

Epreuve orale

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

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

SUJET N° X

Document candidat



Travail à faire par le candidat

Role play

Teacher: The customer
You: The sales representative

Enclosures:

Appendix 1: Product information

Appendix 2: Purchase Order Form

The candidate [The sales representative] is expected to:

- Welcome Mr Small or Mrs Brown.
- Present and give the features and benefits of the product
- Identify what type of Hand Dryer he or she is looking for
- Based on the information gathered propose the product to him or her
- Answer any questions he or she may have
- Fill in the purchase order form and make him or her sign it.(you will have to give it back)

Role play

1. Who you are: Setting the scene.

You work as a sales representative for Electrical Deals. This company is proud to be able to offer the full range of the fantastic Dyson Airblade Hand Dryers - at the best prices available in the UK. They are able to do this by cutting their margins and operating as efficiently as possible.

You have an appointment with the head teacher of a primary school, Mr Small or Mrs Brown to present this product to him or her and to take its order. He or she is very interested and will probably buy one or two Hand Dryers. You called him or her last week and he or she decided to meet you to have more information. Initially, you will discover the needs for your prospective customer then will have to explain the advantages of the Dyson Airblade Hand Dryers.

By means of the appendix 1, prepare your appointment and present to your customer the features and benefits of the new product. You will then help him or her to choose the best model.

To conclude the meeting, you will fill in the order form and ask your customer to sign it.

2. Your tasks :

- ✓ Welcome Mr Small or Mrs Brown.
- ✓ Present and give the features and benefits of the products
- ✓ Identify what type of Hand Dryer he or she is looking for
- ✓ Based on the information gathered propose the product to him or her
- ✓ Answer any questions he or she may have
- ✓ Fill in the purchase order form and make him or her sign it.

Appendix 1 page 3: Product information

Appendix 2 page 4: Purchase order form

All Dyson Airblades come with a 5 year (or 350,000 use) warranty for parts and a one-year labour warranty. The Dyson Airblade range brings you the FASTEST hand dryers available - drying your hands in just 10 seconds - and because it uses 80% less electricity, it is also extremely cheap to run (it dries 19 pairs of hands for the price of just one paper towel!). It is also the only hand dryer to CLEAN the air through its advanced HEPA filtration system before it blows it onto your hands: at an amazing 400 miles per hour so the water is scraped from your hands.

"You put your hands under other dryers, rub them a bit, then give up and wipe your hands on your trousers. It's something that's always annoyed me." - James Dyson



OTHER HAND DRYERS

Warm hair hand dryers are too slow. Some can take as long as 43 seconds to work. It's because of their motors. They can't create enough airflow to remove water from hands effectively. They're also unhygienic, sucking in dirty washroom air and blowing it back onto hands. And they still heat the air – which is expensive and not very green.

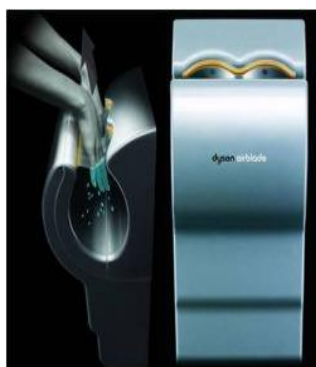
The DYSON AIRBLADE

The Dyson Airblade hand dryer works in just 10 seconds – scraping water from hands like a windscreen wiper. It's the fastest hand dryer, powered by the unique Dyson digital motor. A HEPA filter cleans the air before blowing it onto hands, so it's also hygienic. And it uses up to 80 % less energy than warm air hand dryers.



Features

Models available	AB03 (Grey or White), AB01 (Silver)
Casing construction	AB03: Polycarbonate - ABS AB01: Aluminium
Electrical	Electrical supply: 230-240 V AC, single phase 50 Hz Rated power: 1600 W Motor type: Dyson digital motor. Switched reluctance brushless Motor speed: 88,000 rpm Heater type: None Standby power consumption: 1 W Energy consumption per dry: 0.0044 kWh
Operation	Touch-free infra-red activation Hand dry time: 10 seconds (measured to method defined by National Sanitation Foundation protocol P335) Operation lock-out period: 30 seconds Airspeed at apertures: 400 mph Operating airflow: 37 l/s Rated operating noise power: 85 dB(A)
Filtration	Lifetime anti-microbial HEPA H12 filter Particulate removal tested to 99.5% according to EN1822. Bacteria removal 99.9%
Unit net weight (kg)	AB03: 10 AB01: 14.5
Unit dimensions (h/w/d mm)	AB03: 663 x 307 x 247 AB01: 642 x 303 x 248
Standard warranty	5 year (or 350,000 uses) parts, 1 year labour
Product Certification	BEAB approved to IEC/EN60335-1 and IEC/EN60335-2-23



DYSON - PURCHASE ORDER FORM

Description	Price	Quantity	Line total
AB01 Silver	£ 850		
AB03 White	£ 1 185		
AB03 Grey	£ 1 285		
Subtotal			
VAT (if applicable) (15 %)			
Total			

(* Please note that shipping is included for delivery in Europe and North America.
Please contact us for any delivery in other regions: sales@dyson.com.

BILL TO ADDRESS	
Contact person :	
Phone number :	E-mail :
Company :	
Address :	
Date :	Authorized Signature :

Mode of payment

- Check : In favor of DYSON
- Bank wire transfer :

Bank name and address		
HSBC Holdings plc 8 Canada Square London E14 5HQ		
Account owner		
UK Head Office Dyson Ltd, Tetbury Hill Malmesbury Wiltshire SN16 0RP		
International Bank Account Number		BIC
IBAN	FR76 1009 6181 2400 0329 5760 171	CMCIFR2L