

# SUJET N° 2

Explain the job of a floor housekeeper.

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| EXAMENS - ENSEIGNEMENT TECHNIQUE          |               |              |             |
| Examen : BREVET PROFESSIONNEL GOUVERNANTE |               | SESSION 2006 | SUJET       |
| Epreuve : E5 - Langue vivante appliquée   | Durée : 20 mn | Coef : 2     | FEUILLE 1/1 |

# SUJET N° 4

A customer is complaining his room is not well-done :

- towels are dirty
- No welcome products

The floor housekeeper and the chambermaid in charge of the room are called at the head housekeeper's office.

You are the head housekeeper.  
Imagine the situation.

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# SUJET N° 6

A chambermaid comes to see you to tell you she's found a customer's passport.

You are the head housekeeper.

Explain what you are going to do about it.

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# SUJET N° 8

Some staff has been ill since this morning and the head housekeeper can't cope with the work of the day.

She calls an agency for extras.

You are the head housekeeper.

Imagine the conversation with the agency.

Try to be convincing because you're stuck and you really need extra help.

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# SUJET N° 10

The representant of the chambermaids comes to see the housekeeper to complain about their work uniform.

You are the head housekeeper.  
Imagine the conversation.

|   |               |              |             |
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