

LOGSTOR presents Monica Zampini – Customer Service Coordinator

Please tell us a few words on how long have you worked for LOGSTOR and describe your position

I have been working in Customer Service Department at LOGSTOR since March 2018. At the very beginning, I was assigned to the Swiss market, however from January 2019, I am following the French market in collaboration with the south region's team.

What do you value most at LOGSTOR?

People: at LOGSTOR you feel surrounded by competent colleagues, who are always ready to support you with their expertise and with kindness. This helps in growing your self-confidence and in feeling that you are a part of your team and LOGSTOR.

I also very much appreciate our internal rules: following procedures, it is always possible to find the right solution on how to fulfil a task that you have never managed before.

What have you learned here?

Since I arrived, I have participated in many trainings: there is a great attention to the training for new people. It is a great opportunity because I do not only learn what to do on my daily task, however, this also gives me the opportunity to be introduced to people; you rather quickly begin to learn who they are, and what they do in the company.

What is LOGSTOR doing to make you successful at work?

LOGSTOR trains its employees and trusts them. The management team is fully aware of everyone's importance in the company. They never forget to thank for what we do every day. This kind of trust gives me the urge to be my very best in the daily activities: I know that doing all very best in my small part of duty will help the company being the best.

What is the most meaningful part of your work?

Building a good relationship with colleagues and customers in order to offer the best possible service to our customers, finding a way to solve possible problems they may occur, being useful: this is the most satisfactory part of my job life.

When do you have most fun at work?

Speaking all day with different colleagues in different languages, meeting them and knowing them personally during training sessions, but above all working in my team. Some days are really stressful, we work in a very demanding field, but during the busy working day, there is always someone ready to listen to your difficulties, to help find a solution and also to play down very stressing situation with a joke... After a smile, you can handle the situation with a better attitude!

