

Épreuve du 1^{er} groupeANGLAIS

2 **S**ome 800 million people worldwide use ChatGPT; many employees admit in surveys to using
4 AI at work. But when it comes to formal adoption by businesses, the numbers are still modest.
6 According to *America's Census Bureau*, just over 10% of businesses with more than 250
8 employees say they have embedded AI into their production processes. A survey by the
10 Massachusetts Institute of Technology (MIT) released in July found that 95% of businesses' AI pilots
12 failed to generate a return at all.

14 As a consequence, venture capitalists, entrepreneurs, and tech giants in Silicon Valley are all
16 focused on **one thing**: how to speed up adoption by companies. There is a potential fortune to be
18 made if businesses can integrate AI into their operations and boost productivity. Startups have
20 cropped up to help businesses, in particular industries, or with particular processes: *Harvey AI*, for
instance, works with lawyers to parse piles of contracts, while *Sierra* helps companies use AI in
customer service. Even *OpenAI* and *Anthropic*, the world's leading AI labs, are tailoring some of their
services in order to help financiers or life-science researchers. A key indicator to watch in 2026 will
therefore be the rate of formal adoption, and the extent to which these efforts are succeeding.

This matters not just for the impact of AI on productivity and economic growth, but also for the
huge financial boom that is based on **the technology's** success. [...] History shows that even useful
technologies, such as railways and the internet, have been accompanied by financial exuberance.
A market correction in AI would have knock-on consequences for America's economy. Investment in
data centres and the wealth effects from a roaring stock market have helped mask the impact of
tariffs, lower migration and uncertainty. But if the AI boom falters, trillion of dollars in American
households' wealth could be wiped away. *The World Ahead 2026*, *The Economist*, November 15, 2026, p. 18

I. COMPREHENSION (10 marks)

A) Complete the following statements with appropriate information from Paragraph 1. 3 marks

1. The number of employees who use AI at work is more _____ than the number of businesses that have formally adopted AI.
2. The percentage of American businesses with more than 250 employees not using AI to process their production is approximately _____ %.
3. The MIT survey revealed that _____ % of companies using AI pilots made profit as of July while the percentage of companies that didn't make profit was _____ %.

B) Read paragraph 2 and tick (✓) option a), b), or c) to answer questions 4, 5, and 6. 3 marks

4. "Venture capitalists" (Line 7) are business people...
 - a) who sell AI solutions to companies;
 - b) who collaborate with other business people to invest in, and manage companies;
 - c) who take high risks investing in startup companies in exchange for the potential of high returns.

5. "To parse piles of contracts" (Line 11) means...
- a) to analyze the details of numerous contracts;
 - b) to classify contracts from the most profitable to the least profitable;
 - c) to prepare a company's defense in case of legal dispute or contract termination.
6. "The world's leading AI labs are tailoring some of their services" (Lines 12-13) means...
- a) OpenAI and Anthropic are making offers to fashion design companies;
 - b) OpenAI and Anthropic are proposing solutions adapted to the needs of their customers;
 - c) OpenAI and Anthropic are in competition with financiers and researchers to take their customers.

C) The activities and situations listed in the box are mentioned in Paragraph 3. They AFFECT or ARE AFFECTED by technologies such as AI, railways, and the internet. Classify each activity or situation into the right category in the table below. 2.5 marks

Activities: Productivity and economic growth (Line 15) 🌀 Huge financial boom (Line 16)
 Financial exuberance (Line 17) 🌀 Market correction (Line 18) 🌀 Investment in data centres

Activities and Situations affecting technologies	Activities and Situations being affected by technologies
7.	10.
8.	11.
9.	

D) Indicate WHAT these words or phrases refer to in the text. 1.5 marks

12. One thing (Line 8): ☞ _____
13. This (Line 15): ☞ _____
14. The technology (Line 16): ☞ _____

II. LINGUISTIC and COMMUNICATIVE COMPETENCE (06 marks)

F) Collé is in an electronics shop, trying to use their website to find a laptop. Jules, the shop assistant, is helping her. Write the lines A-D in the correct spaces (15-18) to complete Collé's responses. 2 marks

A-Excellent, thanks for your precious help.
B-Oh, perfect! Does the "Discount Offer" apply for occasional customers like me?
C-That's not necessary, I think I can find it on my own. Thanks!
D-Sure! It's this one—the MacBook 15. It has a perfect design and the screen is unique.

