

INTERVIEW

SECOP SLOVAKIA (SKS)

SECOP

Customer Service at Secop Group

Zlaté Moravce – Slovakia, September 17, 2025

Interview with Linda Teleki – Customer Service Manager, Secop s.r.o.



Why is customer service essential for our customers?

Customer service is the face of our company, acting as the primary point of contact and a bridge between internal and external teams. We are responsible for actively listening, building mutual understanding, and facilitating alignment across teams. By managing emotions, resolving disagreements, and maintaining professionalism, we ensure a consistent and positive experience for our customers.

How does customer service contribute to customer satisfaction?

Customer service is a core element of customer satisfaction, combining essential soft skills with operational knowledge. Empathy, active listening, two-way communication, emotional regulation, and proactive communication enable us to understand and respond to customer needs effectively.

In addition to these interpersonal skills, a strong grasp of our product portfolio, internal processes, and key contacts helps us navigate challenges efficiently. Anticipating the right questions and maintaining a proactive stance are part of our daily commitment to exceeding expectations.

We believe that how we serve is as important as what we deliver. By building strong relationships – both internally and externally – as our foundation, we can foster a productive and supportive environment that benefits everyone.

What are the main challenges your team faces, and how do you overcome them?

Our biggest challenge is serving diverse customers from different countries while maintaining consistent, high-quality service. To handle this, we stay open-minded and focus on finding solutions quickly and effectively.

We make sure customers feel heard by truly understanding their needs, remembering past conversations, and building strong relationships. Whether it's a long-time customer or a new one, we want them to feel confident that we're here to help.

What makes your customer service team unique?

Our team is unique because we genuinely care – about our customers and about each other. We support one another, learn from daily interactions, and constantly look for ways to improve.

Our team's expertise is a combination of experience, dedication, and a proactive mindset. We don't wait for problems to escalate – we anticipate needs, ask the right questions, and work together to find the best solutions.

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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.