

**BACCALAUREAT PROFESSIONNEL  
SECTION EUROPEENNE  
SESSION 2016  
METIERS DU TERTIAIRE**

**SUJET 1 : EUROLINES**

**Mise en situation :**

**Vous travaillez à Eurolines Paris, une entreprise de transport et vous assistez le responsable.**

**Un groupe de 11 touristes britanniques, en vacances dans la capitale française, souhaitent rentrer à Londres et arriver le jeudi avant 20 heures pour assister à un concert ce soir-là.**

**Pendant le trajet, ils veulent être connectés pour pouvoir joindre leurs amis sur Facebook et réserver des billets de concert en ligne.**

**Your tasks**

- **Welcome the customers.**
- **Introduce yourself and the company (history and advantages to travel with it).**
- **Suggest the customers to buy a ticket with a potential discount. Answer their questions. Fill in the form.**

**Role play**    ➤ **the candidate: member of Eurolines staff in Paris**  
                  ➤ **the teachers: British tourists**

**Book your journey**

**Departing from**  
 France ▼

**Going to**  
 Destination country ▼

Return 
  Outward 
 [Other choice](#)

**Outward date**      **Return date**

**Number of passenger(s)**

Adult(s)    Between 26 and 59  
 Senior(s)    From 60  
 Youth(s)      Between 12 and 25  
 Child(ren)    Between 4 and 11  
 Baby(ies)    Under 4

Search

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## Who we are

### Eurolines : Europe's largest regular coach network.

Created in 1985, the Brand name Eurolines groups 29 independent coach companies operating together Europe's largest regular coach network. This network connects over 600 destinations, covering the whole of the continent, including Morocco.

Every year, the Eurolines network transports 3.5 million of passengers to more than 600 destinations across Europe and even Morocco.

In September 2011, Eurolines was the first private operator to obtain the authorisation to develop and to commercialise national lines from the Ministry of Transportation.

Eurolines is a subsidiary of Transdev.

### Transdev : the global benchmark in sustainable mobility

Subsidiary of La Caisse des Dépôts and Veolia Environment, Transdev is a world leader in public passenger transportation.

Transdev advises and assists public services in every stage of public transport projects, including design, operation and maintenance.

With 101.000 employees in 27 countries, Transdev operates 50.000 vehicles and 23 light rail networks. Transdev generated turnover of 7.6 billion euros in 2011.

## Specify your exact departure dates / times

The amount indicated is a total price for all passengers for the selected journey(s). Insurance is not included. On certain journeys, you can choose between Special Offers (conditions apply) and Standard Price (ticket can be modified).

Select fare category     Special offer (conditions apply)     Standard price

Your search : **Outward**    Paris Gallieni Porte Bagnolet > London Victoria le 12/05  
**Passenger**    1 Adult

Previous step

Closest available services to your request :

		Sun 27/03	Mon 28/03	Tue 29/03	Wed 30/03	Thu 31/03	Thu 12/05
T i m e t a b l e	<b>19 €</b> 08:30 15:45	<b>24 €</b> 08:30 15:45	<b>19 €</b> 08:30 15:45	<b>19 €</b> 08:30 15:45	<b>19 €</b> 08:30 15:45	<b>19 €</b> 08:30 15:45	No departure
	<b>24 €</b> 11:00 18:45	Full 11:00 18:45	<b>19 €</b> 11:00 18:45	<b>19 €</b> 11:00 18:45	<b>19 €</b> 11:00 18:45		
	<b>29 €</b> 15:00 21:30	<b>24 €</b> 15:00 21:30	<b>24 €</b> 21:00 05:30	<b>24 €</b> 21:00 05:30	Full 21:00 05:30		
	Full 21:00 05:30	<b>24 €</b> 21:00 05:30	<b>24 €</b> 22:30 06:30	<b>24 €</b> 22:30 06:30	<b>24 €</b> 22:30 06:30	<b>29 €</b> 22:30 06:30	
	<b>29 €</b> 22:30 06:30	<b>29 €</b> 22:30 06:30				<b>24 €</b> 23:30 07:00	
<b>29 €</b> 23:30 07:00							

## Reasons to travel with Eurolines

Eurolines allows everyone to stay connected with their friends and family or simply to discover new cities on a budget, aboard comfy coaches.

### Special offers all year round

Plan your journey ahead and take advantage of our lowest rates . Booking your journey between 30 to 90 days prior to departure can make you save up to 60% on your ticket.

> [View our current offers](#)

### Discount on return tickets

Booking a return ticket will cost you at least 10% less than 2 one-way tickets on a international journey.

### Discounts for Children, Youth and Senior

- 10 % discount for Youth (<26 years old) and Senior (>60 years old) traveller
- 40% to 80 % discount for Children

**Eurolines PLUS :** for safety reasons and for your comfort, children have their own seat and can travel with the same baggage allowance as their parents on most of our lines.

### Great rates for groups

Traveling as a group ? Buy 10 tickets, the 11th is free.

> [Ask for a free quotation](#)

### Modern coach fleet

#### Comfortable coaches

For your comfort and safety, our coaches are renewed regularly. All our vehicles are less than 5 years old and offer you the best equipments on-board :

- Reclining seats
- Air-conditioning and light
- Toilets
- Radio and small TV\*

#### Free Wifi : stay connected !

Surf the internet for free\* during your journey thanks to on-board Wifi connections available on some our lines.

1

Select  
your journey(s)

2

Select  
your ticket

3

Passenger(s)  
details

4

Summary

5

Payment

6

Confirmation

## Your journey

### Information

Last name	<input type="text"/>	First name	<input type="text"/>
Address	<input type="text"/>	ZIP post code	<input type="text"/>
City	<input type="text"/>	Country	<input type="text"/>
Phone	<input type="text"/>	e-mail	<input type="text"/>
		Confirm email	<input type="text"/>

The information that we collect is intended to enable us to fulfil our contractual obligations to you in relation to sending your booking confirmation and to contact you in case of potential changes to your trip. Eurolines SA is the sole recipient of information collected. You may also receive commercial offers from our company regarding products and services similar to those that you have purchased.\*

I am interested in receiving Eurolines newsletter

### Information about passenger(s)

Title	Last name	First name	Date of birth dd/mm/yyyy	Insurance
Mr <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>	No thanks <input type="text"/>

I understand and accept the obligation to print my tickets and have them with me the day of departure (printing on both sides is not accepted). Access on-board can be denied to passengers who don't present their tickets printed.

I have read [the General Sales Conditions](#) and accept them

#### To get my tickets :

I will print my pdf e-ticket sent to me by e-mail

[Previous step](#)
[Proceed to next step](#)

\* According to the freedom of information act of January 6, 1978 amended in 2004, you have the right to access and amend information that relates to you. You can exercise this right to access or amend your data by contacting: Eurolines SA - Sales Management - 215 avenue Georges Clemenceau - F-92024 Nanterre Cedex. On legitimate grounds, you can also object to your data being processed.