

- 1 Proposez un scénario d'appel en anglais, (annexe 1), destiné à M. Jones (poissonnier à Londres), à partir du doc 1.

## Annexe 1 Votre scénario d'appel (in English)

Phases de l'appel et contenu	Texte	Réponses attendues de M. Jones
Contact : saluer, se présenter, identifier l'interlocuteur.	<p>– Hello, I'm "prénom élève" from Marine seafood, I call from France. We are settled in Boulogne-sur-Mer.</p> <p>Could you put me through to the purchasing manager please?</p> <p>– Could you spell your name please?</p>	<p>– Hello M. Jones Cape Town Fish Market London speaking.</p> <p>I'm in charge indeed.</p> <p>– It's Jones : J-O-N-E-S.</p>
Raison de l'appel à présenter au client en une phrase.	<p>– I call to tell you about our special offer of the day! Salmon in all sizes for only 4 pounds per kilo!</p> <p>As you are a new customer, transport is free.</p>	<p>– You pay for the transport, ok, but is it possible in size 4 to 5 with a 4£ price ?</p>
Objectif : obtenir un oui du client qui passe une première commande.	<p>– Yes this offer includes size 4 to 5, so do you want to take advantage of this exclusive offer?</p>	<p>– Well, ok, I'm gonna give it a try. Write me down for a box in size 4 to 5.</p>
	<p>– OK, fine, those are 5 pieces boxes. So, we said one 22 kilo box in size 4 to 5.</p> <p>– Now, can you give me your address for the delivery? Is it the same for the invoice? (You write it down)</p> <p>Payment is made by bank transfer in 30 days.</p>	<p>– Yes, please, one box in 4 to 5.</p> <p>– Sure, bank transfer is fine with me. Regarding the delivery our address is: Capetown Fish Market – 5-6 Argyll Street, A-R-G-Y-double L. in Soho London.</p>
Conclusion : reformuler les éléments concernant le produit, la quantité, le prix, la livraison et le paiement.	<p>– Ok but you can buy salmon for 4 £ per kilo only! And shipping costs are free, I pay for the shipping costs and I guarantee you full traceability for the best quality.</p>	<p>– No thank you I'm happy with my current suppliers and I don't need anything more.</p>
	<p>– OK, let me sum up your order: one box of 22 kilos for a total invoice of eighty eight pounds. Delivery will take place at 5-6 Argyll Street in Soho within five days, transport free.</p> <p>Payment will be made by bank transfer within 30 days.</p> <p>I thank you for this first order M. Jones and I'll call you back to check the delivery. When do you want me to call?</p> <p>– Eight o'clock, OK. Have a nice day. Good bye M. Jones.</p>	<p>– Cristal clear.</p> <p>– 8 AM would be fine for me.</p> <p>– Ok, bye then.</p>
	<p>– Maybe we will work together another time. If you don't mind, I'll call you back to check on you. Thank you and have a nice day M. Jones. Good bye.</p>	<p>– Yes, maybe. Bye.</p>