

PARTIE 2 : MISE EN SITUATION

CUSTOMER SERVICE REPRESENTATIVE



Company Information

The Mercedes-Benz Customer Assistance Center is an international multicultural organization. We think and act globally and assume a leading role for the Mercedes-Benz Customer Assistance Centers all over the world. From our offices in Maastricht in the Netherlands, we provide excellent assistance to our customers. 24 hours a day, 7 days a week, 365 days a year, we ensure our customers' mobility with our roadside assistance.

Function Description

Customer Service Department

The Customer Service department serves all customers and prospective customers by handling all inquiries and complaints for the entire range of Mercedes-Benz and smart vehicles. All inquiries and complaints are handled by telephone, mail, fax or e-mail. You are responsible for after-sales service issues, technical and product topics and general company related inquiries.

Do you enjoy building up a relationship with clients and do you have perfect writing skills? Do you enjoy providing immediate assistance to customers and being part of a dynamic environment? Are you flexible enough to work in shifts? Stop reading and apply directly to become a part of our team!

Job Requirements

- Native level of French, both written and spoken
- Excellent understanding of customer satisfaction
- Fluency in English (company language)
- Ability to work in structures, to prioritize, analyze and coordinate your day to day business
- Empathy and negotiation skills
- Strong analytical skills
- Open-minded to a diversity of cultures
- Computer literacy
- Act as our Brand ambassador

SITUATION :

You are looking for a job and you have always dreamt of working for the Mercedes-Benz company.

You are very interested in this job offer so you have decided to apply for it.

Prepare for the job interview :

- What would you say to be as convincing as possible
- Say why you are the best candidate for the job
- Say why this position particularly suits you.
- Say how you would promote the company and the brand

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