

**Denise**

A considerate ear



**KEEPING OUR PROMISES TO  
OUR CUSTOMERS REQUIRES  
GOOD COMMUNICATION AT  
EVERY STAGE OF OUR  
PROJECTS.**



Denise interacts with customers and her technician co-workers every day to coordinate technical interventions following up on customer fleets' maintenance files.

According to Denise, the degree of open exchange with its customers and the capacity to adapt to their needs is what makes the customer culture in a company. In her work, she highlights how she considers and supports her customers during each step of their dealings with the after sales service.

Denise says: To ensure successful customer experience, my mission is to make sure that:

- All our procedures are defined in order to solve our customers' technical problems
- We answer their expectations by carefully guiding them
- Our customers' inherent requirements are of the utmost importance to us.