

Fatima
"BURSTING WITH ENERGY "



**“
I BELIEVE WE SHOULD PUT ALL
OUR ENERGY INTO KEEPING
THE PROMISES WE MAKE
TO OUR CUSTOMERS
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Fatima interacts with customers daily providing them with the best spare parts orders handling and tracking.

Her priority in her job is keeping customers informed of their order's status, fulfilling their expectations and making sure that their delivery arrives within the indicated deadlines.

Fatima says:

'In order to ensure successful customer experience, my mission above all consists in making sure that the customer is satisfied each time they make a request.'

'I feel personally involved regarding a customer's query by making sure that the other links in the chain carry out their part accordingly in order to satisfy the customer.'

'When the customer shows us their general satisfaction and I am sure that they will be back because they know that they will be secured, then I feel satisfied that I have fulfilled my mission.'