

**Final Task:**

You are an employee at the reception desk (= a receptionist). A customer phones the garage to arrange an appointment. You answer the phone.

Language skills needed: asking questions, saying phone numbers, knowing days, months and how to say the time (to schedule an appointment), spelling (to give your name).

Déroulement

- Sur un document distribué, chaque étudiant reporte les informations de son choix que le client va donner au réceptionniste.
- Dialogue de deux étudiants : Etudiant 1 (client) + Etudiant 2 (réceptionniste) (Binômes non connus au préalable).
- L'Etudiant 1 utilise sa préparation de dialogue et informations de client pour échanger.
- L'Etudiant 2 remplit la deuxième partie du document distribué (prise de rdv par le réceptionniste)
- Les rôles sont ensuite modifiés dans d'autres binômes. Ex : Etudiant 1 prend le rôle de l'Etudiant 2, Etudiant 3 devient le client.

Chaque étudiant se retrouve ainsi dans les deux rôles.

Required information**A compléter avant l'oral**

Customer	
Vehicle	
Brand	
Model	
Year	
Kilometrage	
Technical problem (reason for calling)	
Customer	
Name	
Surname	
Phone number	
e-mail adress	
Appointment	

A compléter pendant l'oral

Receptionnist	
Vehicle	
Brand	
Model	
Year	
Kilometrage	
Technical problem (reason for calling)	
Customer	
Name	
Surname	
Phone number	
e-mail adress	
Appointment	

Marking grid

Guidelines/Contents	➤ Follow all the steps from the document "Phone Reception – Steps and Skills" on the ENT	/6 pts
Language	➤ Form correct questions (! Word order!), use adequate and precise vocabulary, give the numbers accurately, spell correctly, etc.	/6 pts
Oral production	➤ Work on your pronunciation, intonation, rhythm...	/4 pts
Communication	➤ Be sure to rephrase or repeat, ask questions if you're not sure...	/2 pts
Listening	➤ Noting down the information from the customer to schedule the appointment.	/2 pts

Steps and skills

step	content	skills
1. Greetings	Say "hello", give the company's name, the department, your first and last names.	
2. Ask for the reason for the call.		Vocabulary for repairs
3. Listen	Show an active listening but do not interrupt.	
4. Rephrase	Rephrase to avoid any ambiguity.	
5. Question	Ask simple and close-ended questions to make sure you understand the customer and respond to his request/demand.	Question-forming
6. Suggest a date	Arrange the appointment. Be as accommodating as possible.	Days, Months Hours/Schedule
7. Identify the vehicle	Record the necessary vehicle information.	Spelling the Alphabet
8. Identify the customer	Record the customer's contact details.	Numbers
9. Say goodbye.	Mention the customer's name. Remind him of the scheduled appointment and the necessary elements/data for the creation of the file.	