



**ACADÉMIE
DE NANTES**

*Liberté
Égalité
Fraternité*

SESSION 2022

**BACCALAURÉAT PROFESSIONNEL
ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »
SPÉCIALITÉ « GESTION ADMINISTRATION »
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 are currently taking a work placement experience at the « Tourist Office Information Center » in Plymouth (Great Britain).

Your manager, Mrs Barbara MOON, knows that you want to apply for an assistant position.

She gives you the ad* and helps you to prepare your interview.

Show how you are suitable for the job.



*Ad = an offer

DOCUMENTS :

- N°1 : JOB SKILLS
- N° 2 : TOURIST INFORMATION CENTER



STAFF WANTED

Plymouth Tourist Information Center requires an assistant (male / female) with the following qualifications :

- Ability to welcome, inform and answer customers' needs and requirements
- Ability to make enquiries on the customers and suppliers (hotels, restaurants, museums, places of tourism interests...)
- Ability to use communication tools and basic softwares
- Ability to collect and post information on the social networks

Please send your CV's to:

- Tourist Information Centre, 3 – 5 The Barbican, Plymouth PL1 2LR
- Tel: 01752 306330
- Email: barbicantic@plymouth.gov.uk

DOCUMENT 2 : TOURIST INFORMATION CENTER

Source : <https://www.plymouth.gov.uk/visitorsandtourism/freeattractions/touristinformationcentre>

Tourist Information Centre

Our Tourist Information Centre is in the heart of the picturesque Barbican, Plymouth's historic maritime quarter. Our friendly and knowledgeable staff can give you advice and help you make the most of your visit. Email barbicantic@plymouth.gov.uk or call 01752 306330.

Opening times

April to October	Monday to Saturday: 9am to 5pm Sunday: 10am to 4pm
November to March	Monday to Friday: 9am to 5pm Saturday: 10am to 4pm Sunday: Closed

Tourist information services

- Free local accommodation booking service
- National 'Book A Bed Ahead' service (local conditions apply)
- Information on attractions, accommodation, events, public transport and facilities in Plymouth and the surrounding area
- Free maps and guides to the area
- Ticket agents for many events and attractions
- Booking agents for Megabus (available from 10am to 5pm Monday to Saturday)
- A wide range of UK destination guides and a brochure ordering service
- RADAR keys and access information for disabled visitors
- A well stocked shop with a wide range of maps, books, souvenirs, local gifts and a Plymouth clothing range.