

**Marina**

A smile that goes a long way



**POSITIVE CUSTOMER  
EXPERIENCE STARTS WITH  
A WARM WELCOME**



Marina takes care of administrative support for her technical and sales colleagues. She uses her practical and operational skills to enhance effective and customer satisfaction oriented cooperation within the after sales service.

Her professional priority is to maintain her support at the level our customers, colleagues and managers expect providing the best experience for customers at all times.

Marina says: My mission for successful customer experience is:

- Above all to make sure that customers are greeted properly and feel very comfortable when they come to the Manutention Africaine.
- This doesn't solve all problems, it's true, but I believe that we always tend to go back to places where we feel welcome.
- Good customer service is based on a warm welcome, readiness and someone who listens carefully to what we need.