



Apprentice Customer Service and Front of House

Our aim at Fleetline is to constantly improve the experience for our Customers and the service they receive from us.

Within this role you will play a key part in the Customer's experience – you are often the first and last impression the Customer has of our multi-Manufacturer approved paint and body centre and we want it to be a good one

Our ideal candidate will have a professional and confident manner who can also keep calm under pressure. You will be working as part of a team but will need to be able to work independently.

You will be expected to take some payments, answer the phone, greet customers and general administration/housekeeping duties. These duties will include:

- Being the first point of contact for Customers
- Responding to Customer queries (face to face, via telephone and email)
- Handling some payments
- Upselling the range of products/services that we offer
- Develop an exceptional knowledge of the services and facilities that we offer
- Ensure there is always a clean and safe environment
- Increase Customer loyalty by delivering a professional and personal service

This is a great opportunity to join a hard-working team in a dynamic and fast moving industry, and be part of one of the leading Car Body Repair Centres in the UK.

Contact our HR Department on kim@fleetline.co.uk for further details, calling us on 0208 688 8888 or alternatively email us on croydon@fleetline.co.uk

We look forward to working with you

The team at Fleetline