BREVET DE TECHNICIEN SUPÉRIEUR
BTS TERTIAIRES

E2 – U22 : LANGUE VIVANTE ÉTRANGÈRE ÉCRITE – NIVEAU B

ANGLAIS

SESSION 2026

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Durée : 2 heures

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Spécialités	Dictionnaire		Coefficient
	Bilingue	Unilingue	
Management en hôtellerie-restauration (toutes options)		X	1
Support à l'action managériale		X	0,5

Tout autre document ou matériel est interdit.

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

Gen Z workers are teaching older colleagues AI – and reshaping office culture

Gen Z employees are not only embracing[1] artificial intelligence, but they're also driving adoption of the technology in many workplaces, a new survey showed.

Nearly two-thirds of younger employees are actively helping older colleagues in adopting and learning to use AI tools, according to a June poll of over 2,000 professionals across the United States and the United Kingdom by hybrid workspace operator International Workplace Group.

Bridging[2] generations

The knowledge exchange is reshaping collaboration. About half of the employees surveyed say AI is helping bridge generational divides. […]

"Our research shows that older colleagues are showing real openness to AI and, just as importantly, to learning from younger generations," said Dixon, whose London-listed company owns brands like Regus, Spaces and HQ.

"What makes this dynamic so impactful is its reciprocity. Younger employees are using their digital fluency to guide colleagues and introduce new ways of working, while senior colleagues contribute their experience, industry knowledge, and more strategic perspectives," said Dixon.

By teaching others, Gen Z workers are also building on their own AI skills. "This two-way exchange not only bridges generational divides but also flattens[3] traditional hierarchies," said Dixon.

AI boosts collaboration

Overall, many employees are embracing AI's potential to boost efficiency.

Of the 2,016 office workers surveyed, 86% said AI has made them more efficient, and 76% believe it helps their careers, rising to 87% among Gen Z respondents. In addition, most workers surveyed report that the technology is saving them time, with an average of 55 minutes gained each day. […]

Some common areas employees are using AI include drafting emails, taking meeting notes, organizing files, data entry and completing forms. With these tasks automated, employees can spend more time on more high-impact and meaningful work, according to the report.

"In today's digital-first era, AI is emerging as a powerful unifier across generations," said Dixon. "This active exchange of knowledge and skills is bringing generations closer, fostering open collaboration, ultimately helping to build a stronger, more resilient team."

CNBC, September 2025

[1] adopting
[2] reducing the gap between
[3] reduces

TRAVAIL À FAIRE PAR LE CANDIDAT

I – COMPRÉHENSION ÉCRITE (10 points)

Vous rédigerez **en français** un compte-rendu de ce texte en 200 mots (+/-10 %) en faisant ressortir les idées essentielles de façon organisée. Vous indiquerez le nombre de mots utilisés.

II – EXPRESSION ÉCRITE (10 points)

Vous rédigerez **en anglais** le courriel suivant.

Vous êtes Rachel Carson (rachelcarson@kempners.com), assistante RH de l'entreprise Kempners & Sons, et vous organisez un après-midi dédié à l'échange de savoir entre générations.
Vous écrivez un courriel à l'ensemble du personnel pour les informer de cette initiative.

- Invitez les employés à se retrouver autour d'un café et de petites douceurs le 31 mai en salle de conférence de 15 h 00 à 17 h 00, le but étant de partager leurs astuces et conseils.

- Précisez qu'à cette occasion les plus jeunes pourront répondre aux questions de leurs aînés sur l'IA. De leur côté, les personnels plus expérimentés pourront partager leur savoir avec les plus jeunes
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- Indiquez que suite à cette demi-journée, un guide de l'utilisation de l'IA sera rédigé et mis à la disposition de tous selon les besoins.

- Concluez en invitant chacun à se joindre à ce moment de partage qui vise également à resserrer les liens entre les employés, quel que soit leur âge.

Présentation d'usage et formules de politesse. Ne mentionnez pas votre nom et ne signez pas.