




Seconde partie de l'épreuve



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Marks and Spencer
 Reviews 4,340 • Poor
 2.1

Reviews 4,340


Filter by: **Rating** **English**

Rating	Percentage
Excellent	22%
Great	4%
Average	5%
Poor	9%
Bad	59%

 5 days ago


Trying to order a pair of shorts...

Trying to order a pair of shorts through your website and it says it's in stock, go to pay and it says it's out of stock... it's either in stock or out of stock... your site does not say a true stock levels.. this happens too many times when ordering through you.. totally wasting my time..😡😡😡😡 Pathetic Company.....

 4 days ago

Very disappointing service

Very disappointing service, Marks & Spencer used to stand for quality and service, how times change. Placed an order with a specific delivery day, item not delivered, try to contact customer services.....speak to a computer that says it will be delivered or web chat that say the same but cant answer any other questions and then cuts you off. Terrible customer service, cant comment on the quality as goods have not arrived.

 7 days ago

Rude and arrogant staff. Need training

Rude and arrogant staff.

<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.

Consider the following hints:

- 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 old customers.