

EVALUATION SPECIFIQUE POUR L'ATTRIBUTION DE LA MENTION « SECTION EUROPEENNE »

**Baccalauréat professionnel Comptabilité, Services et Vente  
Session 2008**

Epreuve orale

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

**A. Première partie : durée 10 minutes, préparation 20 minutes**

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**SUJET N° 1  
Document candidat**

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**Informing a customer**

Travail à faire par le candidat

**Role play :**

**Part 1**

You are a trainee at the reception desk at LEROY MERLIN in France. Your employer has asked you to sell a "Carte Maison" to an English customer.

Here comes Mr Jackson, an English man, who wants to have details about the advantages of the "Carte Maison". You are alone and must help him.

- Start the conversation using proper salutation sentences.
- Introduce yourself.
- Inquire about the customer's wishes and needs; ask appropriate questions.
- Give him explanations about the card and its main advantages (you have document 1).
- Fill in the customer's form (annexe 1).
- End the conversation.

***Enclosures :***

- Document 1 : Advert about the "Carte Maison".
- Annexe 1 : The customer's form.

## Document 1 : Advert about the "Carte Maison" of LEROY MERLIN

(extract from the original advert)

### Helping you finance your projects with the Payment/Credit option

With the Carte Maison Payment/Credit option, you can make all your dreams come true... Be free to choose your rhythm and means of payment.

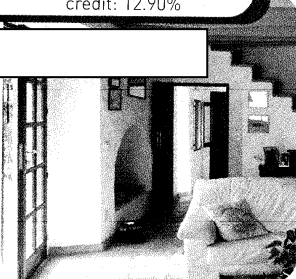


#### Credit solutions to meet your needs

Starting at a value of € 100, we have a range of credit solutions to spread the cost of your DIY projects:

PAY IN 5 INSTALMENTS	PAY IN 10 INSTALMENTS
<b>EXAMPLE: € 100 OF GOODS PURCHASED</b>	
<b>TOTAL COST OF CREDIT IN 5 OR 10 INSTALLMENTS</b>	
€ 2,2	€ 4,4
<b>INITIAL PAYMENT</b>	
€ 22,19 + 4 monthly instalments of € 20 Fixed APR instalment credit: 14.36%	€ 14,40 + 9 monthly instalments of € 10 Fixed APR instalment credit: 12.90%

The possibility of  
paying 3 months  
after you make  
the purchase



Example for a purchase of € 100:

- **€ 3,55 initial payment**  
+ Full payment of the € 100 on the 3<sup>rd</sup> month following the purchase, giving a total cost of credit: € 3,55. Fixed APR: 15.60%.
- **or several monthly instalments**  
starting on the 3<sup>rd</sup> month following the purchase and subject to terms linked to your credit reserve.

All credit offers that figure in this document are subject to acceptance by Banque Accord. Terr. with € 28 158 260 capital. Registered in the Roubaix Corporate and Trade register, under the r

### Advantages all year round, for card holders only

The magazine  
"Du Côté de Chez Vous"  
free of charge for one year!



An outstanding source of inspiration where you will find a wealth of practical information, ideas, tips and technical advice.



Ask for this magazine at the till,  
when you come to the store.

AND ALSO  
An extra Trends and Decoration guide  
to be kept.

#### Special events and promotions

On a regular basis you will receive information about your Leroy Merlin store, such as special offers for card holders, exceptional invitations or Special Days...

#### Priority access to our telephone help desk, 7 days a week!

In need of help choosing a product or preparing a project? Encountered a problem while doing your DIY? Our specialists are there to answer all your questions and guide you throughout the stages of your project. Open every day from 8 a.m. to 7 p.m.

#### 4 MAIN ADVANTAGES

- ☛ 5% Welcome discount
- ☛ 10% Loyalty discount
- ☛ The "Du côté de chez vous magazine" for one full year
- ☛ Priority telephone help desk

### Vocabulary

Instalment : mensualité

Purchase : achat

Loyalty discount : remise fidélité

To apply for : faire une demande

DIY : Do It Yourself

**Annexe 1 : The customer's form**

*(extract from the original advert)*

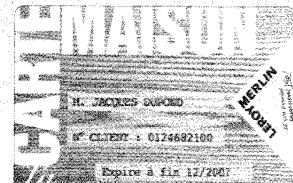


Become a new member and get points !

**CARTE MAISON**  
M. JACQUES DUPOND  
N° CLIENT : 0124692100  
Expire à fin 12/2007

**LEROMERLIN**  
*... et vos envies prennent Vie!*

***CUSTOMER'S FORM TO FILL IN***



**SURNAME :** .....

**Firstname :** .....

**Address :** .....

.....

**Post Code :** .....

**Town :** .....

**☎**.....

**Email :** .....

*To benefit from this offer, fill in this form and return it to the Carte Maison Desk in the store.*