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**C’EST AU PRIX D’EFFORTS
COORDONNÉS DE TOUTE
L’ÉQUIPE QUE L’ON APORTE
LA SATISFACTION À NOS
CLIENTS.**”

Alphonsine is in charge of the administrative side of customer orders as they purchase gensets at Manutention Africaine Côte d’Ivoire. She takes part in all of the steps leading to sale conclusion, from establishing customer proposals, following up on orders right through to the final delivery of the equipment.

Alphonsine pays particular attention to our customers’ expectations. She makes sure that she is constantly in touch with them informing them on the status of their order in a timely manner. Customers are at the heart of her professional concern.

Alphonsine says: My mission for successful customer experience is:

- Following up effectively on customer orders
- Anticipating delivery operations in order to respect the deadlines given
- Communicating constantly with the customer at each status update of their order
- Considering customers’ expectations and satisfying them.