

**BACCALAURÉAT PROFESSIONNEL
SECTION EUROPÉENNE
SESSION 2016
MÉTIER DU TERTIAIRE**

SUJET 4 Recruiting a Personal Assistant

Mise en situation

Vous avez répondu à l'annonce concernant le poste d'assistant(e) du Directeur de l'agence de la compagnie d'assurance : Sharpfields Insurance. Ce dernier recherche en effet un (e) assistant (e) pour remplacer sa collaboratrice qui doit prendre sa retraite dans 3 mois. Le poste est basé à Birmingham en Angleterre.

Vous êtes convoqué(e) à un entretien d'embauche ce jour. La commission de recrutement sera composée du Directeur de l'agence et de Ms Duncan, responsable RH.

YOUR TASKS :

- You have to introduce yourself, speak about your professional experience and skills and explain why you would be the best candidate for the job.

Role Play

- The candidate : Claire Williams, the job applicant
- The teachers : the manager of the agency and Ms Duncan, Human resources manager

Document 1

Personal Assistant Job ref. 486

Sharpfields Insurance, one of the nation's leading companies in the sector, is seeking a dynamic PA for the president of its Birmingham office.

As an experienced PA, you will ensure that the president has excellent administrative support.

Job duties:

- Organising of meetings
- Time/diary management
- Organising correspondence and following up on pending matters with limited direction
- Responding to urgent requests
- Organising and preparing documents, preparation of meeting and board papers
- Co-ordinating and booking travel arrangements
- Assisting with organising events

Experience and qualifications required:

- At least 3 years experience as a PA
- Exceptional computer literacy
- Linguistic skills : Spanish, French
- Highly developed organisational skills
- Initiative
- Maturity to handle a range of situations
- A meticulous and thorough nature
- An ability to work to tight deadlines
- Outstanding verbal and written communication skills
- Loyalty and a high level of confidentiality

If you meet our essential criteria and are looking for a role in a productive team where you can make a real difference, please submit your application to HR Manager Melissa Duncan: m.duncan@sharpfields.uk

Document 2

CLAIRE WILLIAMS

1234 London Road, Hendon, London NW11 7TG

Telephone: 0208 736 4226

Mobile: 0704 377 4528

Email: clairewilliams@xyz.com

PROFESSIONAL PROFILE:

A reliable Office Assistant with nearly 4 years' progressive experience within fast paced office environments. Possessing excellent organizational skills and proven track record building positive relationships with customers and colleagues alike.

Seeks a challenging and varied position that enable me to capitalize on my administrative experience.

KEY SKILLS

- Possess proven ability to organise, prioritise and multi-task.
- Possessing an ability to anticipate and coordinate priorities.
- Able to work accurately, working under pressurised conditions, to tight time frames.
- Excellent communication, interpersonal and client relations capabilities.
- A calm professional with a flexible and adaptable approach to work.
- Adapt well to challenge, resourceful and flexible.
- Experienced in observing tact and discretion, for dealing with confidential information.
- Computer skills: proficient user of Microsoft Office – MS Word, MS Excel, MS PowerPoint.

PROFESSIONAL EXPERIENCE:

Office Assistant, Globe Fruit Importers Ltd, Leyton, London Nov 2012 - To date

Globe Fruit Importers Ltd is a leading importer of fruits and commission agents for overseas fruit exporters. Perform multi-functional administrative duties at a fast paced and pressurised office environment, helping in administering the importation and sale of fruits and vegetables. Main duties:

- Inputting daily sales tickets.
- Processing and mailing invoices to customers nationwide.
- Emailing daily sales returns to exporters.
- Dealing with telephone enquiries and contacting customers for late payments.
- Banking cash and cheque payments.
- Managing petty cash.
- Faxing, photocopying documents.

LANGUAGES:

French and Spanish: fluent

PERSONAL DETAILS:

Date of birth: 16 June 1990

Single, no children

No pets

Love travels (France, Spain)

Clean driven licence

Basket ball team captain