

Sébastien  
"The Voice"



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**I FIND ADAPTING TO  
EACH CUSTOMER  
BOTH EFFECTIVE AND  
INTERESTING**  
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Sébastien deals with internal requests and greets visitors personally. He provides a made to measure service for each request in order to guarantee entire satisfaction to the people he deals with, in the greeting stage of customer's experience.

Sébastien's words:

'My mission consists above all of making sure that customers know that their request has been taken on board and that it will be dealt with quickly, in as professional a manner as possible, and always with a smile and a kind word for everyone.'

'It is essential to greet customers physically to improve customer loyalty. The small perks (a smile, a greeting, a nice word, a coffee, and some thoughtfulness...) are in fact totally key factors in customer satisfaction.'

Customer satisfaction is now part of Sébastien's daily routine, he is dedicated to making our customers feel that they are **APPRECIATED, SECURE** and **EFFORTLESS**.