



# ESPA

## Customer Experience Internship\_French speakers

(TPWCEG2307)

[Apply here](#)

### Start date

January 2022

### Duration

6 months

### Languages

Fluent in French essential  
Good spoken and written English levels are required  
(B2 onwards)

### Location

#### North West England

Centrally located between the buzzing cities of [Liverpool](#) and [Manchester](#) you will never be short of things to do. Both cities are famed for their premier league football clubs and musical history with both the [Beatles](#) and [Oasis](#), being just two of the many bands and genres coming from the North West. Liverpool has a [strong maritime](#) history and was the registered home of the [Titanic](#). Along with great shopping and nightlife there are also places to escape the city with [good transport](#) links to the beautiful [Peak](#) and [Lake District National Parks](#)

### Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

## Role

Are you a high energy, positive, customer focused individual with a passion for health, fitness and training? If yes, then we have a great opportunity for you working within this award-winning sports nutrition company. Mentored throughout, you will manage the customer journey with the brand, using your amazing communication skills to engage fully with customers, giving the best advice, maximising sales, and helping the host become a global success story. If you think you can work in this fun, fast paced company then apply today!

## Tasks

- Take emails, phone calls and live chats from customers daily, to deliver a first-class service
- Manage real-time social media comments and engagements, to build communities and deliver a personalised experience to customers
- Handle operational elements of customers experience
- Highlight areas for improvement, through automation or investment, and offer solutions and ideas for consideration
- Ensure the brand is represented to the highest possible degree in all interactions, posts, engagements across all countries, at all times

## Desired Skills

- Working towards a Business/Marketing degree or other related such as Nutrition
- Good verbal and written communication skills
- Customer service or sales experience a bonus
- Confident with online and traditional communication channels
- Passion for health, fitness, and training

## The Host Company

Established in 2012, from humble beginnings, this innovative host has become one of the market leaders in the manufacture and supply of high-quality sports nutrition products. Selling online, they have now reached over 1 million orders to over 50 different countries and reach an incredible 5 million customers through social media. Ambitious to take on the big players in the market they are seeking like-minded dynamic individuals to play a prominent part in their future success.