

**BACCALAURÉAT PROFESSIONNEL
SPÉCIALITÉ MÉTIERS DE LA RELATION CLIENT
SUJET N°4**

Durée de l'épreuve: 40 minutes

- Préparation	- 20 minutes
- Phase 1 : Présentation de la situation proposée ci-dessous	- 10 minutes
- Phase 2 : Entretien sur les activités et travaux effectués dans la discipline non linguistique durant l'année de terminale	- 10 minutes

SITUATION :

You are a trainee as a receptionist at the tourist office in Blackpool – UK.

You receive a phone call from Mr. and Mrs. Finch from Bolton. They are planning to visit Blackpool with their twin children to celebrate their 12-year birthday. They love animals, adventure and their favorite hero is Harry Potter.

You suggest them some activities and accommodation for a weekend.



Source: <https://www.destimap.com/index.php?act=attraction&a=Blackpool-Tourist-Information-Centre>

Source: <https://www.visitsealife.com/>

Come face to fin

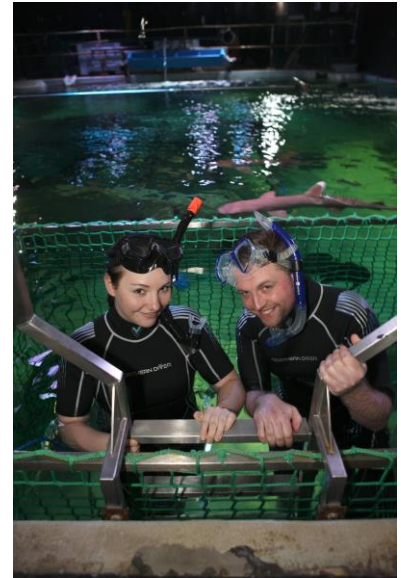
With the most amazing creatures of the deep!

Snorkel amongst an array of sharks at SEA LIFE Blackpool, including Black Tips, White Tips, Zebra Sharks and Nurse Sharks.

The Snorkelling with Sharks Experience includes:

- ✓ Entry to SEA LIFE Blackpool
- ✓ A 20 minute Snorkelling Experience for up to 4 people with a group of magnificent sharks
- ✓ Full instructional briefing by trained Aquarists
- ✓ All equipment including snorkel gear and wet suits (Please bring swimwear and a towel)
- ✓ Available Wednesdays and Saturdays at 11am, 1pm and 3pm
- ✓ Participants must be able to swim and be above 10 years of age
- ✓ Any spectators wishing to go up to the feeding area must be above 1.3M in height and aged 10 years or over

Group
£180
up to 4 people



DOCUMENT 2: ESCAPE ROOM CENTRE

Source: <https://www.escaperoomcentre.com/>

GRAND SCHOOL OF SORCERY

Step inside the ancient courtyard of the Grand School of Sorcery.

Meet the headmaster, Elijah Maelstrom, your guide on this wizardry adventure.

Pass through the classrooms, solving mysteries, riddles, puzzles and potions on your quest to earn the Scrolls of Wizardry.

90 minutes before the school bell rings and it's time to leave, how close will you get?

The School awaits!

RECOMMENDED FOR BEGINNERS & EXPERIENCED

PRICE: £40 per person





Hotel description

If you're looking for hotels near the seafront in Blackpool, you'll love our Premier Inn Blackpool North Pier hotel. Located just a five-minute walk away from Blackpool's North Pier, you'll have all the top attractions in Blackpool right on your doorstep. Soak up the views from the famous Blackpool Tower, enjoy days out with the kids at SEA LIFE Blackpool, and see top rated events in Blackpool at the Winter Gardens and Blackpool Opera House nearby. After days out in Blackpool, enjoy tasty family meals back at our Cookhouse + Pub restaurant before cosying up in a super-comfy bed.

Standard family

Most of our family rooms include a double or kingsize bed, plus a sofa bed and pull-out bed depending on the number of guests staying in the room. We also provide travel cots at no extra cost. Room size and set up can vary based on the hotel and the number of guests.



Double or kingsize bed



Vanity area



Hairdryer



Tea & coffee facilities



Powerful shower



[See all facilities](#)

Standard room

Our spacious family rooms are ideal for up to two adults plus two kids (aged 15 or under). Most feature a super-comfy double or kingsize bed, plus a single sofa bed and a pull-out bed. We also...

[See details](#)



<input checked="" type="radio"/> Flex	Pay now or on arrival, fully refundable with free cancellation up to 1pm on the day of arrival	Total price £66.00
<input type="radio"/> Standard	Pay now, non-refundable. Amendable check in date at the same hotel up to 1pm on the day of arrival	Total price £60.50
<input type="radio"/> Non-Flex	Pay now. No changes	Total price £56.10

Source: <https://www.premierinn.com>