

ÉVALUATION SPÉCIFIQUE POUR L'ATTRIBUTION DE LA MENTION « SECTION EUROPÉENNE »

Baccalauréat professionnel COMMERCE

Session 2021

Épreuve orale
Durée de l'épreuve A et B : 20 minutes
Préparation : 20 minutes

A. Première partie : durée 10 min, préparation : 20 min

SUJET N° 1

Document candidat

A problem of toaster

Travail à faire

Role play:

You work at the home appliances department of John Lewis & Partners located 300, Oxford Street, in London. Today, 25th May 2020, you have to welcome John Doe who has a problem with his toaster bought on 30th April 2018. The slices of bread don't pop up once the toasting is complete and get burnt. There was a 2-year guarantee.

As part of John Lewis & Partners customer service, a shop assistant has the freedom to meet the customer's request or find a compromise. The customer can:

- take the item, send it to check if it can be repaired and lend another one while waiting for the answer
- give a voucher in order to help the customer to buy a new one. The voucher can't be superior to 12.5 % of the price of the new item
- replace the appliance free of charge

You are expected to:

- **analyse** the documents
- **welcome** the customer
- **answer** the customer's needs
- **choose a solution** which suits the customer
- **say good-bye** to the customer

Enclosure(s):

Document 1: Invoice + item and its characteristics


Annex 1: document to justify your choice and voucher

Annex 2: a grid to prepare your questions

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Document 1

INVOICE # 01762		Date: 30/04/2019		
John Lewis & Partners 300 Oxford Street Marylebone LONDON W1C 1DX UK				
Reference	Designation	Unit price	Quantity	Total amount
85527010	The smart toast 2-slice toaster, SAGE	£ 92	1	£ 92
Customer : Mr. John Doe 66 Old Kent Road – Flat 12 London, UK		Total due		£ 92 Paid by credit card
2-year guarantee included				

<p><i>You won't burn your toast again with this stylish toaster.</i></p> <p><i>You can toast anything from crumpets to fruit loaf.</i></p> <p><i>Ready indicator and removable crumb tray.</i></p>  <p style="text-align: right;">£ 96</p> <p>Sage, the smart toast 2-slice toaster, stainless steel</p>	<p>Product code</p> <p>Accessories</p> <p>Bagel function</p> <p>Brand</p> <p>Defrost</p> <p>Dimensions</p> <p>Manufacturer Part Number</p> <p>Model name</p> <p>Number of programs</p> <p>Number of slots</p> <p>Power</p> <p>Warming function</p> <p>guarantee*</p>	<p>85527010</p> <p>None</p> <p>No</p> <p>Sage</p> <p>Yes</p> <p>H19.7 x W18 x D27.8 cm</p> <p>BTA825UK</p> <p>BTA825UK slice toaster</p> <p>5</p> <p>2</p> <p>1000 W</p> <p>no</p> <p>2 years, included</p>
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Annex 1

Which of the 3 possibilities have you chosen and why?

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VOUCHER	John Lewis & Partners 300 Oxford Street Marylebone LONDON W1C 1DX
Date:	Customer's name:
Discount of 12.5% for the purchase of a new item	Amount of the discount: £
Available 2 months	

Annex 2

WELCOME THE CUSTOMER

ANSWER THE CUSTOMER'S NEEDS

CHOOSE A SOLUTION WHICH SUITS THE CUSTOMER

SAY GOOD-BYE TO THE CUSTOMER

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