

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

**Baccalauréat professionnel
Métiers de l'accueil**

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**

WHSmith

Travail à faire par le candidat

Role play :

You work as a receptionist at WHSmith in London. You are in charge of welcoming customers who want to pick up their deliveries. To answer the customer's needs, you have to follow different steps as described below.

You are expected to :

- Welcome the customers.
- Identify the customers and their needs.
- Check the products chosen with the collection tickets.
- Fill the delivery form.
- Take leave.

Enclosure(s) :

Document 1 : Ordered products

Document 2 : WHSmith conditions

Appendix 1 : Collection form at WHSmith

Appendix 2 : Worksheet

Baccalauréat Professionnel Métiers de l'accueil	Session 2023		SUJET n° 1
Évaluation spécifique pour l'attribution de la mention « Section européenne » - Première partie	Préparation : 20 mn	Durée : 10 mn	Page 1/5

DOCUMENT 1 : Ordered products



Gentlemen's Hardware Sneaker Cleaning Kit

£15.00

Gift Set



Gentlemen's Hardware Golfer's Hip Flask and Divot Tool Set

£18.00 ~~£30.00~~ -40%

Gift Set



Microsoft XBOX 50 Gift Card

£50.00

Gift Card



Playstation Icon Light

£12.99

Baccalauréat Professionnel Métiers de l'accueil	Session 2023		SUJET n° 1
Évaluation spécifique pour l'attribution de la mention « Section européenne » - Première partie	Préparation : 20 mn	Durée : 10 mn	Page 2/5

Order Delivery Options and Costs

The delivery charge that you pay and the time it takes for your order to arrive depends upon the type of product you order and which delivery option you choose.

Check the table for our delivery charges.

Delivery Type	When Will It Arrive?	Cost
Standard Delivery	2 - 4 working days	FREE when you spend £30 or £2.99
Click & Collect Next Working Day (for in-stock lines only)	Delivered next working day (order by 12 noon, Mon- Thu)	FREE when you spend £30 or £1.99
Express Delivery	Delivered next working day (order by 3pm, Mon- Fri)	£5.99
Magazine Subscriptions	This will vary by publisher. Please read further about Magazine Subscription Delivery here	FREE

UK only. Expected delivery time frames apply to in-stock products only. Out of stock products, pre-orders and products with extended delivery times will vary dependent on individual availability.

All delivery options are not available for all products. See our list of exclusions for more details. Next day delivery orders placed Friday, Saturday or Sunday will arrive by 5pm Tuesday.

We occasionally offer free or reduced delivery costs for some of our services as a special promotion. Any delivery cost promotions that you may be eligible for will be clearly communicated to you whilst shopping and will be automatically applied to your basket. Promotions may not always be available.

WHSmith Gift Cards and eGift Cards are fulfilled by our partners VEX at WHSmithGiftCards.co.uk, and so delivery charges may vary from WHSmith.co.uk. Check the table below for our delivery charges.

Baccalauréat Professionnel Métiers de l'accueil	Session 2023		SUJET n° 1
Évaluation spécifique pour l'attribution de la mention « Section européenne » - Première partie	Préparation : 20 mn	Durée : 10 mn	Page 3/5

Picking up form

First name :

Surname :

Address :

E-mail :

Phone number :

Reference	Description of the items ordered	Quantity	Price	Total
Total				

Means of payment :

Cash

Credit card

Collection Date :

Signature of salesman

Signature of customer

APPENDIX 2 : Worksheet

STEPS TO BE FOLLOWED	YOUR PITCH
Welcome the customers	
Identify the customers and their needs	
Check the products chosen with the collection tickets	
Fill in the delivery form	
Take leave	