



TeamMate 360: Customer Satisfaction Assistance



TeamMate 360:

Taxback Ltd., Varna,
Bulgaria:

Ms. Maria Stankova

"With the rapid pace of technological advancement, customer expectations are evolving. The T360 Tool helps me as a female junior manager develop skills to meet our customer's expectations in remote service delivery, leaving customers pleased and grateful."

Maria Stankova, Taxback employee

Summary

Taxback Ltd (<https://www.taxback.com/en/>) provides global tax return filing and tax refund services. It is a company with a team of tax experts, dedicated to helping customers file fully compliant returns and ensuring they claim back any overpaid tax, guaranteeing peace of mind and more money in the pocket.

Challenges

As Taxback Ltd provides tax refunds for 13 different countries, its team members must have special skills to be able to process a large volume of documents virtually. At the same time company employees have to ensure information protection and confidentiality during on-line documentation transfers.

As a relatively young company employee, Ms. Stankova feels a need to develop further her management skills to work virtually.

T360 Assessment

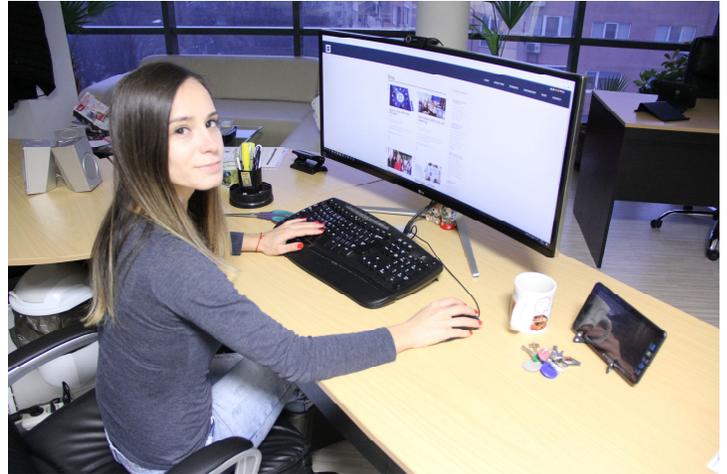
Ms. Stankova agreed to take part in the pilot of the T360 On-line Assessment Tool. Initially, she had some doubts about how much the tool would help her to become more aware of how she manages her team. After seeing the evaluation results and proposed development actions, she recommended the tool to her friend, a female junior manager who works at the National Palace of Culture in Sofia.

The Outcome

Ms. Stankova felt satisfied with the results of the T360 evaluation. She and her colleagues agreed with their perception of how she demonstrates self-esteem. She focused on the development actions for the two skills: “Working as a team” and “Performance management” where the findings showed a greater difference in perceptions.

The Results and Future Plans

“I like my work at Taxback Ltd. as it helps people to feel satisfied and happy. Using the T360 On-line Assessment Tool’s findings and development actions I would like to improve my individual performance management skills and to be able to provide services of high quality to interested people worldwide. I think the T360 Tool is very helpful, especially for the female young managers of virtual teams and I will promote it among my partners and friends.” - Maria Stankova



Ms. Maria Stankova preparing for T360 feedback session in Varna, Bulgaria

Teammate 360 is a project funded by the Erasmus+ programme.

The project aims to help managers and enterprises involved in the management of remote workers and virtual teams.

During the project, managers completed a 360-degree skill assessment and took part in a course called The Remote Manager.



For further information visit:

<http://teammate360.eu>

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