


Seconde partie de l'épreuve


Yours for a great price

Unlimited Max

5G Ready

Data	Minutes & Texts	Upfront	Monthly	Choose plan
Unlimited	Unlimited	£19	£67	

Includes

Included in price of plan ✓

- 5G ready at no extra cost
- 3-month free trial of Secure Net
- 81 roam-free destinations
- Speed: Fastest available**

[See plan details](#)

Yours for a great price

Unlimited Max with Entertainment

5G Ready




Data	Minutes & Texts	Upfront	Monthly	Choose plan
Unlimited	Unlimited	£19	£74	

Includes

Included in price of plan ✓

- 5G ready at no extra cost
- 3-month free trial of Secure Net
- 81 roam-free destinations
- 100 international minutes to EU
- Speed: Fastest available**

Your choice of entertainment for 24 months

[See plan details](#)

Our Annual Upgrade Promise Offer - How it works**Step 1. Buy iPhone 12 or iPhone 12 Pro today**

With your choice of any 24-month plan.

Step 2. Upgrade any time after 12 months, if you want to

Upgrade to the latest iPhone, or another phone of your choice, on a new Pay monthly plan. The new plan you choose must cost the same (or more) a month. Otherwise, continue with your current plan.

Step 3. When you upgrade, trade in your phone – and you won't pay upgrade fee

Return your iPhone 12 or iPhone 12 Pro either in store or over the phone, and you won't pay any early upgrade fee.

vodafone.co.uk

Situation

You work as a customer service assistant at Vodafone. You are contacted by a customer via the online customer service chat. He/she is hesitating to sign up for an iPhone 12 contract. Use the following hints to help him/her choose:

- Identify the customer's needs
- Find the offer that best meets his/her needs
- Make recommendations and justify your arguments with good reasons to convince your client that this is the best choice for him/her.