



**ACADÉMIE
DE NANTES**

*Liberté
Égalité
Fraternité*

SESSION 2022

**BACCALAURÉAT PROFESSIONNEL
ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »
SPÉCIALITÉ MÉTIERS DE L'ACCUEIL
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 at the reception of **GREAT SOUTHERN KILLARNEY**, a luxurious four-star hotel in Killarney, in Ireland.

Today, you have a phone call of a just married couple from Cork.

They want to plan a stay for 7 days in the hotel next August.

The woman is pregnant, the baby is expected for January 2022.

They want to have accommodation, food and treatments to have a relaxing stay.

Present possible accommodation, food and treatments to the couple.



DOCUMENTS :

- N° 1 : ROOMS DESCRIPTION, PRICES & FACILITIES
- N° 2 : RESTAURANT « GARDEN ROOM »
- N° 3 : HEALTH & BEAUTY CLUB

DOCUMENT 1 : ROOMS DESCRIPTION, PRICES & FACILITIES



CLASSIC ROOMS
FROM €169

Classic rooms at Great Southern Killarney are bright and spacious, many with views over landscaped gardens. Rooms are designed with your comfort and relaxation in mind, offering all the special amenities of a four-star hotel, plus a few extra Great Southern surprises. The average area of a Classic Bedroom including bathroom is 27m².

Price per person/per night	From 01/09 to 31/05	From 01/06 to 31/08
Classic room	169 €	199 €



DELUXE ROOM
FROM €199

Our Deluxe Rooms offer a lot of value for only a little extra. With more space, a desk area and a dining table, these rooms make it easier to spread out and work or relax. The average size of a Deluxe Bedroom including bathroom is 31-33 m². All deluxe rooms feature an in-room refrigerator for storing goodies, which we're happy to stock as a mini-bar on request.

Price per person/per night	From 01/09 to 31/05	From 01/06 to 31/08
Deluxe room	199 €	219 €

Rate includes Full Irish Breakfast with Full access to the Health & Beauty Club at Great Southern which includes 15m Heated Pool, Steam Room, Sauna, Jacuzzi, Monsoon Shower & Two Outdoor Tennis Courts

Facilities in each room:

- Hairdryer
- Power Shower
- Wi-fi Connection
- Multi-Channels television
- Tea & Coffee Making Facilities

DOCUMENT 2 : RESTAURANT "GARDEN ROOM"

Great Southern Killarney's classic Garden Room Restaurant showcases the best tastes of the Kerry countryside, all under the great gilded dome of our original stunning Victorian dining room. The Garden Room Restaurant is a spectacular setting for your dining experience whether it is for a leisurely breakfast or for a lovely evening meal.

- **Dinner** is served each evening in The Garden Room from 6.30pm until 9.30pm and is priced at 48.00 € per adult.
- **Lunch** is served every day, from 11.30am to 1.30 pm and is priced at 17.00 € per adult.
- **Breakfast** is served from 7.30am to 10am (included in the room price)



Source doc 1 et 2 : www.greatsouthernkillarney.com

DOCUMENT 3 : HEALTH & BEAUTY CLUB

In our Health & Beauty club, we have a range of fantastic packages available. Our salon products, YonKa Paris, are all naturally perfumed and alcohol free, promoting relaxation, wellbeing and total rejuvenation



for mind, body, and spirit. We also use professional nailcare range Essie.



RELAX AND ENJOY OUR SPECIAL OFFERS TO ENSURE YOU LOOK AND FEEL YOUR VERY BEST DURING YOUR STAY.

- Refresh Facial & Back, Neck and Shoulders Massage**

Relax the muscles, relieve tension and achieve a sense of wellbeing with a back, neck and shoulder massage followed by an express botanical facial.

70.00 €, 60 Minutes



- Full Body Aroma Lux Massage with Back Exfoliation & Scalp Massage**

The re-balancing and calming effect of the essential oils of Provence lavender and everlasting. A gentle Back Scrub and detoxing Back Mask with Scalp massage followed by a full body massage.

100.00 € 1.30 Hour

- Mum to Be Package (pregnancy offer)**

The special offer for you, waiting for your baby. Facial with neck and shoulders massage, Hand & Foot massage, Exfoliation and massage, File & polish on fingers and toes (Essie Nail lacquer).

140.00 € 2.30 Hours

www.greatsouthernkillarney.com