

Reichmann service workshops 2016

Preparation for the upcoming winter season



From October 11 to 13, the annual service workshops took place at the factory premises of the company Reichmann & Sohn in Weißenhorn, Germany. For three days, the participants had the chance to benefit from the expertise and experience of real service specialists and to prepare themselves for an optimal start into the new season.

In mid of October, the company Reichmann & Sohn welcomed about 60 guests to the annual service workshops. Sports retailers and rental companies from Germany, Austria, Switzerland and Italy sent their service staff to the factory premise in Weißenhorn in order to let them learn from specialists of the ski service business and to increase their knowledge. Beginners as well as advancers were trained according to their individual knowledge level. Under the guidance of four experienced trainers they were provided with valuable theoretical tips and practical hands-on experience for an even better ski service process.

Professional trainers from the ski service business

On board was the long-term Reichmann partner Matthias Fleissner who prepares the DSV Skicrossers' ski on world cup level since 2012. He shared his knowledge about structures and coatings with the participants and trained them on how to operate the suitable Reichmann machines. Besides, the service technician Christian Schmidl from Snowboard Germany was again part of the trainer team and presented the professional ski and board preparation by hand. As a third trainer, Roberto Moling from Pic.ant ski service in South Tyrol provided valuable commercial knowledge about pricing and staff training methods in the ski service business. The Reichmann service manager Siegfried Ersing was present to answer any questions regarding the Reichmann machines and their usage.

Benefit for retailers as well as customers

The participants especially appreciated the personal support in small groups and the possibility to directly test individual advices of the service specialists in practice. Furthermore, the sports retailers and rental companies value the staffs' increase in pace and efficiency when working with the machines afterwards, which also results in a higher customer satisfaction. For the end customer professional ski service is in the first instance a safety issue. That's why the issued certificate for all workshop participants creates additional trust when it comes to the customers' decision about a suitable service provider.