than 10 items in the past year alone.

Globally, 87% of all textiles is sent to landfill or incinerated; 12% is recycled and less than 1% is chemically recycled back to reuseable raw materials.

We have learned to recycle paper and plastics and to separate our waste but why is there no textile recycling industry?

The answer lies in how we define textile recycling and the need to acknowledge textile waste for what it is: a valuable resource that should be recycled for reuse.

It's time for us to drive innovation in textile waste recovery.

Investment in recycling innovations will make a profound difference, environmentally and economically, and will play a part in changing the face of the resource-recovery industry in Australia.

This has to happen now, not tomorrow.

27/08/2019
The Guardian

¹ PET: polymère

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 62 - 1 / 3	B2

Recycling

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

The environment is increasingly a topical issue.

How can the fashion industry encourage customers to recycle?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 62 - 2 / 3	B2

Let your clothing be loved again ♡



The average person throws away 68 lbs. of clothing per year. Recycling your clothing keeps it out of the landfill.

- 1 Fill the orange bag with clothing and shoes
- 2 On your regular collection day, set the bag out (bright and early!) next to your recycling cart
- 3 The **simplerecycling** drivers will pick up your bag and leave replacement bags behind

Collection will begin week of **APRIL 22**

Need more bags?

VISIT www.SimpleRecycling.com
CALL 866.835.5068
EMAIL info@simplerecycling.com



TOWN of
WAKE FOREST



04/12/2019
internet

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 62 - 3 / 3	B2

Online Shopping

I. Evaluation de la compréhension de l'écrit – en français. (10 minutes maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

Online grocery shopping in the UK is set to grow more slowly, with customers worried about order problems and delivery charges, research indicates.

Last year, 45% of consumers said they shopped for groceries online, down from 49% in 2016, said analysts Mintel.

Mintel also found 42% of older people said they had never bought groceries online and had no interest in doing so.

The survey of 2,000 internet users found that 63% said they had had an issue with an order in the past year.

Mintel's associate director of retail research, Nick Carroll, said: "Online grocery is, alongside the food discounters, one of the fastest-growing segments within the wider grocery sector.

"However, growth is slowing and the number of users is plateauing¹ as retailers struggle to encourage new customers to try their services."

Last year, online grocery deliveries made up 7% of the whole sector, with a value of £12.3bn. Mintel said this was forecast to hit 10% by 2023, with sales rising to £19.8bn.

The survey found evidence of a disparity between enthusiastic younger people and skeptical older shoppers who were suspicious of online grocery shopping.

Only 35% of those aged 45 and over had used such services.

Of those who refused to shop online, 73% said they preferred to choose fresh products themselves.

Nearly a quarter - 24% - of reluctant online shoppers thought delivery charges were too high, while 18% did not like being subject to minimum spending levels.

Among those who had used online grocery services, complaints included missing products, late deliveries, incorrect substitutions and receiving goods that were damaged or close to their expiry dates.

Online grocery shopping is an increasingly important factor in the strategies of big food retailers, notably with Marks & Spencer spending £750m to acquire a 50% share of online firm Ocado's retail business.

However, Mintel's Mr Carroll also pointed out that not all shopping trends were working in favour of the internet.

He said: "Most importantly, online services are still best suited to the traditional big-basket weekly shop, at a time when consumers are increasingly shopping on a top-up² or when-needed basis."

12/04/2019

From www.bbc.com/news/business/

¹ Plateauing: stabilising

² Top-up: get fresh supplies

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 63 - 1 / 3	B2

Online Shopping

II. Evaluation de l'expression orale en interaction - en anglais. (20 minutes maximum)

Vous répondrez au questionnaire suivant en prenant appui sur le document en page 3.

Today, a majority of old people find it complicated to shop online.

What would you say to convince them that online shopping can be much easier than going to the shops?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 63 - 2 / 3	B2

Online Shopping



10/01/2014
marketingweek.com

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 63 - 3 / 3	B2

New Technologies

I. Evaluation de la compréhension de l'écrit - en français. (10 min maximum)

Vous rendrez compte oralement, de manière structurée, des idées essentielles du texte suivant :

The Technology Of The Future Is Changing Business Today

The companies succeeding with AI (Artificial Intelligence) are those that are reorienting their entire business around the technology. Their leaders are finding ways to incorporate advanced data analytics and automation into marketing, business development, customer service, and virtually every other business process. By making AI part of their DNA, these companies are poised to capitalize as advancements continue.

Of course, implementing AI — or any new technology — isn't without its hurdles, especially for companies without an abundance of in-house technical expertise. But early adopters understand that the technology is still in its infancy and embrace the challenges that accompany integration. They know it's better to face those difficulties now than to sit on the sidelines and miss the opportunities that AI will present in the near future.

Thanks to AI, the skills required to perform a wide range of business functions are changing. "There is going to be a huge amount of job redesign," says Emily He, Oracle's senior vice president of human capital management. "A lot of the work that's currently repetitive will be automated through technology."

Business leaders must collaborate with their staff to understand how roles are changing as AI takes on more of the workload. The leaders and HR must then work together to create job descriptions for these "super jobs" to ensure that new hires have the capabilities needed to perform new kinds of work.

Modern businesses are currently facing a major shortage of technical talent, which means that many companies could have to upskill current employees rather than hire new ones. Companies interested in integrating AI will first need to ensure they have the data and the employee expertise to actually benefit from these solutions.

In 2018, the World Economic Forum predicted AI would create 58 million new jobs in the next five years. Inevitably, these jobs will require new skills and beget new business processes, though no one can say for sure what the future holds. Don't wait five years to see how AI changes your industry. Instead, lead the change by making the technology part of your DNA today.

19/09/2019
Forbes - 2019

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 64 - 1 / 3	B1

New Technologies

II. Evaluation de l'expression orale en interaction – en anglais. (20 min maximum)

En prenant appui sur le document en page 3, vous répondrez au questionnaire suivant :

More and more companies and retailers use new technologies.

What are the advantages and disadvantages of new technologies in business today?

BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 64 - 2 / 3	B1

New Technologies



01/12/2014
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BTS NDRC	Épreuve orale d'Anglais	
Session 2021	Sujet 64 - 3 / 3	B1