

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

## Baccalauréat professionnel VENTE

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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#### Buying games for a nursery school

#### Travail à faire

#### Role play:

Jury member: the headmaster / the headmistress

Candidate: the sales representative

You are a sales representative working for Cost Cutters, a wholesaler specialized in school games. Today, you have an appointment with the headmaster/headmistress (Mr/Ms Bradley) at a nursery school, Westminster Nursery School in London. Previously, during a prospecting campaign, you had a phone conversation and he/she told you that he/she would be interested in improving and developing educational toys and games in his/her school where there are three nursery classes.

The headmaster / the headmistress will be willing to spend around £1,000 as the school is involved in a project for children (1-3 years).

#### You are expected to:

- Meet the customer's needs,
- Show her/ him the appropriate items
- Convince her/him that she/he is making the right choice.
- Deliver the items within two weeks.
- If you close the sale you will need to fill in the order form, so don't forget to :
  - Ask for the delivery address, phone number and e-mail, discuss the terms of delivery and payment.
  - Give the reference number of the order to the customer.

#### Enclosure(s):



**Document 1:** items and characteristics

**Annex 1:** worksheet for the dialogue (you will give it back to the jury)

**Annex 2:** the order form (you will give it back to the jury)

Baccalauréat Professionnel <b>Vente</b>	Session 2021		SUJET n° 1
Évaluation spécifique pour l'attribution de la mention « Section européenne » - <b>Première partie</b>	Préparation : 20 min	Durée : 10 min	Page 1/4

**Document 1:** Items and characteristics

Product description	Back to Nature Floor cushion (coussin), Butterfly	Rainbow wooden children building blocks
Characteristics	<p>Fun and colourful soft seating range, they help children learn while playing. They are ideal to build your seating or reading area.</p> <p>Comfortable to relax in and bright enough to encourage playing.</p> 	<p>Giant, visually bright, light and safe building bricks.</p> <p>Can be used in building. There are large and small bricks.</p> <p>Set includes 36 pieces (24 large, 12 small) with rounded corners and colourful inserts (red, green, blue, yellow, clear and mirror).</p> <p>So children can develop their creativity.</p> 
Size	H330 x W1210 x D970mm	<p>Size of large bricks: L200 x W75 x D75mm. .</p> <p>Size of small bricks: L100 x W75 x D75mm.</p>
Age group	1-3 years	Suitable for over 2 years
Price	£70	£100
Reference	FCB178	CBB224

**Annex 1:** Worksheet for the dialogue

TOPIC	The sales representative's presentation
APPROACHING THE CUSTOMER (introducing yourself, reminding the appointment and presenting the company)	
CONVINCING THE CUSTOMER/ MAKING SUGGESTIONS (Discovering the customer's situation, presenting the items and the characteristics which answer the customer's needs)	
CLOSING THE SALE FILLING THE ORDER FORM AND GIVING THE TOTAL VALUE OF ORDER  GIVING INFORMATION ABOUT THE DELIVERY  ASKING FOR THE ADDRESS, PHONE NUMBER AND E- MAIL  ASKING FOR THE MEANS OF PAYMENT (CHEQUE, CREDIT CARD...)  GIVING THE REFERENCE NUMBER OF THE ORDER AND THE TOTAL PRICE	
TAKING LEAVE	

**Annex 2:** The order form

**COST CUTTERS**

<b>CUSTOMER</b>	Date :
School :	<b>ORDER FORM N° : 98B565</b>
Name :	Address : .....
Phone number :	.....
e-mail :	.....

Item ref	Qty	Description	Unit price	Total Price
		The Back to Nature Floor cushion / Butterfly	£ 70	
		The Rainbow Children Building Blocks	£ 100	
Total				

Delivery                      **FREE**

TOTAL    .....

Means of payment:

- Cheque     Credit card