

BACCALAUREAT PROFESSIONNEL

ÉPREUVE ORALE SPÉCIFIQUE – ANGLAIS

TERTIAIRE

GESTION ADMINISTRATION

SECTION EUROPÉENNE

DURÉE DE L'ÉPREUVE : 20 minutes

La calculatrice et le dictionnaire ne sont pas autorisés.

BAGGAGE CLAIM

Situation

You work at the Easyjet desk at Blagnac airport. An Australian customer's baggage has been damaged.

Task

You explain the procedure and give him advice.

Vocabulary:

delayed: retardé

damaged: abimé

to fix the issue: solutionner

ground crew: personnel au sol

Damaged, delayed or lost luggage

We know it's distressing to find your bags are damaged, delayed or lost and we'll do all we can to fix the issue as quickly as possible.

Damaged luggage

If your bag is damaged we'll ask you to complete a Damage Report (PIR) at our Baggage Services desk in the Arrivals hall. Our Ground Crew will be on hand to help you complete the form. You can also report damage to your bags within seven days of your arrival by emailing: admin@damagedluggage.com

We can't be responsible for damage that's:

- Superficial or external
- Due to over-packing
- From water, rain or snow
- Been inflicted on fragile or perishable items inside. For damaged contents of bags, please contact your travel insurance.

Once you have a Damage Report (PIR) you'll be able to log onto our [Damaged Luggage](#) website to track your claim. A unique number can be found on the top right of your damaged luggage form and this is also your password for the website.

Search help and advice



See more in Baggage



[Cabin bags and hold luggage](#)



[Sports equipment](#)



[Musical instruments](#)



[Restricted and unusual items](#)



[Damaged, delayed or lost luggage](#)

Manage Bookings

Change your name, flight, seats or add hold luggage online.

[Log in](#)

Damaged, delayed or lost luggage

We know it's distressing to find your bags are damaged, delayed or lost and we'll

Search help and advice



▼ What happens next?

You'll need to log into [Damaged Luggage](#) within 7 days of your flight. We'll then collect your luggage and repair any damage within 10 working days.

If you're a non-UK resident we'll be unable to repair your luggage and will offer you a replacement instead. We'll do our best to match your luggage from a wide range of stock. If we can't, we'll offer you an alternative as close in size as possible.

Was this answer helpful? [Yes](#) · [No](#)

▼ Rejected claim

If your claim has been rejected by our Ground Crew at the airport you can appeal the decision by contacting us within 5 days of travel. Please email: admin@damagedluggage.com.

Please include:

- Your flight details
- Booking reference number
- The name of airport where you reported the damage
- A photo of the damage

Please read our full [terms and conditions](#) before contacting us about a rejected claim.

The EasyJet logo, featuring the word "easyJet" in white lowercase letters on an orange rounded rectangular background.