

BACCALAUREAT TECHNOLOGIQUE
OPTION: HOTELLERIE

SUJET 7

EPREUVE ORALE:

Durée de l'épreuve: 30 minutes

Préparation: 15 minutes

Prise de parole: 15 minutes


1. Describe and comment on the two documents.
2. Speak about the customer's satisfaction.
3. What do you think of the notion : « at the hotel, the guest is a king »

DOCUMENT 1

New Tab x Mysearchdial - web search x Almond Beach Resort x

almondbarbados.com


Cette page est en anglais Voulez-vous la traduire ? Traduire Non Ne jamais traduire les pages rédigées en anglais



Almond


BEACH RESORT BARBADOS

[Our Hotel](#) [What's Included](#) [Specials](#) [Photos](#) [News](#) [Contact Us](#)




BOOK NOW


Let us spoil you at Almond Beach Resort Barbados




Rooms




Dining



What's Included



Specials



Gallery



Hotel Highlights

- Three Restaurants & Bars
- Five Swimming Pools
- Supervised Kids' Club
- Resort Spa*
- Watersports Centre
- Two Tennis Courts
- On-site Putting Green
- Squash Court
- Fitness Centre
- Shuffle Board
- Souvenir & Gift Shop
- Complimentary WiFi
- Exclusive Car Rental Rates


* available at nearby partner hotel

Your All-Inclusive Barbados Escape

It's your ultimate Barbados holiday... affordable, relaxed, and completely carefree. Bask on a beautiful white sandy beach; and enjoy your choice of water and land diversions and gourmet dining options, while the young ones are fully entertained so that you can have the real break you need. Do as much or as little as you would like. It's all included!



Hotel News




Almond
What's Included
Photos
News

Our Features
Rooms
Dining
Kid's Club

Social Media
f Facebook
t Twitter
p Pinterest

Contact Us
Almond Beach Resort
Barbados, West Indies
Phone: (246) 422-4900
Fax: (246) 422-0617



Sun Group Inc.
Member Company

Accommodation | Destination Management | Insurance | Retail | Tours and Activities | Transportation | Travel Services

DOCUMENT 2

Dear Guest:

Welcome to Barbados and thank you for choosing Almond Beach Resorts for your vacation. At Almond we are constantly striving to improve our service and facilities, and we therefore welcome your comments.

Your completed questionnaire will serve as an entry in our monthly Grand Prize Drawing for a Complimentary Vacation for Two at Almond Beach Resorts. Please return your completed questionnaire to guest services on check-out or at one of the boxes located in the reception area.

Thank you for helping us to offer you a higher quality of service.

The Management & Staff

Your Name: BELPOMME Andrie

Address: 30 Rue de la Liberté
Bat A Esc 5
Fort-de-France Martinique

Zip: 92200 Party Size: _____

E-mail: belpomme.andrie@gmail.com

Date: 12/5/2014 Room No: 34B

☒ Almond Village Guest ☐ Almond Club Guest

Is this your first visit to Almond Resorts? ☒ Yes ☐ No

What was the main purpose of your visit?

☒ Vacation ☐ Business ☐ Honeymoon
☐ Wedding ☐ Other

Marital Status? ☐ Single ☒ Married

How far in advance did you plan your trip?

☐ Less than a month ☒ 1-3 months ☐ 4-6 months
☐ 7-9 months ☐ Over 9 months

How far in advance did you book your trip?

☐ Less than a month ☒ 1-3 months ☐ 4-6 months
☐ 7-9 months ☐ Over 9 months

Please rate the following using:

E = Excellent, G = Good, F = Fair, U = Unacceptable

How would you rate your vacation:

E	G	F	U
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Guest Services

	E	G	F	U
Check-In	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bellman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone Operators	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude & Willingness of Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: Beautiful hostesses

Weddings & Honeymoon

	E	G	F	U
Wedding Arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wedding Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Honeymoon Arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: No

Business Center

	E	G	F	U
Attitude & Willingness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: Too strict

Entertainment & Night Club/ Piano Bar

	E	G	F	U
Evening Entertainment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night Club/Piano Bar	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: Good vibes. Not enough Dance Hall music

Maintenance

	E	G	F	U
Room Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Property Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: good respect of intimacy and

Water Sports

	E	G	F	U
Equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude & Willingness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/Suggestions: good

Gym & Spa

Fitness Center
Fitness Instructor
Spa Treatments
Attitude & Willingness of Staff
Beauty Service

E G F U
☐ ☐ ☒ ☐
☐ ☐ ☐ ☒
☐ ☐ ☒ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions: *Too many people at the fitness center. Too few equipment. No instructor.*

Bars

Attitude & Willingness of Staff
Promptness of Service
Presentation
Quality of Beverages

E G F U
☐ ☒ ☐ ☐
☐ ☐ ☒ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions: *Too much time to be served.*

Guest Accommodation

Decor
Cleanliness
Well Supplied
Room Attendant Service

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions:

Boutiques

Attitude & Willingness of Staff
Choice of Items

E G F U
☐ ☒ ☐ ☐
☐ ☐ ☒ ☐

Comments/Suggestions: *Too few choices of items. Only Barbadian and English items.*

Kid's Club (Village Only)

Nursery
Attitude & Willingness of Staff
Facilities
Activities

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions:

Pools

Cleanliness

E G F U
☐ ☒ ☐ ☐

Comments/Suggestions: *closed at six p.m. It's a pity!*

Shuttle Service

Attitude & Willingness of Staff
Promptness of Service

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions: *I really appreciated that I could go downtown at anytime.*

Tours & Activities

Activities Desk
Island Tours
Bajan Picnic
Cruises
Golf
Tennis

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☐ ☐ ☐
☐ ☐ ☐ ☐
☐ ☐ ☐ ☒
☐ ☐ ☐ ☒

Comments/Suggestions: *No Bajan picnic and cruise. Golf court - too small.*

Security

Comments/Suggestions: *Security guards are too old. One was sleeping at night.*

General Cleanliness

Public Washrooms
Facilities

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions:

Grounds & Gardens

Comments/Suggestions:

Afternoon Tea

Comments/Suggestions: *No afternoon tea.*

Enid's

Dinner
Food
Beverage
Service
Staff

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions: *But we couldn't stay more than 2 hours!!*

La Smarrita

Dinner
Food
Beverage
Service
Staff

E G F U
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐
☐ ☒ ☐ ☐

Comments/Suggestions: *Some remarks for Enid's Dinner restaurant.*