

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

## Baccalauréat professionnel GESTION - ADMINISTRATION

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**

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### SUJET N° 1

#### Document candidat

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Follow up an order

#### Travail à faire

#### Role play:

You work as a trainee in the account department at *BRITISH PROPERTIES ESTATE AGENCY*, specialized in the buying and selling of property.

Your company bought some conference equipment from *SMITH & CO INTERNATIONAL OFFICE SUPPLIER LTD* to equip your new conference room. You have just received the invoice and your tutor, Mr John PRISTOR asked you to control it.

Upon checking the Order form, Delivery Note, and Invoice (Document 1 to 3), you have noticed an error which needs to be corrected.

Your tutor wants you to follow up this order. So, you decide to phone to your supplier, Mr SIMPSON.

#### You are expected to:

- Check the different documents and make sure everything is ok with quantities
- Prepare your phone call (Annex)
- Then call your supplier and let him know about the error you have noticed on the invoice
- Ask the supplier to rectify this error and take notes of the information you get from him, on your Annex

#### Enclosures:

**Document 1:** Order form

**Document 2:** Delivery Note

**Document 3:** Invoice

**Annex A:** Phone call preparation

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## Document 1: Order form

### Smith & co International Office Supplier Ltd

23 Newel Street

London

SE20 1JF

☎: 44 (0) 20 1234 5678

@: officeitems@sios.co.uk

🌐: smithinteroffsup.com

Mr John **PRISTOR**

**BRITISH PROPERTIES ESTATE AGENCY**

12 Scott drive

London SE1 8JK

Order n°: 05/154

Date: May 20<sup>th</sup> 2020

### ORDER FORM

Ref. No	Description	Qty	Unit price	Total price
<b>3/CE</b>	Laser pointer	<b>1</b>	£ 35.00	<b>£ 35.00</b>
<b>8/CE</b>	Video projector	<b>1</b>	£ 750.50	<b>£ 750.00</b>
	Dictaphone		£ 15.00	
<b>7/CE</b>	Flipchart	<b>1</b>	£ 56.80	<b>£ 56.80</b>
	Overhead projector		£ 89.20	
<b>6/CE</b>	White board	<b>1</b>	£ 130.50	<b>£ 130.50</b>
<b>10/CE</b>	Pin badge (a pack of 100)	<b>2</b>	£ 22.00	<b>£ 44.00</b>
	Video recorder		£ 95.00	
<b>9/CE</b>	Remote control	<b>1</b>	£ 15.00	<b>£ 15.00</b>
<b>2/CE</b>	Laptop computer	<b>1</b>	£ 850.00	<b>£ 850.00</b>
<b>11/CE</b>	Microphone	<b>5</b>	£ 15.50	<b>£ 77.50</b>
<b>1/CE</b>	Screen	<b>1</b>	£ 100.00	<b>£ 100.00</b>
<b>TOTAL VALUE OF ORDER</b>				<b>£ 2,058.80</b>

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## Document 2: Delivery Note

### Smith & co International Office Supplier Ltd

23 Newel Street  
London  
SE20 1JF

☎: 44 (0) 20 1234 5678  
@: officeitems@sios.co.uk  
🌐: smithinteroffsup.com

VAT number: 640 2956 96

### DELIVERY NOTE

#### To

Mr John **PRISTOR**  
**BRITISH PROPERTIES ESTATE AGENCY**  
12 Scott drive  
London SE1 8JK  
Tel: 020 9876 1234

Your order No	Customer account No	Delivery date	Delivery Note No
05/154 dated 20/5/2020	26851	May 27 <sup>th</sup> 2020	287/5

Item code	Quantity	Description
3/CE	1	Laser pointer
8/CE	1	Video projector
7/CE	1	Flipchart
6/CE	1	White board
10/CE	2	Pin badge (a pack of 100)
9/CE	1	Remote control
2/CE	1	Laptop computer
11/CE	5	Microphone
1/CE	2	Screen

Thank you for your order. Please retain this delivery note for your records.

**Delivery method:** Truck transport

Boxes received in good condition: Yes  No

If "No", specify

.....  
.....

Signed .....

Date: 27/5/2020

Please print name: Mr Philip CARTER<sup>(1)</sup>

<sup>(1)</sup> Carrier's name

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## Document 3: Invoice

### Smith & co International Office Supplier Ltd

23 Newel Street  
London  
SE20 1JF

☎: 44 (0) 20 1234 5678  
@: officeitems@sios.co.uk  
🌐: smithinteroffsup.com

Mr Kevin **SIMPSON**  
Accounts Department

VAT number: 640 2956 96

### INVOICE

To

Mr John **PRISTOR**  
**BRITISH PROPERTIES ESTATE AGENCY**  
12 Scott drive  
London SE1 8JK  
Tel: 020 9876 1234

Your order No	Customer account No	Date	Invoice No
05/154 dated 20/5/2020	26851	May 27 <sup>th</sup> 2020	195/5/A

Item code	Quantity	Description	Unit price	Total price
3/CE	1	Laser pointer	£ 35.00	£ 35.00
8/CE	1	Video projector	£ 750.00	£ 750.00
7/CE	1	Flipchart	£ 56.80	£ 56.80
6/CE	1	White board	£ 130.50	£ 130.50
10/CE	2	Pin badge (a pack of 100)	£ 22.00	£ 44.00
9/CE	1	Remote control	£ 15.00	£ 15.00
2/CE	1	Laptop computer	£ 850.00	£ 850.00
11/CE	5	Microphone	£ 15.50	£ 77.50
1/CE	2	Screen	£ 100.00	£ 200.00
			<b>TOTAL</b>	<b>£ 2,158.80</b>
			<b>VAT 20%</b>	<b>£ 431.76</b>
			<b>TOTAL DUE</b>	<b>£ 2,590.56</b>

Terms: 28 days

**Carriage paid**

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## ANNEX A : ☎ CALL PREPARATION

<b>From:</b> ..... <b>Company:</b> ..... <b>Department:</b> .....	<b>To:</b> ..... <b>Company:</b> ..... <b>Department:</b> ..... <b>Phone</b> <span style="float: right;"><b>number:</b></span> .....
<b>Date of the call:</b> .....	
<b>Main message:</b> ..... ..... ..... ..... ..... ..... .....	
<b><u>Necessary information for the call:</u></b> <b>Customer account number:</b> ..... <b>Order number:</b> ..... <b>Order date:</b> ..... <b>Invoice number:</b> ..... <b>Invoice date:</b> ..... <b>Code of the item(s)</b> ( <i>dispatched in error, broken, forgotten</i> ) .... ..... .....	
<b><u>Corrections to be made on the invoice:</u></b> <b>TOTAL:</b> ..... <b>VAT:</b> ..... <b>TOTAL DUE:</b> ..... <b>The difference is: £</b> .....	
<b><i>Mr Kevin Simpson 's answer:</i></b>           	