



BTS NÉGOCIATION ET DIGITALISATION DE LA RELATION CLIENTS



ANGLAIS OBLIGATOIRE

SESSION 2023

MISE EN SITUATION 14 : MARKS AND SPENCER REVIEW




 Looks like you're in France. [Go to the French Trustpilot site](#)

**Marks and Spencer**


Reviews ★ 1.7
626 total


<input type="checkbox"/> 5-star	<div><div></div></div>	13%
<input type="checkbox"/> 4-star	<div><div></div></div>	3%
<input type="checkbox"/> 3-star	<div><div></div></div>	3%
<input type="checkbox"/> 2-star	<div><div></div></div>	6%
<input type="checkbox"/> 1-star	<div><div></div></div>	75%

A day ago

Took money but did not deliver

I ordered two clothing items for delivery on 11/01/2023 I was told on 6th that I should expect delivery by 21:00 they emailed me and lied that they had tried to deliver but no one home so left a card. Our CCTV shows nobody came. This was repeated on 7th Jan with same results. I made a complaint with M&S who told me I would get a call from a manager. No call. Suggest you do not order from M&S while they use EVRI.

Date of experience: 10 January 2023

5 days ago

I hate the paperless returns

I hate the paperless returns. Twice they have been lost and on one occasion they traced it and on the other, they did not so I lost more than £30. I returned 3 parcels last week and they have not been refunded. I have no faith in this system.

Date of experience: 28 November 2022

<https://www.trustpilot.com/>

Situation:

You are the Manager of the Customer Relations Department of Marks and Spencer. You have just received the latest results about your online store from Trustpilot.com, a popular consumer review website. They are alarming. You have a meeting with the board members and have to present the arguments you would give to change the situation.

Instructions:

- Solutions to make the staff more efficient and more motivated.
- Improvements to upgrade the follow-up of customer orders and the delivery service
- Solutions to keep your existing customers.