

Khady
perfection in training



**A POSITIVE CUSTOMER
EXPERIENCE CALLS UPON
BOTH OUR PERSONAL AND
PROFESSIONAL SKILLS**



Khady is an instructor at the technical department. Her mission is above all to ensure that technicians receive quality training and that customers realize that they have good technical skills and are doing a good job each time they meet, bringing them total satisfaction.

Khady says: Customer service is successful within our department when:

- our customers' concerns become every team member's priority
- customers give positive feedback regarding our interventions
- staff members keep the customer's success at heart and supply them with the support they need
- communication is built on the basis of simple explanations of technical problems supported by a precise diagnosis and a timely schedule.