



# ESPA

## Customer Service and Sales Internship\_German speakers (HENC2809)

[Apply here](#)

### Start date

Flexible

### Duration

12 months

### Languages

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

### Location

Bath, England  
The setting is a UNESCO world heritage site in the South West of England. It is one of only two European cities with this status (the other being Venice). The world-famous [Roman Baths](#) and [other attractions](#) bring 4.5Million visitors per year and a very international feel. The city also hosts two great universities. It has wonderful cultural experiences and [festivals](#) throughout the year.

### 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

This pioneering company is seeking an enthusiastic customer service and sales intern to join their relaxed but focused, hardworking and friendly team. This host is growing nationally and internationally, and this role is central to the launch of the German territory business. Mentored throughout and based **in the UK**, you will assist in a range of activities initially within customer service and sales and as the German market grows, into the marketing arena. This is a great opportunity to reach new heights with this fast-growing organization and a valuable addition to your CV. If you are at end of your studies this could lead to the offer of a permanent contract.

## Tasks

- Answering customer queries by phone, email and webchat
- Processing orders and preparing dispatch paperwork
- Liaising with warehouse, based in German, for picking and packing
- Providing quotes and information to consumer and reseller customers
- Ensuring all orders are accurately processed, picked and dispatched each day
- Proactive communications with customers
- Liaising with couriers regarding missing or damaged deliveries including making claims
- Processing brochure requests, post, and answerphone messages

## Desired Skills

- Strong verbal and written communication skills
- Strong math's skills
- Computer literate
- Ability to work in a team and under own initiative
- Customer service or sales experience a bonus
- Willingness to learn new skills

## Good to have

- Driving license

## The Host Company

Established in 1994, this expanding host company manufactures and supplies ultra-safe hedge cutting platforms and garden ladders to households, gardening businesses and many other organisations nationwide. Launching its first model at the Royal Horticultural Society, Chelsea over 20 years ago, their diverse customer base include several Royal households, the NHS, The National Trust, 100's of councils, schools, colleges, nationwide landscape gardeners and predominantly, tens of thousands of householders. This "Excellent" rated company has ambitions to dominate the market of this niche product.