



The sanofi-aventis video news website

Retrouvez la vidéo rattachée à ce transcript sur www.sanofi-aventis.tv

Find the attached video on www.sanofi-aventis.tv

Ayanda on customer service in South Africa

Ayanda, Customer Services, sanofi aventis South Africa

- As a mother, it warms my heart to work for a company that is there to make sure that the lives of others are better – a company that is also actively involved in drug development and ensuring that because we are in such a disease ridden country they are there to make a difference. You have to be a listener, more than a talker. We are the first line contact and whatever queries you get, you have to ensure that you deal with them in an efficient and speedy manner.

Ayanda (on call)

- Customer Services, Ayanda speaking. Can I help you?

Ayanda

- We deal with sales and making sure that our stock is reconciled and that what the distributor has and what we have is exactly the same. We also deal with all sorts of queries on the medical side and basically oversee everything else that is happening within sanofi aventis South Africa.

Ayanda (on call)

- Okay, then. Thank you.

Ayanda

- I like the fact that while I do not get to meet people, I get to speak to different people.

I can have six calls in one hour and there is always something new to learn. The way I did my job yesterday is not the same as I will do it today and the sorts of queries you get, you do not handle them in the same way. It is therefore a constant challenge.

Ayanda (on call)

- Kate, I had a query on Friday...

Ayanda

- It is very easy to communicate amongst ourselves, but at the same time I can always go into our system database and find out relevant information.

Participant 1

- The phone rings and I have this lady who has been a diabetic for years. She has now diagnosed her cat as a diabetic.

Participant 2

- How does she know that the cat is diabetic?

Participant 1

- I have no idea at all.

Ayanda

- It is definitely important to have the training sessions because you can never say you have enough knowledge. Mary, my colleague and boss, has a well a vast pool of knowledge that, as an individual, you can draw information from. She knows so much about things and has a vast experience that cannot be compared with anyone I have come across so far. One of the key values that we all share is respect and dignity. You have to be really ethical in the way you approach your duties and responsibilities. When a person gives you a compliment, you only remember that one compliment because you hear so many complaints. Not only that, I tend to be a bit of a perfectionist and I like to be encouraged. I like it when someone says, 'Well done'. To hear that, for me, is a motivator. The most beautiful comment was, 'You are so efficient. Thank you very much.' That was the nicest one.