

# BTS NEGOCIATION ET DIGITALISATION DE LA RELATION CLIENT

## ANGLAIS OBLIGATOIRE

### Session 2021

#### MISE EN SITUATION

##### BOSCH Serie 2 SMV50C10GB Full-size Fully Integrated Dishwasher

£419.00

or £ 108 / 4 MONTHS



#### Product features:

- 81.5 x 59.8 x 55 cm (H x W x D)
- Ideal for smaller households (12 place settings)
- Energy rating: A+
- Quick wash: 29 minutes
- Ideal for open plan living
- Two-year guarantee included
  - ✓ Breakdown support when you need it
  - ✓ 7 Day Fix Promise
  - ✓ Beyond repair? Get a Currys PC World voucher for a new one
  - x Accidental damage
  - x Cosmetic damage

#### Product information:

Invest in the Bosch **Serie 2 SMV50C10GB Full-size Fully Integrated Dishwasher** and rid your dishes of tough baked-on grease.

#### Fantastic functionality

With its generous capacity of 12 place settings, the Bosch **SMV50C10GB** can easily cater for the larger home.

You'll not be disappointed with the Bosch **SMV50C10GB** in terms of its functionality, either. A choice of five selectable programs allows you to tailor the wash to perfectly suit any load.

If you're in a hurry to get things cleaned up, the Quick Wash mode completes its cycle in just 29 minutes. An intensive 70°C wash is ideal for heavily soiled pots and pans which fit in comfortably with thanks to the height adjustable top basket, creating space for bulkier items.

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#### Attractive features

Among the many other attributes of the Bosch **SMV50C10GB** is the AquaStop feature offering glass protection for your delicate items. With 100% lifetime warranty for water damages, you won't have to worry about putting your most precious glasses in.

The VarioSpeed setting rinses each load in half the time, producing the same gleaming results, saving you time.

Boasting A ratings for both wash and dry performance, the Bosch **SMV50C10GB** also has an impressive A+ rating to its name for energy efficiency.

Make more time for yourself by installing the Bosch **Serie 2 SMV50C10GB Full-size Fully Integrated Dishwasher**.

#### SITUATION :

You work as a seller at Currys. You meet a potential customer looking for a dishwasher. Look for his/her needs, prepare your arguments and answer his/her objections to sell this product.

- The customer is always busy : He/she starts early and finishes late
- The customer loves cooking at weekends
- He/she has a large family and lots of friends
- His/her kitchen is quite small
- The customer is worried about the after-sales service