

EVALUATION SPECIFIQUE POUR L'ATTRIBUTION DE LA MENTION "SECTION EUROPEENNE"
Baccalauréat professionnel Vente
Session 2010

Epreuve orale
Durée de l'épreuve : 20 minutes
Préparation : 20 minutes

A. Première partie : durée 10 minutes, préparation 10 minutes.

SUJET N° X
Document Jury
CORRIGÉ



Connells have been setting the pace in Estate Agency for over 70 years.

Travail à faire par le candidat

Role play

Teacher: The buyer
You: The Estate Agent

Enclosures:

Appendix 1: Buyer Personal information sheet
Appendix 2: Required Property Details
Appendix 3: Client Record Card
Appendix 4: Properties offered

The candidate [The Estate Agent] is expected to:

- welcome the Buyer
- ask the Buyer questions about the house they would like to buy
- fill in the information sheet correctly (you will have to give it back)
- offer the Buyer the choice of two houses
- give arguments for both houses offered
- answer the Buyer's questions
- give the Buyer a further appointment to visit the house(s) as required.

Role play

1. Who you are; Setting the scene.

You work as a trainee (Mary Kimber if you are a woman, Dan Hiles if you are a man) in the real estate agency, Connells in Swindon.

Mr Fitzpatrick, the manager, has left you a note instructing you to meet Mr & Mrs Markland today the 10th of June at 15:00 hrs.

Mary or Dan,

You need to identify what type of house they are seeking with any special requirements and any limitations they may have.

Once you have all this information, suggest two possible houses on our books in Swindon and obtain appointments for house visits. When making the appointments with the owner's, ensure they are willing to negotiate over the asking price.

Do not forget to fill all the information required on the Buyer sheet as this is a new customer whom we do not know.

I only know that they are looking for a quiet place in town in which they can feel "at home". Their 10yr old son is allergic to dust mites (often found in carpets) and Mr Markland doesn't want to do DIY (do-it-yourself) work although Mrs Markland wishes to fit out the kitchen to her own taste. If they find the house of their dreams they will buy it at whatever price.

The following are a selection of possible questions that the Estate Agent needs to answer in order to decide which houses to offer any potential client:

1. The required number and sizes of
 - bedrooms
 - bathrooms,
 - reception rooms
2. How much work to the property do they want or can you reasonably take on?
3. Should the property be single or double story, terraced, detached or semi-detached?
4. What style/period of property is wanted?
5. Garden (front and back), and how important is the size?
6. What size/requirements for the future – e.g. planning additional family or will children be leaving home?
7. Proximity of the house to schools, shops, town centre, motorways, airport etc.

Thank you Mary or Dan

Best regards

John Fitzpatrick

2. Your tasks :

- ✓ Welcome Mr & Mrs Markland.
- ✓ Complete the customer questionnaire
- ✓ Identify what type of house they are looking for (filling in the information sheet correctly {you will have to give it back})
- ✓ Based on the information gathered propose two possible houses to them
- ✓ Give arguments in favour and against both houses
- ✓ Answer any questions they may have
- ✓ Arrange a further appointment to visit the house(s) as required.

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Appendix 1 page 4 : Buyer Personal information sheet
Appendix 2 page 5: Required Property Details
Appendix 3 page 6 : Client Record Card
Appendix 4 page 7, page 8, page 9, page 10 : Properties offered

BUYER PERSONAL INFORMATION SHEET

Title and Name:

Current address:

.....

Occupation: (Husband) (Wife)

Telephone and other contact information:

Husband: Day: Home: Mobile:

Wife: Day: Home: Mobile:

Email:

ABOUT THE HOUSE REQUIRED:

Location :

Area :

within 5 miles within 10 miles within 15 miles within 20 miles



REQUIRED PROPERTY DETAILS

Price: Minimum: £..... Maximum: £.....

Property Type:

- Flat - Basement House – Detached Maisonette – Top/Lower
- Flat - Ground Floor House - Semi-Detached
- Flat – Mid Floor House – End-Terrace
- Flat – Top Floor House – Mid-Terrace Duplex

Minimum Bedrooms: 1 2 3 4 5+

Minimum Reception Rooms: 1 2 3+

Minimum Bathrooms: 1 2 3+

Local amenities required: Shops Schools Town Centre
 Motorways Airports Railway
 Other:

Style or Period for the house:.....

Garden required: Front: Back:

Garage: Front:..... Back: Single/Double:

Other Garden items: Greenhouse: Patio:

Potential to add/extend:

Other information:

.....