- Jules:** Good morning, Madam! Welcome to TechZone. Can I help you find something today?
- Collé:** Hi. Yes, I'm trying to use your website to find a rare laptop but I'm not sure if it's in stock here.
- Jules:** I can certainly help with that. Could you show me the type of laptop you're looking for?
- Collé:** (15) _____
- Jules:** Ah, I see. If you click here, the web page will show you the exact section of the shop where the product is. It looks like it is in Section 4, right behind the camera zone.
- Collé:** (16) _____
- Jules:** Yes, it does. When you get to the checkout, just click on this icon and show it to the cashier.
- Collé:** (17) _____
- Jules:** You're welcome. Would you like me to take you to Section 4?
- Collé:** (18) _____

G) Collé was very dissatisfied with the laptop she bought from TechZone after using it for 2 days only. So, she wrote a complaint email to Jules about the quality of the product. Read Jules’s response below and complete his email with appropriate words and phrases from the box. 2 marks

replacement or refund ☼ order number ☼ transaction ☼ expectations ☼ ensuring

New message

To colle.diba4512@gmail.com

Subject **Complaint about MacBook 15 Laptop**

Dear Collé,

We are sorry about your recent experience and the issues you have encountered with our product. We take quality seriously and regret that this did not meet your (19) _____.

To resolve this, we would like to offer a (20) _____. Your satisfaction is crucial to us, and we’re committed to (21) _____ this does not happen again.

Thank you for bringing this to our attention. Like I said on the day of your (22) _____, you can return the product anytime and we will either replace it or refund you.

Best regards,
Jules

G) The text segments in the box are all from the same paragraph but they are not in the correct order. Write each segment (a-c) on the correct line (23-26) to reconstruct the normal version of the paragraph. The beginning has already been written for you. 2 marks

- a) [buy online, they still want to be able to pick up or return items in-store. If they shop in-store, they also want]
- b) [demands of today’s consumers. Customers want retailers to blend their ecommerce strategies with their showroom experiences to provide 360-degree service. If customers]
- c) [retail now. That’s why companies are using technology in every aspect of the shopping or service cycle to meet customers’ expectations and needs.]
- d) [to deal with customer service chatbots online to address any issues. Retail is no longer just retail; it is digital]

In the world of retail, customer expectations evolve constantly. Customers expect exceptional service from every organization. As ecommerce continues to grow, retailers need to continually innovate and adapt their customer service strategies to meet the (23) _____

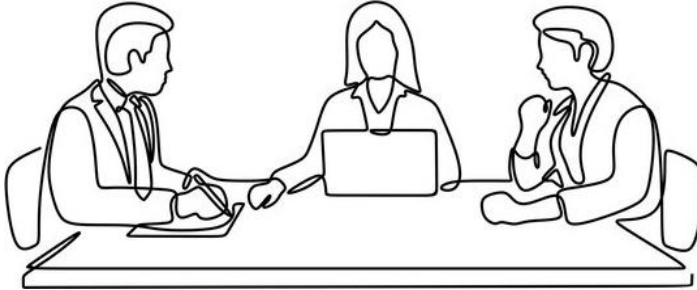
(24) _____

(25) _____

(26) _____

III. WRITING (04 marks)

Suppose you have now finished your studies and graduated from a prestigious training program. You have also applied for a job in a well-paying company. Your job interview is today. Write a complete response to each of the questions asked by the recruiters during the interview. (Do NOT write your name!)



1st Interviewer: Welcome to this job interview. We are happy that you are interested in this position. To begin with, I want you to tell us a little bit about yourself, your educational background, and professional experience.

You: Thank you for giving me this opportunity. Yes, I'm very interested in this position. But first of all, let me tell you about myself, as you

requested. I'm _____

2nd Interviewer: All right! Now, how did you learn about this job offer?

You: _____

2nd Interviewer: Thank you for that response. Please, give us a good reason why our company should hire someone like you. As you know, there are many other candidates to this job. Tell us why you?

You: I think the main reason why you should hire me is _____

1st Interviewer: Hmm. Interesting. Why do you want this job? Is it just for the salary or... is there another motive?

You: _____

2nd Interviewer: Great! And if you get this job now, where do you see yourself in five years?

You: _____

Interviewer: Thank you very much and good luck!

You: Again thank you for the opportunity. Good-bye!