

# BART VAN DEN AKKER



36 years old  
Lives in Amsterdam  
Warehouse employee  
Floor manager

## QUOTES

“Most of the time it's just googling. It's amazing what you can find. For example, on Youtube, there's constructing walls and all sorts of stuff. You can just watch them do it. It's so good, real production videos.”

“We say, "Just try it!", and they do. They trust the brand they use. We give them a proof sample and ask them to try it and give us feedback. If I don't know much about the product, I get valuable feedback from the customer from which I learn. ”

“We’re only allowed to talk about what’s on the bag description, but with our own experience we can give the customer tips and advice.”

“We have a lot of face to face contact, but there are a lot of phone calls and e-mails as well.”



## QUICK BACKGROUND STORY

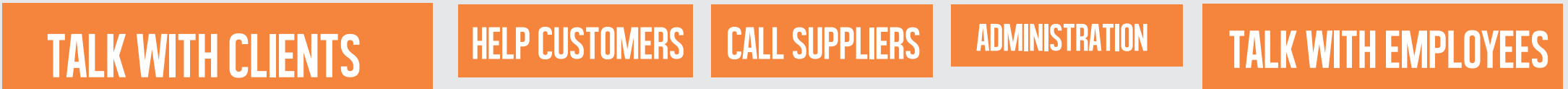
Bart is a hard working guy who likes to work with and for people. He studied at a technical school, and finished it when he was 19. As a technical engineer he worked alone, which he didn't like. He applied to STIHO when there was a vacancy. He started off as a warehouse employee and learned from the best. He has been the floor and communications manager since the last 6 years. Even at home, he likes to do things by himself. He made the bedrooms of his two young daughters.

When not working Bart likes to hang out with his family and friends. He plays football and tennis with his friends from high-school. Bart is into new technologies and gadgets and envisions a bright future.

## SERVICE EMPLOYEE WORK DAY



## WHAT DOES HE DO?



## GOALS

<b>Experience goals</b>  Help the customers and employees and make them feel important and understood.	<b>End goals</b>  STIHO needs to be a nice place to visit and to work.	<b>Life goals</b>  Have a lot of fun/ be happy in everything he does, be helpful when needed and mainly live a good life.
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