.....

.....

.....

CLIENT RECORD CARD

Client 1st Phone call/visit : 2nd of June 2010

First visit to the agency :.....

House visits:

1. House number/reference:
Date: Time:
Agent: Offer:.....
Client Comments:
.....
.....
.....

2. House number/reference:
Date: Time:
Agent: Offer:.....
Client Comments:
.....
.....
.....

3. House number/reference:
Date: Time:
Agent: Offer:.....
Client Comments:
.....
.....
.....

PROPERTIES OFFERED

Wiltshire | £124,995 Freehold

T 01793 708050
F 01793 708051

swindonnorth@connells.co.uk

Connells, Swindon North
Unit B11 North Swindon District Centre
Thamesdown Drive
Swindon
SN25 4AN

Ref: SDN301719

£124,995 Freehold

Connells present for sale this two bedroom end of terrace property located in the residential area of Woodhall Park, Swindon, with accommodation comprising of entrance hall, lounge, kitchen/diner, two bedrooms, bathroom, off road parking and enclosed rear garden. Viewing Highly Recommended.

- Two Bedroom End of Terrace Property
- Allocated Parking
- Enclosed Rear Garden
- Viewing Highly Recommended
- NO ONWARD CHAIN

INTERNAL FEATURES

Ground Floor**Entrance Hall**

Door to front aspect. Stairs rising to first floor. Access through to lounge.

Lounge

13' 8" max x 13' 4" max (4.17m max x 4.06m max)

Double glazed window to front aspect. Radiator. TV point. Access through to kitchen/diner.

Kitchen / Diner

13' 4" x 8' 2" (4.06m x 2.49m)

Double glazed window to rear aspect. Fitted kitchen comprising of wall and base units with work surfaces over. Inset stainless steel sink and drainer unit. Splashback tiling. Electric cooker point. Space and plumbing for washing machine. Space for fridge/freezer. Central heating boiler. Radiator. Access door to rear garden.

First Floor

Landing

Stairs rising from entrance hall. Access through to both bedrooms and bathroom.

Bedroom One

12' 5" x 10' 2" (3.78m x 3.10m)

Double glazed window to front aspect. Built-in wardrobes. Radiator.

Bedroom Two

9' 4" x 6' 10" (2.84m x 2.08m)

Double glazed window to rear aspect. Radiator.

Bathroom

Obscured double glazed window to rear aspect. Suite comprising of bath with shower. Pedestal wash hand basin. Low level WC. Part tiled. Radiator.

EXTERNAL FEATURES

Parking

Allocated for one vehicle.

Rear Garden

Enclosed by wood panel fencing. Mainly laid to lawn with patio area to the back of the house.



Wiltshire | £143,995 Freehold



T 01793 708050
F 01793 708051

swindonnorth@connells.co.uk

Connells, Swindon North
Unit B11 North Swindon District Centre
Thamesdown Drive
Swindon
SN25 4AN

Ref: SDN301776

£143,995 Freehold

Connells present this two bedroom terraced property located in the residential area of Oakhurst, with accommodation comprising of entrance hall, lounge, kitchen/diner, downstairs cloakroom, two double bedrooms, bathroom, front & rear gardens, allocated parking spaces. Viewing Recommended.

- Two Bedroom Terraced
- Cloakroom
- Front & Rear Gardens
- Allocated Parking

INTERNAL FEATURES

Ground Floor

Entrance Hall

Double glazed door to front aspect. Access door leading through to lounge. Access to cloakroom.

Cloakroom

Suite comprising of low level WC. Wash hand basin. Part tiled. Radiator. Extractor fan.

Lounge

14' 9" x 9' 5" (4.50m x 2.87m)

Double glazed window to front aspect. Two radiators. TV point. Telephone point. Stairs rising to first floor. Access through to kitchen/diner. Feature fireplace with marble effect surround.

Kitchen / Diner

12' 8" x 7' 7" (3.86m x 2.31m)

Double glazed window to rear aspect. Fitted kitchen with wall and base units with work surfaces over. Inset sink and drainer unit. Splashback tiling. Integrated electric oven and gas hob with cooker hood over. Space and plumbing for washing machine, fridge/freezer and dishwasher. Radiator. Double glazed door leading through to rear garden.

First Floor Landing

Stairs rising from lounge. Access to both bedrooms and bathroom. Loft access.

Bedroom One

10' 9" x 8' 4" (3.28m x 2.54m)

Two double glazed windows to rear aspect. Built-in double wardrobes. Radiator. TV point. Telephone point.

