

BREVET PROFESSIONNEL  
GOUVERNANTE

SESSION 2017

LANGUE VIVANTE ANGLAIS

<h2>SUJET</h2>
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It is winter.

An unhappy customer calls the housekeeping service to complain about a lack of heating in his bedroom.

No similar complaint has been received.

You reassure the customer and inform him you are coming immediately on the spot to check the heating operation and take action according to the situation.

Imagine the conversation.

Examen : BREVET PROFESSIONNEL GOUVERNANTE	SESSION 2017	SUJET
Epreuve : E5 – ANGLAIS	Durée : 20 mn	Coef : 2
		FEUILLE 1/1