

Vanessa
A woman of the world



ACTIVELY LISTENING TO OUR CUSTOMERS IS AN ESSENTIAL PART OF OUR CULTURALLY DIVERSE WORKING ENVIRONMENT.



Vanessa is a Human Resources coordinator. She shares information and communicates internally between JA Delmas and the network. She cooperates directly with the different departments and people across the entire company and the JA Delmas network on a daily basis.

Thanks to her prior experience enhancing customer relations in the mining field, Vanessa uses the same approach as she carries out her internal human resources tasks.

Customer loyalty is built on taking the cultural diversity of staff members and customers into consideration.

Vanessa says: successful customer experience is mainly based on active listening.

- Considering customers' expectations and acting consequently
- Taking into account the cultural specificities and professional requirements of our customers
- Adjusting and personalising support, whether it is destined to internal members, customers or partners.