

Nelly
Kindness incarnated



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**GREETING A CUSTOMER WITH
A SMILE INSTEAD OF A SIGH
MAKES THEM FEEL WELCOME
AND SECURE.**

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Nelly is responsible for greeting customers and visitors both on the phone and physically at Saudequip, member of the JA Delmas Network. She is permanently in touch with them and represents their first contact point.

Nelly gives great importance to enhancing our customers' experience as they interact with our products and services. Supporting customers and orienting them towards the right person as soon as they arrive is how Nelly contributes to our customer satisfaction chain at JA Delmas and in the Network.

Nelly says: Successful customer experience in our department is when:

- Customers are warmly greeted, listened to and taken on board
- We put ourselves in the customer's position to identify their issues and respond to their needs efficiently.