

Negotiation and customer relationship (NCR)

The two year training courses are preferably carried out with only one company for the traineeship period, guarantee of a sustainable professional integration.



Presentation brochure of the NRC training

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All the assets are then in your possession to quickly become a sales representative and evolve towards management posts.

Objective of the training

To train professionals able to boost companies's business connection.

Skills

- Contribute to grow sales to have a durable development.
- Manage the relation with the customers in its totality: from prospecting to loyalty.
- Master the information and communication technologies.

Jobs

Sales representative, assistant manager, customers operator, customers manager, network leader.

With time, leader of sales team, middle manager.

Success rate at the exam in Notre-Dame

Results of the BTS NCR in Notre-Dame

After the BTS

Easier professional integration in many business sectors:

Banks, insurances, automobiles, distribution, buildings, advertising, etc.

One the other hand, the school gets you ready for sales careers since 1990 and has a great notoriety with local companies. Every year, it has job offers to offer.

Possibility to continue studies

Many bachelors in several sectors: tourism, management, banks, automobile, building...

Internships

16 weeks over 3 different periods for a great training.

- A 3 weeks period to get integrated into the company, discover its products, its work approach.
- A 5 weeks period to become a customers adviser, to analyze and to acquire the commercial approach.
- An 8 weeks period to acquire autonomy and to confirm capacities.

You are welcome in a company to create a business project in which you need to have an active approach towards the customers.

Professional project

It's an answer to the needs of a company or a business organization with a clear objective that will lead to actions depending on resources (desk, computer, phone, car...) and on known constraints (budget, time...).

Four examples of professional projects

To develop a new customer base for the host company.

To develop sales on a new area.

To launch the sale of a new product.

To increase the equipment rate of products and the customer base of the company.

You will make your project with actions like:

The participation to a show, the making of ads with reply coupons.

Bus mailing, creation of a database prospects.

Individual direct mailing, telephone prospective.

Meetings of negotiation and sales, customer follow-up.

In all these activities, the tutor and the professors keep an eye on the student

The choice of the activity sector and of the company is made in collaboration with the professors and with professionals in relation with the high school. However, its possible to present and develop its own project if this project is seen as compliant to the diploma's depository.

Participation at the BIZZNESS'DAY, a competition of business excellence

BIZZNESS'DAY, is an event reserved for the student in a business training. In partnership with the Éducation Nationale, it is organized by the sales leaders of France and take place every year at the Palais des Congès in Béziers. Its new concept requires preparation. Indeed, a company of the area serve as a support for the subject (this year, it was Fytexia in Vendres),. The students have four tests to pass: presentation of their prospecting plan, appointment setting on phone, sale and job interview. Materials are prepared in class with the help of the professors until D day. This event means a lot for the students as they see the importance of rigor in their preparation, they learn how to manage their stress and get prepared for their integration in the professional world.

Courses

Customers management	5 hrs 00
Sales team management	3 hrs 00
Customer relationship	5 hrs 00
Project management	6 hrs 00
French	2 hrs 00
Economy – Law	6 hrs 00
Communication in foreign language	3 hrs 00
Foreign language 2 (option)	2 hrs 00

Tests

Tests	Nature	Duration	Coef.
French	Written	4 hrs 00	3
Communication in foreign language	Oral	30'	3
Economy – law	Written	4 hrs 00	2
Management of companies	Written	3 hrs 00	1

Management of business situations	Written	5 hrs 00	4
Business communication	CCF (2 orals)	10 ‘+ 30 ‘	4
Making and presentation of commercial projects	Oral	1 hrs 00	4
Foreign language 2 (optional)	Oral	30 ‘	2