

**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° 2  
Document candidat**

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**Helping a customer on line**

*Travail à faire par le candidat*

**Role play :**

You work with LEVI'S on the « hot line » to answer the customers' questions.

A customer calls. His name is Mr David JONES. He can't manage on his own to order a pair of jeans "LEVI'S 013 Guy Actions / Shaped Jean Stone Gray Size 32/34" on line.

You have to help and give advice on the type, the size and the price of jeans and to precise the delivery conditions.

Fill in the order form for the customer (Document 3)

**Enclosures :**

- Document 1 : The types of jeans.
- Document 2 : The delivery and returns conditions.
- Document 3 : The page of the screen to fill in.

**Document 1 : the types of jeans**



| Home | Search | Dressing Room |

| My Account | Cart C

Products

**Jeans Men's - Size: 30/34**

Size:

Levi's® Red Tab®  
Jeans

- Jeans Men's
- Jeans Women's
- T-shirts
- Shirts
- Jackets
- Sweaters
- Blouses

Levi's® Engineered  
Jeans & Blue

- Jeans
- T-shirts
- Blouses

Levi's® Shoes

- Shoes Men's
- Shoes Women's

Levi's®

Accessories

- Bags
- Belts
- Bodywear
- Hats

Levi's® Kids

- Boy's
- Girl's

Sale

Information

- Shipping & Returns
- Payments
- Privacy Notice
- About Company
- Contact Us

Tracking

- Size Table
- Find Size
- Dressing Room

Levi's® Europe  
Website

Sort by: Name | Price



Levi's 012 Guys Standard Shapen Jean "Resin 3D"  
£76 £45



Levi's 013 Guys Action Shaped Jean "Stone Gray"  
£66 £40



Levi's 10127 Guys Shoecut Jean "Garage Finish"  
£59



Levi's 10131 Guys Icon Shaped Jean "All The Time"  
£57 £45



Levi's 10131 Guys Icon Shaped Jean "Crunched Green"  
£76 £45



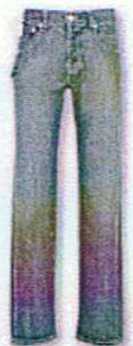
Levi's 10131 Guys Icon Shaped Jean "Garage Finish"  
£59



Levi's 10132 Guys Utility Shaped Jean "All The Time"  
£53



Levi's 10132 Guys Utility Shaped Jean "Garage Finish"  
£63 £38



Levi's 20050 Redwire "Light Worn"  
£63 £38

## Document 2 : The delivery and returns conditions.

### **Delivery and Returns**

**Shipping price** : You always pay 10 EUR (7GBP) no matter how many products you order. Shipping price will be automatically add during the order process.

**Delivery only to European Countries** : Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

**Delivery time**: All orders are realized in 5 days. Delivery time takes about 3 or 4 days.

If you don't receive order in 4 days, please contact us to [info@jeans-on.pl](mailto:info@jeans-on.pl).

Please send first e-mail with problem to : [info@jeans-online.pl](mailto:info@jeans-online.pl).

Then send the package to the address : **Jeans-Online ul.Drzymaly 13 14-400 Paslek POLAND.**

**Returns** : We offer a 100% guarantee that if you're dissatisfied with the products you have ordered, we will exchange them. Return will be allowed only within 10 days from the date of Receipt.

**Document 3 : The page of the screen to fill in.**

<b>LEVI'S</b>	<b>Jeans-online</b>	<b>Date : 30/05/08</b>
<b>Your order</b>		
<p><b>JEANS :</b>      <input type="radio"/> Men's      <input type="radio"/> Women's</p> <p><b>TYPE :</b>      .....</p> <p><b>SIZE :</b>      .....</p> <p><b>PRICE :</b>     .....</p>		
<p><b>CLOTHING :</b>      <input type="radio"/> Boy's      <input type="radio"/> Girl's</p> <p>                         <input type="radio"/> T-shirts    <input type="radio"/> Shirts      <input type="radio"/> Jackets    <input type="radio"/> Sweaters   <input type="radio"/> Blouses</p> <p><b>TYPE :</b>      .....</p> <p><b>SIZE :</b>      .....</p> <p><b>PRICE :</b>     .....</p>		
<p><b>SHOES :</b>      <input type="radio"/> Men's      <input type="radio"/> Women's</p> <p><b>TYPE :</b>      .....</p> <p><b>SIZE :</b>      .....</p> <p><b>PRICE :</b>     .....</p>		
<b>Your identity</b>		
<p><b>SURNAME First name :</b> .....</p> <p><b>Address :</b> .....</p> <p><b>Post code :</b> .....</p> <p><b>Town :</b> .....</p> <p> .....</p> <p><b>Email :</b> .....</p>		
<b>Your payment and delivery</b>		
<b>Number of items</b>	.....	
<b>Total amount</b>	.....	
<b>Discount</b>	.....	
<b>Shipping price</b>	<b>10 € (7GBP)</b>	
<b>Amount paid</b>	.....	
<b>Sent on the</b>	<b>05/07/08</b>	
<p><b>Means of payment :</b> <input type="radio"/> Eurocard   <input type="radio"/> Visacard   <input type="radio"/> Other card : .....</p> <p style="padding-left: 40px;">No .....</p> <p style="padding-left: 40px;"><input type="radio"/> Cheque</p>		
<b>OK</b>		