



**ACADÉMIE
DE NANTES**

*Liberté
Égalité
Fraternité*

SESSION 2022

**BACCALAURÉAT PROFESSIONNEL
ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »
SPÉCIALITÉ - COMMERCE
LANGUE : ANGLAIS**

SUJET N° 2

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 a shop assistant in a Debenhams store in Aberdeen, in Scotland.

Debenhams is a department store selling everything from toiletries, clothes and accessories to furniture and kitchenware.

You are in charge of the beauty department. Your main tasks are to answer the customers about the products sold and to promote the loyalty card.

You are welcoming a customer. She is 45 and she spends an average of 50 £ per month in the Debenhams beauty department. Try to convince her to get a loyalty card by subscribing to the « Beauty Club ». List the benefits for her.



DOCUMENTS :

- **N° 1 : THE BEAUTY DEPARTMENT**
- **N° 3 : THE BEAUTY CLUB**

DOCUMENT 1 : THE BEAUTY DEPARTMENT




- Makeup
- Makeup Tools & Brushes
- Nails
- Lips
- Lashes
- Face
- Eyes
- Brows
- Fragrances
- Perfume
- Aftershave
- Unisex Fragrances
- Home Fragrances
- Skincare
- Serums
- Masks
- Cleansers
- Moisturisers
- Sun & Tan
- Bath & Body
- Bath Soaps
- Shower Gel
- Hand & Foot Care
- Body Lotion
- Beauty Electricals and Personal Care
- Hair Electricals
- Haircare
- Grooming
- Dental
- Conscious Beauty
- Vegan Beauty
- Cruelty Free
- Paraben Free
- Wellness
- Beauty Best-Sellers

source : <https://www.debenhams.com>


DOCUMENT 3 : THE BEAUTY CLUB

Why join?


As a Beauty Club member, you can enjoy these gorgeous benefits below



Points







Perks



Previews











Level up

Start as an Enthusiast and climb each tier to become an Icon.

	★ Tier 1- Enthusiast	★★ Tier 2- Pro	★★★ Tier 3- Icon
Spend	£0-£100	£101- £299	£300+
When you join	 500 points when you join	X	X
Points per pound	 3 points	 4 points	 5 points






Level up

Start as an Enthusiast and climb each tier to become an Icon.

	 Tier 1- Enthusiast	 Tier 2- Pro	 Tier 3- Icon
Spend	£0-£100	£101- £299	£300+
 Delivery	X	 Free standard delivery* Over £40	 Free next day delivery* Unlimited
 Birthday	 10% discount	 15% discount	 20% discount

Level up

Start as an Enthusiast and climb each tier to become an Icon.

	 Tier 1- Enthusiast	 Tier 2- Pro	 Tier 3- Icon
Spend	£0-£100	£101- £299	£300+
 Exclusive gifts and treats		 Sale previews and exclusive offers	

Source : <https://www.debenhams.com/page/beauty-club>