

**MISE EN SITUATION**

**Product Overview**



This smart self-cleaning single wall oven helps you get the right settings every time. Send Yummly® Guided Cooking instructions directly to the connected oven or use Scan-to-Cook technology to start cooking frozen foods in the built-in wall oven using your smartphone or tablet. A touchscreen provides instant access to settings your family uses most, too.



**Dimensions**

**Height 71cm**  
**Width 60 cm**  
**Depth 65cm**

**Oven Capacity 65L**

**Oven Details**

**Automatic Shut-Off : Yes**  
**Bake Element Power 2800W**  
**Bake, Broil, Roast**  
**Delay Clean : Yes**  
**Door Lock : Yes**  
**Door Removable : Yes**  
**Interior Coating :Porcelain**  
**Interior Color :Grey**  
**Handle material/ Color : Stainless Steel**

**Warranty : 1 year**  
**Parts and labor**

**Price : \$2,199.00**

**Features**

- **Scan-to-Cook Technology**  
*Scan a frozen food barcode with your smartphone or tablet and send recommended or customized cooking instructions straight to your oven for dinner done the way your family wants it.*
- **Smart appliance**
- **Yummly® Guided Cooking**
- **Touchscreen**
- **Voice control with a compatible voice-enabled device**
- **Fingerprint-Resistant**
- **Frozen Bake Technology**
- **Multi-Step Cooking**
- **Steam Clean option**
- **Scan-to-Connect Technology**
- **Remote Start**
- **Keep Warm Setting**
- **Party mode**
- **Guided service**
- **Self-Close Door**
- **Temperature Sensor**
- **Rapid Preheat**
- **Control Lock mode**

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# **BTS NÉGOCIATION ET DIGITALISATION DE LA RELATION CLIENT**

## **ANGLAIS OBLIGATOIRE**

**Session 2021**

### SITUATION:

You work as a sales advisor at WHIRLPOOL and have a meeting with a potential customer who is hesitating to buy your oven. Prepare your arguments to reassure and convince him/her and satisfy his/her needs. He/she is worried about:

- The use of the oven with all the different functions
- The after sales service, the maintenance
- The electricity consumption
- The warranty
- The price

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