

Descriptive index card(form) of a situation of communication lived (or possible) during the training course	
Name :	N°candidate :
Surname :	
General environment: Mrs Bladge, in charge of the welcome, went to the post office. I have to supply her for the post. A person arrives to put deposit its application file. The day before, he had inquired with the secretarial department to know the list of documents to be taken.	
Place : <u>NON DE L'ENTREPRISE</u>	
The actors : The job applicant, the persons in charge of recruitment, myself	
The relations between the actors :professionally	
<p>The position-problem :</p> <ul style="list-style-type: none"> <li>• nature : A job applicant appears with a file for which he asks me to verify to see if it is complete. I don't know what answer him, seen that I do not know the list of documents to be supplied for one hire. I have to establish a complete file so that the persons in charge of recruitment have all the elements in their ownership the day of the hiring.</li> <li>• causes : Except the class which I followed in human resources, I am in the doubt on the requirements asked by the persons in charge of recruitment.</li> <li>• possibles conséquences: It can miss documents the day of the hiring of the candidate. The establishment of the contract of employment can be delayed the time to gather together the missing supporting documents. The candidate has to either send documents or move again.</li> </ul>	
<p>Sa résolution :</p> <p>I prefer to make sure with the person in charge of recruitment of the information to gather. I have to at this moment manage the wait of my interlocutor while organizing my grip(taking) of notes in the other service. I make up a summary table to note every answer of the person in charge to list the collected documents. This approach will have lasted some minutes but will have allowed me to forget nothing and to satisfy the candidate in his needs.</p> <p>I created a form of consultation listing documents necessary for a file of hiring. This to avoid the same inconvenience to every new replacement and put back it to the persons depositing their application file.</p>	

Votre Nom

BTS Assistante de Gestion PME-PMI

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## RAPPORT DE STAGE

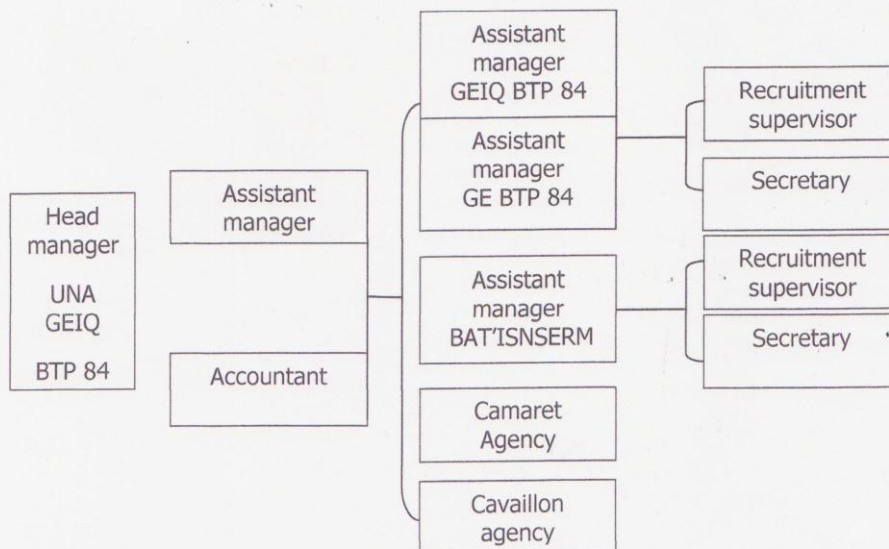
Nom de l'entreprise

, created in 1998, is a group of three organizations located in AVIGNON with two agencies at CAVAILLON and CAMARET:

- ETS 1 (vocational training with work contracts for three to twenty for months)
- ETS 2 (durable job)
- ETS 3 (integration)

Their geographic sector is the VAUCLUSE department. They are specialized in temporary work of job-seekers who need vocational training and integration into the job market. Their economic activity is workforce supplier in B.T.P firms.

Flow chart :



BTP firms register to one of the three organizations. So, when they need an employee, they pay ETS A a service agency. They don't have the problem of recruitment and administrative formalities.

ETS A is an association (**law association of 1901**). The bottom line must be equal to zero. When the turnover reaches the operation cost, they stop prospecting new customers.

During my placement, I was in charge of various tasks. My assignments consisted in :

- Replaceming of receptionist
- Elaborating and classifying folders of new recruit workers
- Registrating administrative formalities
- Billing customers

The software used are: Microsoft Excel, Word, and also used Internet

1- At first, I had to stand in for the desk secretary. My job consisted in answering the phone, receiving emails, posting mail, faxing customer supplying and dialing with administrative such as: URSSAF, Pole Emploi.....

I had to walk people which have appointments to different department.

When someone deposits one's application at reception, I had to photocopy the following documents:

- Curriculum Vitae
- Social security card
- Driver's license
- Bank account number.
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The CV is addressed by email to the CAVAILLON and CAMARET agency managers, and delivered directly to the two persons in charge of recruitment.

These documents are put away in a file for a future hiring.

I had difficulties to understand demands of calls because I didn't know exactly who did what, what to do with the information I gathered, where and whom I should send the information to, since, I didn't know precisely the post and duties of each one of the staff.

2- Next I established the formalities hiring:

- Employment contracts  
Coordinates of the employee and the employer  
Hourly time, working time month, start dates and end of the work contract.
- Official declaration of hiring to URSSAF

- Medical visit convocation : employee must be suited to work by occupational medicine,
- Safety materiel to protected on the building sites
- Welcome booklet
- Registration in the staff ledger.

At the beginning, I was concerned with « Microsoft Word” because this work requires knowing the function Publisher to product employment contracts, safety materiel receipts and medical visit convocation. I had never used it. Mrs. BLATGE, the secretary, helped me much, so after doing it twice, I could do it alone.

3-When an employee is on medical leave, he must justify the reasons: health or industrial accident. He supplies a medical proof. At this time, I had to proceed to a declaration at Net-Entreprise Website.

It's necessary to inform the identity of the employee, his profession, the reasons of the sick leave and the last three months of wages. So he paid before his resuming work by the health insurance. The administration registers the information and sends by e-mail a return receipt. All the formalities are photocopied, classified in file and sent by mail to the employee. It is necessary to be vigilant when we make these steps because an error can stop the payment of the compensations of the employee.

4-At the end of the month, I have to invoice the services. Every Monday, the companies send by fax the temps'hour sheets: work hours and travel allowances. At the end of the month, I recapitulate on a customer card the datas. The itemized bill of each employee is sent by mail to the customer who must pay it thirty days after. These datas are also used by the accountancy department to prepare paycheques. For this task, it was necessary that I get information about legality of the working time and the accounting of overtime.

This training period enabled me to achieve various missions in the departments of invoicing, human resources, secretariat and reception. The staff was very qualified and patient in front of my difficulties of understanding the instructions. Throughout the weeks, I gained in autonomy and workmanship . The assistants trusted me and asked me to carry out replacements within company.

This experiment was enriching, as well as in human and professional knowledge.