

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

**Baccalauréat professionnel
Métiers du Commerce et de la Vente – option A**

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° 3
Document candidat**

REPLACING A FAULTY VIDEO GAME HEADSET

Travail à faire par le candidat.

Customer : Mr./Mrs. Doherty

You : The Shop assistant

Role play :

You work at Maplin Electronics located in Jervis Street Dublin.

Today, Mr/Mrs Doherty and his / her son come to you because the video game headset he/she bought a fortnight ago while browsing on the Website, doesn't work properly, indeed the cable is not working.

While discussing with the salesman, Mr and Mrs Doherty's son tells them that the item doesn't match his requirements.

Mr/Mrs Doherty are wondering if it's possible to exchange the item and rely on you to recommend a suitable product.

You are expected to :

- Greet the Customers and meet their needs.
- Deal with their claim.
- Fill in the claim form.
- Find a solution according to Mr/Mrs Doherty's son's needs.
- Close the sale.
- Take leave.
- Adopt a professional attitude.

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Enclosure(s) :

Document 1 : Maplin Electronics

Document 2 : Gaming headset purchased online by the customer

Document 3 : Replacement items

Document 4 : Returns and Refunds

Appendix 1 : Customer claim form

Appendix 2 : Getting ready to deal with customers

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DOCUMENT 1 : Maplin Electronics

Maplin Electronics Limited provides electronic appliances. The Company offers cables, electronic components, computing products, home and car electronics, power components, satellite navigation systems, tools, and satellite products. Maplin Electronics serves customers worldwide.

DOCUMENT 2 : Gaming headset purchased online by the customer



Command the battlefield with the **Stealth XP Commander Gaming Headset** with removable Mic. Premium 40mm Speaker Drivers provide immersive sound with versatile range and directional sound, taking your experience to the next level. Includes flexible/removable Mic. perfect for chatting with your squad during online battles. The lightweight frame and enhanced comfort features provide a long lasting, enjoyable experience, essential for extending gaming sessions. Can be used with Xbox One, PS5, PS4, Nintendo Switch & PC.

€25.80

All the products are guaranteed for a period of 1 year from the date of purchase.

DOCUMENT 3 : Replacement items



The **Stealth Shadow X Premium Stereo Gaming Headset** is designed to enhance your XBOX Series X Gaming experience. Perfect for multi-platform use, compatible with XBOX Series X, PS5, PC, Nintendo Switch, Mobile & Tablet Devices. The SHADOW X features Air flow speaker chambers for crystal clear audio, ultra soft memory foam cushioning and flip down mic. combined with a stylish design to deliver an immersive gaming experience.

€38.90



The **Stealth Phantom V Premium Stereo Gaming Headset** is designed to enhance your PlayStation 5 Gaming experience. Perfect for multi-platform use, compatible with PS5, XBOX Series X, PC, Nintendo Switch, Mobile & Tablet Devices. The PHANTOM V features Powerful Audio, enhanced comfort mesh cushioning and flip down mic. combined with a stylish design to deliver an immersive gaming experience.

€30.50

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DOCUMENT 4 : Returns and Refunds

What is your returns policy?

You have 30 days from the date your order was delivered or available for collection to return an unwanted item for a refund. We don't accept returns for unwanted items after this period. I...

Is there anything I can't return?

Some items can't be returned once opened or used. It is important that you check the item description before you order or open the item and remove the original wrapping/seal. We're...

My item is faulty, what do I do?

Within 30 days of receiving your items. If you believe there is a fault or defect with your item, you can return it within 30 days of receiving it. All returns are tested by our technical team to veri...

Can I return an item for an exchange instead of a refund?

In most cases you are able return your item for an exchange. You will need to let us know you would like exchange when you create your return request. Once your return has been receive...

I've returned my order, when will I be refunded?

Once the product(s) have been returned and assessed by our team, we'll process your refund. This may take up to 14 days for the funds to appear in your account. Please note that if you...

How do I request a return?

If you are not completely satisfied with your purchase, you can return the products within 30 days. Some exclusions apply. Please ensure you have carefully read through the returns poli...

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APPENDIX 1 : Customer's claim form

Customer Information	
Name	
Address	
Phone Number	Email

Product Information	
Brand	Purchase online/offline
Model	Purchase Date
Type	Warranty Date

Claim Information	
Claim Details	Corrective Action by Customer
Suspect Cause	Proposed Action :

Client Name/Signature/Date	Officer Name/Signature/Officer
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APPENDIX 2 : Getting ready to deal with customers

Steps of sale	Your sales pitch
Greet the Customers and meet their needs	
Deal with their claim	
Fill in the claim form	
Find a solution according to Mr/Mrs Doherty's son's needs	
Close the sale	
Take leave	