



**ACADÉMIE  
DE NANTES**

*Liberté  
Égalité  
Fraternité*

## **SESSION 2022**

**BACCALAURÉAT PROFESSIONNEL  
ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »  
SPECIALITE LOGISTIQUE  
LANGUE : ANGLAIS**

### **SUJET N°1**

**Durée de l'épreuve : 40 minutes**

- Préparation	- 20 minutes
- Présentation de la situation	- 10 minutes
- Entretien sur les activités et travaux effectués dans la discipline non linguistique	- 10 minutes

## **SITUATION :**

You work as an operation manager at “Harrods”. It is a famous luxury department store in London.



The store is preparing a new commercial operation called “tea time” and has contacted a new supplier – the contact is John Stevens. You receive the delivery from the carrier.

You notice errors on the delivery receipt and a box of coffee cups is damaged. You decide to phone John Steven to try to find a solution and negotiate a discount.

\*A carrier : un transporteur

## **DOCUMENTS :**

- **N° 1: SUPPLIER OFFERS.**
- **N° 2 : PURCHASE ORDER.**
- **N° 3 : DELIVERY RECEIPT.**

## DOCUMENT 1 : SUPPLIER OFFERS.



### HAND PAINTING

Richmond Avenue 702  
Gloucester, 9WN Z13

April, 30th

Harrods  
87-135 Brompton Road  
London

Dear Madam, Dear Sir,

We were pleased to receive your letter of enquiry dated 8th April concerning our new range of hand-painted products, called "Countryside Flowers".

Please find hereby our conditions for the 5 items in which you are particularly interested:

- Hand-painted coffee cup (reference 704 498): £ 5.00/Unit
- Hand-painted coffee saucer (reference 704 499): £ 3.00/Unit
- Hand-painted sugar bowl (reference 704 500): £ 15.00/Unit
- Hand-painted milk jug (reference 704 501): £ 20.00/Unit
- Hand-painted coffee pot (reference 704 502): £ 35.00/Unit

Our prices include the delivery to your warehouse and a special individual packing.

Our payment conditions are: by check within 30 days (2.5% may be deducted if payment is effected within 10 days).

Delay: all these items are available and could be sent within 8 days of receipt of your order.

We hope that these sales conditions are adapted to your needs.

Best Regards.

**John Stevens**  
Sales Manager

## DOCUMENT 4: PURCHASE ORDER

Fedex Express  
LONDON.



**TO :** HARRODS  
87 135 Brompton Road  
LONDON England

### PURCHASE ORDER

Supplier:

Date: 3 mai 2022

**HAND PAINTING**  
**Richmond Avenue 702**  
**GLOUCESTER 9WN Z13**

Payment conditions : within 10 days  
Means of Payment : Check

Prices include the delivery to our warehouse and a special individual packing.

Quantity	Cartons	Description of goods	Reference	Unit Value £
55	11	Hand-painted coffee cups		
55	11	Hand-painted coffee saucers		
15	3	Hand-painted sugar bowls		
15	5	Hand-painted milk jugs		
30	10	Hand-painted coffee pots		
170	.....	Extra special individual packing		
<b># of packages: .....</b>				

Delay: within 8 days of receipt of our order.

**DOCUMENT 5: DELIVERY RECEIPT.**

.....  
.....

**DELIVERY RECEIPT # 1/45689/08**

**Customer:**  
HARRODS  
87-135 Brompton Road  
London, England  
**Tel:** 0654 345 567

**Delivery address:**  
87-135 Brompton Road  
London, England

**Means of transport:** Road  
**Conditions of payment:** On delivery

<b>CUSTOMER #: 123/09/876</b>		<b>ORDER #: 45239/08</b>	<b>DATE OF DELIVERY: May 20<sup>th</sup></b>
<b>Quantity Ordered</b>	<b>Quantity Delivered</b>	<b>DESCRIPTION OF GOODS</b>	<b>REFERENCES #</b>
55	55 (11 cartons)	Hand-painted coffee cups	704 498
55	55 (11 cartons)	Hand-painted coffee saucers	704 599
15	15 (5 cartons)	Hand-painted sugar bowls	704 500
15	15 (5 cartons)	Hand-painted milk jugs	704 501
30	Not available	Hand-painted coffee pots	704 502
		Extra special individual packing	111 111
.....	.....	.....	.....
<b># of packages: 32</b>		<b>Packed by: Roger Blent</b>	<b>TOTAL WEIGHT: 114 KGS</b>

