

Florence
Connecting people



“

**THE SOLUTIONS WE OFFER
OUR CUSTOMERS MUST KEEP
UP WITH OUR EVER-CHANGING
WORLD**”

Florence is a sales representative for Cat parts. Her sales and customer experience responsibilities are mainly towards direct international customers and those of the African JA Delmas Network.

In her job, she pays particular attention to creating a trusting and considerate relationship with her customers. She communicates with them daily, following up as efficiently as possible on their orders. She believes Customer loyalty is a question of mutual confidence which is built over time.

Florence says successful customer service is above all enhancing basics:

- Considering the customer
- Providing quality service respecting delivery schedules
- Keeping a good relationship regardless of occasional shortcomings or unforeseen events
- Making sure that customers are satisfied and confident