

BTS NÉGOCIATION ET DIGITALISATION DE LA RELATION CLIENTS

ANGLAIS OBLIGATOIRE

SESSION 2023

MISE EN SITUATION 3 : SAMSUNG TUMBLE DRYER

SAMSUNG Heat Pump Tumble Dryer

£599.00



Product features:

- ✓ Capacity: 8 kg
- ✓ Energy rating: A++
- ✓ Sensor drying
- ✓ Claim a 5 year guarantee

Product information:**Dry your clothes more efficiently**

- heat pump technology , a more cost-effective way of drying clothes by using hot air to absorb moisture from your clothes.
- low temperature for better protection.

Sensors adjust drying time automatically

Another way the dryer protects your clothes is by using automatic sensors. These adjust the temperature and drying time for the best result, all the while helping to lower your energy consumption.

Quick dry small loads**SITUATION:**

You work as a salesperson at Currys. You meet a potential customer looking for a tumble dryer. Prepare your arguments:

- The customer is always busy: He/she starts early and finishes late
- He/she has a large family
- He/she is concerned about his/her energy consumption
- The customer is worried about the after-sales service