

FEBRUARY 2018

## INTERVIEW WITH FLORIAN ROUSSELLE

### CUSTOMER SERVICE MANAGER - PERU

#### YOUR CAREER

- Graduated from a Master in International Business at ESG Management School
- Internship in Marketing for the franchise « Au Bureau » in the Bertrand Group
- Commercial director Île-de-France, Champagne-Ardenne for the Spanish Group Cosentino
- **I joined Newrest Academy in January 2015 in Marocco (1<sup>st</sup> promotion)**

#### YOUR JOB AND YOUR MISSIONS

I joined Newrest as a Customer Service Manager at Lima, in Peru. When I joined Newrest, I was very attracted by the activities in South Africa and was very enthusiastic about having a chance to go there. Newrest made that possible with an interesting job and missions. The main task was to handle relationships with the Newrest Inflight Peru clients. These are mostly airline companies, but also retail clients such as Starbucks.

Behind the account management aspect that I have already obtained, there is also a development and prospecting side that enables me to acquire new professional qualities. In Peru my tasks are mentored closely by the Country Director who handled my integration on site as well as my biannual evaluation. We meet up regularly of course in order to discuss the inflight commercial follow-up, the progress of my learning process and the new objectives. I heartfully thank him because he has made the process of my work here in Peru perfect from a professional point of view. I am also happy that my mission here is extending another year so I can learn about other activities led by the Group such as B&I, Remote sites and Retail.

My current status is called Operation Supervisor. Thanks to this status I have to research in more details the others jobs in the Newrest Group. In Peru, the remote sites represent most of the country's activity with sites in every country, including some that handle thousands of employees in exigent geographics conditions. The B&I sector equally represents an important part of the activity and Newrest holds contracts with a lot of prestigious companies in the country.

This new status allows me to discover these activities in detail, the way they function, the management tools, the organization, team management and commercial relationships with clients. This job status and missions will make me discover and deepen my knowledge in jobs that are new to me.

## WHY DID YOU APPLY TO THE GRADUATE PROGRAM? WHY DID YOU JOIN NEWREST?

As a young graduate in International Trade, I wanted to give an international aspect to my career and was looking for a company that could help me do so. I discovered Newrest because of its joint work with the Bertrand Group. After following with some research, I realized the international dimension of the company. When Newrest offered me to join the talent pool, I didn't hesitate and applied because it's an exciting and demanding challenge. What also attracted me were the responsibilities and the trust the company gave me. I hope to be giving them back daily. Newrest offers opportunities to grow unlike many French companies.

## WHAT DID YOU LEARN DURING THIS YEAR AT THE TALENT POOL AND WHAT STRUCK YOU THE MOST?

I am lucky to have a good mentor who rapidly sent me on the field to learn the basic and evolve quickly. The aim is to be capable of putting in place the Newrest standards and systems anywhere. To help understand the different catering contracts I spent 3 months with a Regional Director. I got to learn team management but most of all dealing with clients. I also followed an auditor to help understand stock, ratios and number analytics. If something struck me, it's the importance of the relationship with clients. The commercial aspect is ever present. In particular because of the cultural, language and habit differences. It's necessary to adapt and continually find solutions in order to encourage the respect of internal instructions.

## ACCORDING TO YOU, WHAT PERSONALITY TRAITS ARE NECESSARY TO JOIN NEWREST?

- Hardworking
- Team spirit
- Be operational
- Independence
- Face responsibilities

## WHAT ADVICE WOULD YOU GIVE FUTURE GRADUATES FROM YOUR SCHOOL THAT WOULD LIKE TO JOIN THE PROGRAM?

The first advice I could give to future graduates that would like to apply to the program is to not be afraid by mobility because the Newrest experience abroad is instructive equally on a personal aspect and a professional one. I would add that it's important for the candidates to stand out with their personality. As a fact, it's the diversity of profiles within Newrest Group that are at the root of its success.