

Baccalauréat Professionnel Logistique

Session 2008

Epreuve orale

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

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

<p>SUJET N° 1 Document candidat</p>

SHIPPING THE GOODS

Situation : It is May 23rd 2008. You work as a warehouseman in the company SAMSUNG which is a wholeseller specialised in video and computer equipment. The company is located in Chartres,10 avenue de Tours. You have carried out the order picking for your client PLANETE SATURN and you must perform the shipping of goods right now with the help of the driver.

Roleplay : You are the warehouseman, so be ready to :

- Read the order bill (annexe 1).
- Fill the delivery bill (annexe 3) with the help of the additional information (annexe 2).
- Welcome the truck driver.
- Give the driver instructions related to the loading and shipping of goods.
- Conclude the dialogue with the driver.

Enclosures : Annexe 1 : Order bill of the customer PLANETE SATURN

Annexe 2 : Additional informations

Annexe 3 : Delivery bill of the shipper SAMSUNG

Annexe 1 : Order bill of the customer PLANETE SATURN

Planète SATURN

Shopping Centre de la Plaine 86000 Poitiers

Tel : 05 56 67 80 90 Fax : 05 56 60 80 90

Order bill n° 25

Date : 21/05/2008

Supplier : SAMSUNG – Avenue de Tours 28000 Chartres

Delivery within : 2 days

Means of shipping : by road

Means of payment : bank

Item	Description	Unit	Ordered Quantity
DVD 25	DVD driver	Box	10
COM 13	Computer	Box	8
TEL 86	TV Sets	Box	15
CAM 12	Camcorder	Box	25
PHO 50	Digital camera	Box	30

Annexe 2 : Additional information

The customer has ordered 10 units of the item DVD 25 et 15 units of the item TEL 86. These items are out of stock. You will have to inform your customer that the goods will be delivered within 7 days. For any other items, the goods are in stock.

During the goods loading, the wrapping film of the pallet has been damaged but the goods haven't been damaged.

Receipt of the goods only takes place from 7 am to 9 am. In addition, an appointment must be made for the reception.

To ship your goods, you will use the services of the shipper SITRANS LOGISTIQUE located in Chartres, Zone industrielle de Gellainville.

Annexe 3 : Delivery bill of the shipper SAMSUNG



DELIVERY BILL N° 56

Delivery date :

Name of the customer and delivery address :

Your order n° from

Name and address of the shipper :

Item	Designation	Unit	Ordered quantity	Delivered quantity	Remarks

Instructions given to the driver :

Remarks :

Date and signature :