

INTERVIEW SECOP CHINA (CNS)

SECOP

Customer Service at Secop Group

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Interview with Liu Xiaofeng (Jenny) – Customer Service Representative, Secop Compressors (Tianjin) Co., Ltd.



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

At Secop, every department is striving for customer satisfaction. We offer high-quality products and services, respond promptly to customer demands, and maintain effective communication. From pre-sale, during-sale to after-sale, and from product development to on-time delivery and after-sale guarantee, we do our best to do every step well to maintain customer satisfaction.

Tell us about positive feedback received from customers.

We maintain a very good relationship with our customers. Customers are happy that we help them to identify potential problems at work from a professional perspective and actively address their needs. Our customers are very grateful and trust us, which creates a virtuous cycle of cooperation, mutual support, and mutual success.

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

What strategies did you employ?

Recently, we faced a challenging situation where a client won the bid for an essential project. The client needed to get the product in a short time frame, and one of the raw materials for the product had a unique and imported part.

To resolve this, I communicated carefully with the customer about the deadline and more details of their urgent demand. And I immediately prioritized coordination with the related internal departments. I kept the client fully informed at every step, explaining the situation transparently and providing realistic timelines. Simultaneously, I collaborated closely, tracking the schedule of the raw material, production, packing, and transportation. Finally, we made a timely delivery to the customer and supported the client to win this project.

After this urgent demand was met, I had a deep communication with the customer to analyze their situation, understanding more background and the adjustment of the customer's direction, to better support the customer and their business in the future.

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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.