

Aïchata
Her sensitivity is her strength



**LISTENING TO CUSTOMERS IS
VALUABLE BUT ANTICIPATING
THEIR NEEDS IS ESSENTIAL TO
OFFERING THEM
A UNIQUE EXPERIENCE.**



Aïchata is the mining customers' sales supervisor. She is passionate about her job and takes care of managing and following up purchase orders from our customers in a kind and professional manner.

Aïchata knows our mining customers' needs perfectly and knows the economic stakes of each machine immobilisation. That's why she supervises each step of our orders and regularly updates her customers in order to guarantee fast delivery.

Aïchata says: Successful customer experience in our department is:

- Listening to our customers in order to satisfy their needs in the shortest possible time
- Supporting them prior to, during and after each order
- Making sure that the team is in line with our customer satisfaction objectives.