

LOCAL BEST PRACTICE TO INSPIRE OUR NETWORK



**Electro Home
Service GmbH,
Switzerland**



Electro Home Service GmbH, a community shop located in the beautiful town of Chiasso at the foot of the Alps Mountain, won the Golden Key Award for its outstanding performance.

According to the store owner, Andrea, every year the store signs a target betting mechanism with Haier Europe. Since the COVID-19 outbreak last year, many offline stores in Switzerland have closed. However, the demand of customers will not be interrupted. Therefore, the store began to transform into community service.

Based on the needs of users around the network, the shop provides convenient service of booking within 6 hours and solving within 24 hours, which has won unanimous praise from the community users. Even several users from other brands contact the shop when they have new demands of home appliances.

Electro Home Service GmbH has a small store space, but it can meet the needs of the community in all aspects of home appliances. They manage purchase, delivery, installation, repair and maintenance of home appliances, to achieve a one-stop service.



Meanwhile, in view of the community of users' demand of consumables around home appliances, to provide from detergent to dryer bracket of ecology, maintenance products and value-added services. With eco-system consumables revenue, engineers' income is increasing as well.

Electro Home Service GmbH has also won the "Golden Key" Award of 2020 for its commitment to the community and being a "good neighbor" to the Swiss community.



Haier Europe



Haier