

**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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