

## A DIRE A L'ORAL

- My name is Claire Bellivier.

Let me present you Saint Gobain Company. I have worked there for two years.

- History:

The store name « Saint Gobain » was created in 1665, by Louis XIV to build the “Galerie des Glaces” in Versailles.

It's a very old company with a proportional story and a lightning development. The capacity for adaptation is the key of its success.

Several steps are important in the company's history: starting from the creation, the Glass' Manufacture has been developed in French regions.

Afterwards, the Revolution opens the European market. The middle of the nineteen-century is the golden age of the glasses' industry.

In nineteen seven, Saint Gobain's group crept into the stock exchange.

For two centuries, the turnover has increased. Saint Gobain repurchases different trades and today it's an international company. For a better organization, the Group is divided in several specialties.

Today in France, the group is divided in four sections: Saint Gobain Glass Solutions, located near Caen, is headquartering, where I work, in Northwest of France. It gathers four others sites: Gennevilliers, Les Essart Le Roy, Lisieux and Rouen.

Its activity sector is the production transformation and glass trade and aluminium products.

- About the organization:

The boss of the Carpiquet's site, handles 90 employees, divide in seven hubs:

- The direction department
- Construction site hub
- Supplies and installation hub
- Trade hub
- Administrative and financial hub
- Production hub: workshop of the glass and workshop of the aluminium products.

During two years, I have been responsible for a lot of tasks:

- Reminder clients
- Monitoring of the customers and subsidiaries apparels, with haulage department.
- Phone calls and face-to-face reception; I look solutions to improve the information's flow.
- Project with the hub supplies and installation hub to solve the problems of documents' transmission between the different sites.
- Project with the aluminium's workshop to find a new supplier.

- About the business analysis

If the Saint Gobain Group prospers on the global scale, the local market is rather lifeless.

The customers catchment area spreads on six French departments: Manche, Calvados, Orne, Sarthe, Mayenne, Ille-et-Vilaine.

**The kind of customer** is the professionals, like Ikea, Leroy Merlin, Castorama, the public organizations and more and more the individuals.

About the **pricing system**, it's set up by the head office of La Défense in Paris; there is a little adaptation to local market.

■ About the matrix SWOT

*Strength / Weakness / Threat and Opportunity*

If the company has an expert's picture on the market, the prices are more expensive.

If it's hard to survive on the local market, the new rules about the thermal insulation starting from January twenty-fourteen are a real opportunity for the company.

■ About my project

My project is the application of two strategic decisions.

In front of the economic crises, first of all the Saint Gobain Group decided to adapt its strategy: focus on the professionals, the aim is to add value to human, technical and equipment means of the company.

So, I have created a technical memorandum with 3 parts:

- Presentation of the company: history, turnover, production cycle, machines, etc.
- One part on the safety
- And a last part on our achievements, Les Rives de l'Orne by example.

This document allowed improving the expert's picture of the company in the replay of call for birds.

The second decision of the managers is the adoption of the new strategy to gain a new customer base: the individuals.

In order to this, I went out to (*j'ai participé à*) organization of the Show of So-Home and the layout of the welcoming room.

And for me the work was hard but very interesting and rewarding.

■ Sum up of the situation of communication

Let me present you a situation of communication about the meeting for a new monitoring of apparels there are the trolleys to carry merchandises.

There are eleven persons in this meeting :

- The managing director
- The manager of the haulage department
- 4 drivers
- 4 traveler commercials
- And myself, the personal assistant.

We are in the assembly room for one hour and thirty minutes.

The manager of the haulage department presents the current monitoring's system of the apparels with a presentation on Power Point that I made, through an overhead projector.

Afterwards, the different participants give their minds and they suggest the enhancements.

The managing director drives the speaking.

**It was decided that** inventories forms shall be filled by the salesmen at home the customers.

**The problem** is the salesmen who don't want more work.

So, for an easier impute and sending and also for speed, the inventories form will be recorded on their I Pads and I'm charged to rule and to update this inventories form.

**In this way**, the monitoring is guaranteed.

**As a conclusion**, the next months, the apparels will be back in the company.

### **1. In what company did you do your training course ?**

*Dans quelle entreprise avez-vous fait votre alternance ?*

I did my course in the Saint Gobain Group divided by specialties. It's an international company and I worked in the headquarters of the Saint Gobain Glassolutions Paris Normandie which is based in Carpiquet, near Caen. It gathers four other sites : Gennevilliers, Les Essart Le Roy, Lisieux and Rouen. Its activity sector is the production transformation, glass trade and aluminum products.

### **2. How long did the course last ?**

*Combien de temps a duré votre alternance ?*

I have worked in St. Gobain's company for two years. I have started on July two thousands and eleven to finish on September two thousands and fourteen.

### **3. Who arranged the course for you ?**

*Qui s'est occupé de trouver votre alternance ?*

It's me who arranged my course. I called companies to have a human resources director's name and after, I sent my resume with my cover letter.

### **4. What did you do there ?**

*Qu'est-ce que vous avez fait ?*

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- Phone calls and face to face reception ; I look solutions to improve the information's flow.
- Project with the hub supplies and installation hub to solve the problems of documents' transmission between the different sites.
- Project with the aluminum's workshop to find a new supplier.
- And also My projet : ...

### **5. Were you given a special project to do ? If so, describe it.**

*Avez-vous un projet spécifique ? Si oui, décrivez-le.*

After obtaining my diploma, I would like to continue on my studies by the bachelor's degree in the humans resources. Afterwards, I would like to get a master's level to become a human resources director, in a long term.

### **6. What hardware and software did you use ?**

*Quels matériels informatiques et quels logiciels utilisez-vous ?*

Daily I have used a computer with the software SAP. It's a PGI, integrating management software. I have used also standard softwares with word processing, spreadsheet or DBMS.

**How did you colleagues treat you ?**

*Comment sont vos collègues avec vous ?*

The working relationship is all right. My colleague and me are in the same office and she is very nice ; she has thirty years of experience; therefore, she knows all the company's culture.

The relation is more difficult with the Administrative and Financial Director who is also my tutor. Because he is very demanding and perfectionist; he has never said "well ! It's a good job", and he controls everyone and any time.

**7. Did you use any English during the course ? If so, when and where.**

*Avez-vous utilisé un peu d'anglais pendant votre alternance ? Si oui, quand et où ?*

I didn't speak English during my course but I use English a little with the "Web Method software, which is used for orders' mistakes, including the differences between the invoice's price and the cost of the estimated price. This software is only in English.

**8. Did the company offer to take you on permanently ?**

*Est-ce que vous avez une possibilité d'embauche après votre alternance ?*

As I want to continue my studies in the human resources, I don't want to stay in the Carpiquet's site but there is perhaps an opportunity for me, because the headquarters of Paris divided up the HR hub, in appointing a manager by area. There will be jobs creations, then.

**9. Would you say this course was a useful experience for you ?**

*Diriez-vous que votre alternance est une bonne expérience ?*

Yes ! I was lucky to learn a lot of skills during 2 years, with several managers in different hubs. I learnt so many things. It was very interesting for me.

I also have developed maturity.

It was hard but useful.

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