

**JOB TITLE:**

French Sales &  
Customer Service  
Advisor

**DEPARTMENT**

Customer Services

## Customer Service Testimonials

**Q: WHAT DOES YOUR TYPICAL DAY AT WORK LOOK LIKE?**

I work in customer service which involves spending a lot of time on the phones with customers and responding to customer emails. I work as part of the French Market team, but also cover for the UK market quite a bit, so my time is split between UK and French customers. It's interesting to notice the cultural differences between customers of different markets.

Customer Service involves dealing with a whole load of different customer queries, there are lots of people in the office with different areas of expertise which is very helpful when you get a question you're not sure about. It's been cool to increase my own product and musical knowledge, through answering customer's questions and learning from my colleagues.

Whilst customer service has a reputation in wider society of involving tricky telephone exchanges, I can genuinely say that I have had some really lovely and memorable conversations with customers, and it is satisfying to be able to help them.



#### Q: WHAT IS YOUR FAVOURITE PART OF YOUR JOB ROLE?

I love being able to use my language skills here in York, by taking telephone calls from francophone customers, replying to emails and speaking French with the rest of the French market team. Gear4music is an international company, with 20 different markets. This means that the International Team has lots of people of different nationalities. It is really refreshing and enriching to be able to work in an international environment here in York, and I have really appreciated being able to get to know colleagues from different countries and benefit from the rich variety of life experiences represented here.

#### Q: WHAT DO YOU ENJOY THE MOST ABOUT WORKING AT GEAR4MUSIC?

Gear4music have been proactive and attentive in their response to my working needs. I have a health condition which means I find sitting at a desk for long periods of time difficult. When I arrived, Gear4music were prompt to arrange both a desk space evaluation for me, and for an external specialist to come in and make suggestions on what would be the best desk setup for me. I now have a specialist desk setup which is great, and I am grateful to Gear4music for getting this sorted and taking the initiative in this area.

The office here at Holgate Park Drive is a lovely place to work, we have a modern building with a great canteen and space to sit outside when it is sunny. The vibe in my office is friendly and welcoming. My role at Gear4music has been my first job after graduating and I feel fortunate to have started my working life here; I have been able to use my French language skills and learn about myself and working life as I perform my role, in a supportive professional environment.

