



## Customer Experience

Customer Experience is one of our strategic focus areas and an important differentiator for our business.

You'll become involved in every aspect of our multi-channel customer experience – consumer and business – and e-commerce, and get to work on process improvement projects.

Having developed a breadth of customer operations skills and benefitted from broad sales exposure over two years, you'll be ready to move to core customer roles.

### Your placements

#### Year 1

- 2-month retail placement in one of our stores
- Two 5-month placements in Customer Operations

#### Year 2

- 12-month placement in Customer Operations

### What Next?

We will support you in securing a more senior, permanent role within the company

### Examples of placement areas

- Service Design and Transition
- User Experience
- Channel Management
- Go-To-Market Support
- Regional Support
- Training Delivery

### Where?

**We look for our graduates to be flexible in terms of location and your placements could be based in one or more of the following sites.**

- Manchester
- Glasgow
- Newark
- Newbury
- Stoke-on-Trent