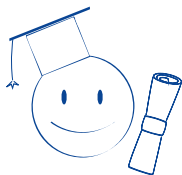


April 2013

InterPuls
Milking components specialist

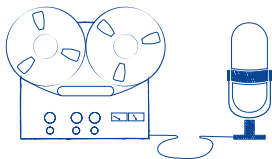
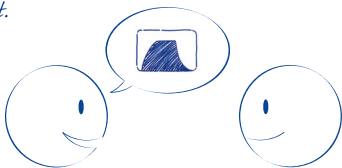


Ciao, my name is Chiara,
I'm 26 years old and I joined InterPuls
Customer Care Team 1 year and a half ago.



I'm currently working on a postgraduate study
focused on Customer Satisfaction,
since clients and their needs lay at
the heart of our working relationships.

Let me tell you briefly about the project.
The aim is to collect real-life business
case studies and point out how social
interaction may function as a tool to
investigate the satisfaction levels
participants bring about in talk.



Data need to be collected from naturally
occurring episodes of talk-in-interaction.
Therefore, with your consent,
some of our conversations will be audio recorded.
Just speak freely and let your voice be heard!

Thanks in advance for your help!

Speakers' identity will be preserved and protected
and the data will be cleaned of all personal information
to avoid participant's identification. The study is a joint
project based at InterPuls in collaboration with the
University of Modena and Reggio Emilia. All the parties
involved ensure full compliance with privacy legislation
and research protocols relating to the use, collection
and disclosure of personal information.

www.dslc.unimore.it

Chiara ;))



Watch my Interview!