Bedroom Two

12' 2" max x 7' 8" max (3.71m max x 2.34m max)

Two double glazed windows to front aspect. Radiator.

Bathroom

Suite comprising of bath with shower over. Pedestal wash hand basin. Low level WC. Part tiled. Extractor fan. Radiator. Shaver point.

EXTERNAL FEATURES

Parking

Situated to the rear of the property providing allocated parking for two vehicles.

Rear Garden

Enclosed by brick wall and wood panel fencing. Mainly laid to lawn. Patio area to the back of the house. Shed. Rear access gate. External light.

Front Garden

Enclosed by wrought iron fencing. Mainly laid to lawn. Access pathway leading to the front of the property.



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Critères d'évaluation

- se présenter : 3 points
- compléter la fiche d'information : 4 points
- expliquer l'offre et informer le client : 6 points
- remercier et prendre congé : 3 points
- vocabulaire, grammaire, syntaxe : 4 points

- Total : 20 points

On donne annexes 1, 2, 3 et 4.

On demande ou on attend du candidat :

- une négociation dynamique,
- une maîtrise du vocabulaire,
- une courtoisie,
- une demande de reformulation en cas de difficulté de compréhension,
- une concordance entre le formulaire complété et le corrigé.

CORRECTION

Mary Kimber or Dan Hiles, nice to meet you Mr. or Mrs. Markland

- Actually, you told Mr Fitzpatrick last time that you are looking for a quiet place in town?
- Can you give me some more information about you and the house you would like to buy?
- The selection of possible questions given by Mr Fitzpatrick
- Let me show you two properties....
- If you agree, we could ask the owner for a visit? Could you please tell me when you are free?
- Thank you Mr or Mrs Markland. See you next week.....
- Good bye Mr or Mrs Markland, Have a nice day.

The buyer: Personal details

BUYER PERSONAL INFORMATION SHEET

Title and Name: Mr and Mrs Garry Markland

Current address: Market Square, Faringdon, SN7 7HU

Occupation: (Husband) French teacher (Wife) Manager in a retail shop

Telephone and other contact information:

Husband: Day: Monday or Tuesday ..Home: 01395 907564 Mobile: 0792 767 46 13

Wife: Day: WednesdayHome: 01395 907564 Mobile: 0792 664 44 11

Email: garry.markland@aol.uk

ABOUT THE HOUSE REQUIRED:

Location : Swindon

Area : Not far from the town centre

within 5 miles within 10 miles within 15 miles within 20 miles

REQUIRED PROPERTY DETAILS

Price: Minimum: **£120,000** Maximum: **£150,000**

Property Type:

- | | | |
|--|---|---|
| <input type="checkbox"/> Flat - Basement | <input type="checkbox"/> House – Detached | <input type="checkbox"/> Maisonette – Top/Lower |
| <input type="checkbox"/> Flat - Ground Floor | <input checked="" type="checkbox"/> House - Semi-Detached | |
| <input type="checkbox"/> Flat – Mid Floor | <input checked="" type="checkbox"/> House – End-Terrace | |
| <input type="checkbox"/> Flat – Top Floor | <input checked="" type="checkbox"/> House – Mid-Terrace | <input type="checkbox"/> Duplex |

Minimum Bedrooms: 1 2 3 4 5+

Minimum Reception Rooms: 1 2 3+

Minimum Bathrooms: 1 2 3+

Local amenities required:

Shops	Schools	Town Centre
Motorways	Airports	Railway
Other: Bus station		

Style or Period for the house: **newly built (or recently) and modern finishing**

Garden required: **Front garden**

Garage: **Back garage** Single/Double: **Double**

Other Garden items: Greenhouse: **No** Patio: **Yes**

Potential to add/extend: **It's not important for the moment**

Other information: **None**

The further appointment to visit the house

Date: **Monday the 14 th of June** Time: **10 pm**

Client Comments : **Mr and Mrs Markland would like to meet Mr Fitzpatrick at the agency before the visit.**

Suggestions de questions:

- ✓ Has the interior been recently painted?
- ✓ Is the interior trim in good condition? (baseboards, molding, etc.)
- ✓ What is the condition of the hardware? (door knobs, locks, etc.)
- ✓ Do the doors open and close properly?
- ✓ Are the kitchen cabinets installed properly?
- ✓ Are they in good condition?
- ✓ Do the windows operate properly?
- ✓ Are they in good condition?
- ✓ Is there a fireplace or wood stove?
- ✓ Is it in good condition?