

INTERVIEW

SECOP SLOVAKIA (SKS)

SECOP

Customer Service at Secop Group

Zlaté Moravce – Slovakia, September 17, 2025

Interview with Eliska Lastikova – Customer Service Representative, Secop s.r.o.



What are some key steps we take to ensure customer satisfaction at Secop?

We believe it's essential to understand who we are working with, as every person communicates differently and every culture has its own specific nuances. A key part of our daily routine is to understand written requests and questions, and to read between the lines. At Secop, our customer service team advocates for customers and their unique needs. We treat each of them as if they were our own.

Tell us about positive feedback received from customers.

"Thank you for your support" is my favourite phrase to hear. It's a simple yet powerful testament to the positive impact we've had. This kind of feedback reinforces the value of our work and lets us know we've met the customer's needs.

Describe a recent situation where you successfully resolved a challenging customer issue.

What strategies did you employ?

Every new customer is a challenge. We have to prepare for new and sometimes very specific requirements, especially with customers from international markets. It's rewarding when we are able to find a common agreement on any related topic. Sometimes we can even stay one step ahead of the customer, and other times we work together at the same pace.

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Secop is the leading expert in advanced hermetic compressor technologies and cooling solutions for commercial refrigeration. We develop high-performance stationary, medical, and mobile cooling solutions for major international manufacturers.
Secop is the best choice for cutting-edge hermetic compressors and electronic controls for light commercial and DC-powered refrigeration applications.
With over 1,000 employees worldwide, Secop has production sites in Slovakia and China and has research centers in Germany, Slovakia, China, and the USA, including a dedicated Motor Competence Center (MCC) for electronics and motor control development.
