

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

Baccalauréat professionnel AGOrA

Session 2023

Épreuve orale

Durée de l'épreuve A et B : 20 minutes

Préparation : 20 minutes

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

SUJET N°1 Document candidat

FOLLOW UP AN ORDER

Travail à faire par le candidat
Matériel autorisé : calculatrice

Role play :

You work at the accounting department for the *Tesco Extra Superstore* in Brighton.

Toys have been delivered by *NDA Toys Wholesale Ltd* for Christmas sales.

However, when you check the order form and the invoice, you find out that a mistake has been made in the delivery.

You then decide to call Mrs Helen Cook, who is responsible for the inquiries at *NDA Toys Wholesale Ltd*, to discuss the situation and find a solution with the sales manager and her (both will listen to the phone conversation).

You are expected to :

- Call *NDA Toys Wholesale Ltd* on the phone and ask for Mrs. Helen Cook and the sales manager.
- Greet them, then check the three documents and point out the mistakes with them.
- Discuss the solution together.
- Finally confirm the new deal before taking leave.

Do not forget to complete the appendix to get prepared for your phone call.

Enclosure(s) :

Document 1 : Order form

Document 2 : Delivery Note


Document 3 : Invoice

Appendix : Phone call preparation

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DOCUMENT 1 : Order form

NDA Toys Wholesale Ltd
55 Brindley Road
Manchester WAF 1PF – UK
 708 7675 850
sales@NDAtoys.uk

TESCO EXTRA Superstore
104 Queens Road
Brighton BN1 3XF – UK
 708 8751 260
accounts@TESCOsuperstore.uk

Order nr : 10/167

Date : October 30th, 2022

ORDER FORM

Ref. Nr.	Description	Qty	Unit price £	Amount
PG/X	Peppa Pig Toy Guitar	10	£ 11.90	£ 119.00
BD/X	Barbie Travel Doll	12	£ 10.90	£ 130.80
DP/X	Dora Pencil	30	£ 1.50	£ 45.00
LFTB/X	Loft Fancy Teddy Bear	9	£ 18.90	£ 170.10
RCR/X	Remote Control Toy Robot	4	£ 46.90	£ 187.60
LT/X	Lego Technic ATV 42139	5	£ 35.90	£ 179.50
MY/X	Monopoly Junior Game	5	£ 12.90	£ 64.50
BDH/X	Barbie Dream House Play Set	10	£ 109.90	£ 1099.00
TOTAL VALUE OF ORDER				£ 1,995.50

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DOCUMENT 2 : Delivery Note

NDA Toys Wholesale Ltd
55 Brindley Road
Manchester WAF 1PF – UK
☎ 708 7675 850
sales@NDATOYS.uk

VAT number : 087 4573 89

DELIVERY NOTE

To : TESCO EXTRA Superstore
104 Queens Road
Brighton BN1 3XF – UK
☎ 708 8751 260
accounts@TESCOsuperstore.uk

Order nr	Customer account nr	Delivery date	Delivery note nr
10/167	17963	November 6th, 2022	158

Item code	Quantity	Description
PG/X	10	Peppa Pig Toy Guitar
BD/X	12	Barbie Travel Doll
DP/X	30	Dora Pencil
LFTB/X	10	Loft Fancy Teddy Bear
RCR/X	4	Remote Control Toy Robot
LT/X	5	Lego Technic ATV 42139
MY/X	4	Monopoly Junior Game
BDH/X	10	Barbie Dream House Play Set

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

Delivery method: Truck transport

Boxes received in good condition: Yes No (If "No", specify :.....)

Comments: 1 extra LFTB/X Loft Fancy Teddy Bear, 1 missing MY/X Monopoly Junior Game.....

Signatures:

Mr. John FLINT, truck driver




Mr. Roger RABBIT, receiver



Date : 11/6/2022


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DOCUMENT 3 : Invoice

NDA Toys Wholesale Ltd
55 Brindley Road
Manchester WAF 1PF – UK
 708 7675 850
sales@NDAtoys.uk

VAT number : 087 4573 89

INVOICE

To : TESCO EXTRA Superstore
104 Queens Road
Brighton BN1 3XF – UK
 708 8751 260
accounts@TESCOsuperstore.uk

Customer account nr: 17963

Order nr	Delivery note nr	Delivery and invoice date	Invoice nr
10/167	158	November 6th, 2022	25845

Item code	Quantity	Description	Unit price	Total price
PG/X	10	Peppa Pig Toy Guitar	£ 11.90	£ 119.00
BD/X	12	Barbie Travel Doll	£ 10.90	£ 130.80
DP/X	30	Dora Pencil	£ 1.50	£ 45.00
LFTB/X	10	Loft Fancy Teddy Bear	£ 18.90	£ 189,00
RCR/X	4	Remote Control Toy Robot	£ 46.90	£ 187.60
LT/X	5	Lego Technic ATV 42139	£ 35.90	£ 179.50
MY/X	4	Monopoly Junior Game	£ 12.90	£ 51.60
BDH/X	10	Barbie Dream House Play Set	£ 109.90	£1099.00
			TOTAL	£2,001.50
			VAT 20%	£ 400.30
			TOTAL DUE	£ 2,401.80

Due payment within 30 days.

Carriage : PAID

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APPENDIX : Phone call preparation

<u>FROM :</u> Company : Department :	<u>TO :</u> Company : Department : Phone number :
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DATE OF THE CALL :

NECESSARY INFORMATION FOR THE CALL :

Customer's account number :

Order number :

Order date :

Delivery number :

Delivery date :

Invoice number :

Invoice date :

Faulty items codes :

AMOUNT IN DISPUTE :

FAULTY ITEMS TOTAL: £.....

VAT: £.....

UNDUE TOTAL: £.....

YOUR REQUEST TO HELEN COOK AND THE SALES MANAGER:

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HELEN COOK AND THE SALES MANAGER'S ANSWERS:

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