



**ACADÉMIE
DE NANTES**

*Liberté
Égalité
Fraternité*

SESSION 2022

**BACCALAURÉAT PROFESSIONNEL
ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »
SPÉCIALITÉ MÉTIERS DE L'ACCUEIL
LANGUE : ANGLAIS**

SUJET N°3

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 for **Europcar agency in Dublin railway station**. The company hires cars or vans and offers a variety of services including child seats, additional drivers, deliver and collect, click and collect and online check-in.



Mr and Mrs Stephen want to make a tour of Ireland during 3 days from 9th of June to 11th of June 2022 with their young child aged 3.

This British family needs to hire a small car. They will arrive from Belfast by train at 1:00 pm on a Thursday, the 9th of June 2022. Both of them want to drive.

They need a quick and easy solution to make a reservation because they don't have much time, so they don't want to queue before collecting their car at Dublin railway station.

Make the best possible offer with the amount for the extra options they want and explain to them how to make a booking.

DOCUMENTS :

- **N° 1 : Extra options**
- **N° 2 : Booking Options**

DOCUMENT 2: Extra options



Europcar
moving your way

Deals Locations Vehicles

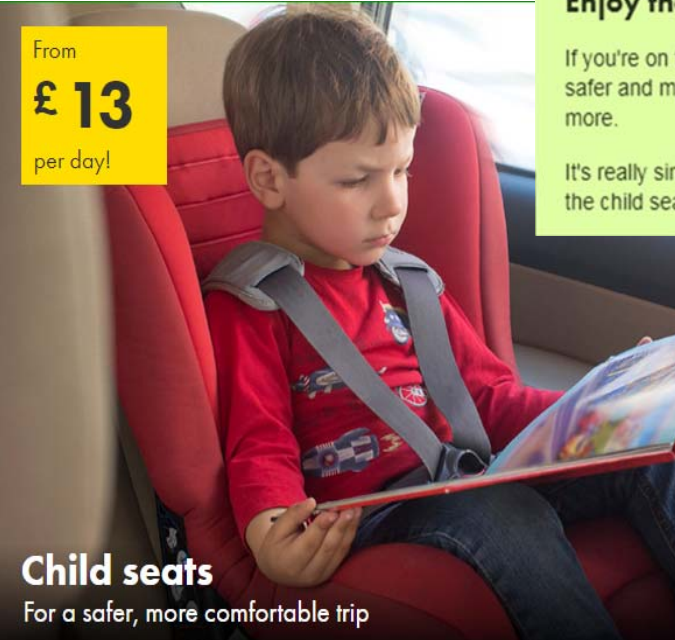
From
£ 14
a day

Share the driving
For a safer, more comfortable trip

Add an additional driver from £14 a day

If you're on the road with family or friends, sharing the driving can help make a long journey easier, safer and more comfortable. Even better, with Europcar it could cost just £14 a day more.

It's really simple to do. Just click the 'add extras' button on the booking page and add your second driver.



From
£ 13
per day!

Child seats
For a safer, more comfortable trip

Enjoy the ride

If you're on the road with your children we can help to make a long journey easier, safer and more comfortable. Even better, with Europcar it could cost just £13 a day more.

It's really simple to do. Just click the 'add extras' button on the booking page and add the child seat you need.

<https://www.europcar.co.uk/>

Deliver & Collect: Car and Van Delivery and Collection Service from just £10 each way



Step out your front door and your chosen car is ready and waiting for you, a great way to save your time. As well as having the car dropped off at your home address, you can arrange for it to be picked up again at the end of the rental, eliminating the need to ever set foot in a car rental station.

INTRODUCING CLICK & COLLECT - THE NEW WAY TO RENT A CAR OR A VAN

Things have changed. And so have we.

As part of our 'Safety Programme', and to support the ongoing focus relating to social distancing, we have introduced an additional service called Click & Collect. With this service, you no longer have to enter our rental station, simply pick up your car or van keys directly at the car park reducing the amount of people you come into contact with. One of our team members will welcome you there to safely hand over the vehicle keys and the rental agreement to you.



EUROPCAR CLICK & COLLECT

- ✓ Book easily online
- ✓ Bypass the rental station and go directly to the car park
- ✓ One of our team members will welcome you there to hand over the vehicle keys and the rental agreement at a safe distance
- ✓ Drive away happy knowing that a **20 point vehicle hygiene check**, accredited by the RAC is carried out between each rental!

<https://www.europcar.co.uk/services/delivery-and-collection>