

ÉVALUATION SPECIFIQUE POUR LA MENTION
« SECTION EUROPEENNE »
SESSION 2008

Baccalauréat professionnel Secrétariat - Services – Comptabilité -Vente

Épreuve oral-

Durée de l'épreuve : 20 minutes

Préparation : 20 minutes

1^{re} partie : durée 10 minutes, préparation 10 minutes

DOCUMENT CANDIDAT

Welcoming and moving visitors towards the firm

Situation :

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

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

Role play :

Today you welcome a supplier who wants to meet the commercial manager, Mr Winter, to offer 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).

Enclosures :

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

Annexe 1

GRID TO FILL WHEN A VISITOR ARRIVES

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

Annexe 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 Jude Assistant : Miss Dolly Kate Mr Allan Paul Mr Harry Pole |
| Invoice | Chief : M. Oliver Chester |
| Accountancy | Chief : Miss Stacy Humphrey |
| Work shop | Chief : Mr Larry O'Connor |

Annexe 4

Map of the firm

