

ÉVALUATION SPECIFIQUE POUR LA MENTION  
« SECTION EUROPEENNE »  
SESSION 2009

**Baccalauréat professionnel Secrétariat - Services – Comptabilité -Vente**

Épreuve orale-

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

1<sup>re</sup> partie : durée 10 minutes, préparation 10 minutes

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DOCUMENT CANDIDAT

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**Welcoming visitors**

Situation :

You are working at HARBORNE BIKE which makes and sells all sorts of bikes, in Birmingham. You work at the reception and you have to:

- welcome visitors
- fill in a visitor's grid
- call the person to be visited
- ask the visitor to wait
- tell him the way within the firm.

Role play :

Today you welcome a supplier who has an appointment with the commercial manager, Mr Winter, to present him new products.


You have at your disposal :

- a directory
- a map of the firm
- a grid to fill when a visitor arrives
- badges to give visitors (they have to return it when they leave the firm).

Documents :

- Document 1 : grid
- Document 2 : badge
- Document 3 : directory
- Document 4 : map

**GRID TO FILL WHEN A VISITOR ARRIVES**

	<p>HARBORNE BIKES</p> <p>75 High street, Har- borne</p> <p>BIRMINGHAM B17 9NG</p> <p>Phone : 121 426 2737</p>	<p>Date : .....</p> <p>Time : .....</p>
<p>VISITOR'S NAME :</p> <p>.....</p>	<p>FIRM :</p> <p>.....</p>	
<p>Want to see :</p> <p>.....</p>	<p>Object :</p> <p>.....</p> <p>.....</p> <p>.....</p>	

Document 2 : badge



DIRECTORY

Departments	Functions and names
Manager	General manager Mr Paddington William
Secretarial	Assistant Miss Confay Ann Secretary Mr Mortimer Charles Secretary Miss Holly Sonia
Staff	Manager Miss Mulligan Jennifer
Commercial	Manager : Mr Winter Barry Assistant : Miss Dolly Kate Mr Allan Paul Mr Pole Harry
Invoice	Chief : M. Oliver Chester
Accountancy	Chief : Miss Stacy Humphrey
Work shop	Chief : Mr Larry O'Connor

Annexe 4

Map of the firm

