
Nicolas **ZENNARO**

OUR SOLUTION

Mercuri International's support took place in the form of several two-day training sessions.

Sébastien Riehl, who accompanied the process at Wilo, explains that: "Selling value and meeting the customer's needs as closely as possible requires respecting and integrating the following three points, which are the elements that have structured the approach of the seminar that we have built.

Sébastien Riehl adds: "In order to provide the best possible support to customers, the SRs have worked on the way of dealing with the various contacts that make up the value chain.

NPS



TRAINING TO ENCOURAGE SHARING AND MUTUAL SUPPORT BETWEEN MARKETS:

The training session led by Sébastien Riehl brought together both the Industry/EMO/Water Cycle SRs and the Building SRs: "The role-play during the training session was extremely interesting and rich: depending on the expertise of each person and the sensitivity of each population, very interesting ideas came out."

PARTICIPANTS SAY...

"Very good experience that allows me to target my points of improvement and changes my vision on a customer visit".

"Very important training"

"Training delivered in the context of a major change in our clients' standards and organization"

TESTIMONIAL

"Tailor-made, motivating and ready-to-use training".

— Nicolas ZENNARO, Wilo France SAS



Nicolas ZENNARO
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Sébastien RHIEL
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