

BTS NÉGOCIATION ET DIGITALISATION DE LA RELATION CLIENTS

ANGLAIS OBLIGATOIRE

SESSION 2023

MISE EN SITUATION 10: AMERICAN-STYLE FRIDGE-FREEZE

KENWOOD KSBSX20 American-Style Fridge-Freezer



£649.00



Product features :

- 177 x 91 x 70.5 cm (H xW xD)
- total storage capacity 532 l (fridge : 347/ freezer : 185) four shelves and two drawers
- energy rating : F
- fridge auto-defrost, fast chill function, smart mode, super cooling, eco mode
- colour/finish : Inox with metal finish
- digital display
- manufacturer's guarantee : 1 year

Product information :

The **KSBSX20 Fridge Freezer** runs efficiently, helping to save you money on your household bills.

It also works hard to keep your food chilled and fresh and you won't have to worry about manually defrosting.

LED touch controls to adjust the temperature inside easily.

SITUATION :

You work as a sales advisor at Home Store. You meet a potential customer who is hesitating to buy your fridge-freezer. Prepare your arguments to reassure and convince him/her and satisfy his/her needs :

- He/she has a large family and lots of friends.
- He/she is worried about the electricity consumption
- He/she wants to know about the delivery
- He/she is worried about the price and after-sales service