One-Month Efficient Cooperation: Tray Biscuit Produ Solution for Lebanese Client

Introdução detalhada :

Expanding into new production sectors requires more than just equipment; it requires a partner who under the balance between technical capability and budgetary constraints. At Shandong Loyal Industrial Co., Ltd pride ourselves on our ability to navigate complex client needs through flexible engineering and dedicated communication. Our recent collaboration with a Lebanese food manufacturer perfectly demonstrates how customized approach can turn an ambitious production goal into a reality in record time.

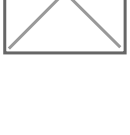
We built a solid, fruitful partnership with a highly professional Lebanese client on the biscuit production equ project, signing the order and launching customized manufacturing in just one month. This smooth and effi cooperation is a vivid reflection of our professional service, customer-centric customization, and mutual tru between the two sides, setting a strong foundation for long-term win-win cooperation.

The client runs a well-established food factory in Lebanon, mainly producing French bread and pizza with oven in use, and he has strict and professional requirements for biscuit production equipment. We initiated communication with a highly professional attitude, first providing detailed quotations for three fully automat production lines with different output capacities. Unfortunately, these standard solutions failed to meet his production needs and budget expectations, which pushed us to rethink and optimize the plan thoroughly.

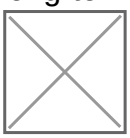
Time difference was a major challenge in our communication, so we chose to have in-depth phone talks w client every night and were more than willing to work overtime to fit his schedule. Despite the client's limite proficiency, our communication was always pleasant and efficient, with both sides focusing on clarifying ev of the demand. Each day, our sales team would immediately discuss the client's requirements with the eng team, repeatedly adjusting and polishing the solution to make it fully adapt to his actual production conditio

A key breakthrough came when we learned the client was familiar with operating a rotary oven. We had ar idea and recommended a tray-type biscuit forming machine instead of the standard automatic production l tailored proposal not only helped the client cut down the budget significantly but also made the new equipr extremely easy to operate by leveraging his existing production experience, which won his great recognitio once. He immediately ordered three types of customized molds for the machine to meet his diverse biscuit production needs.

Thanks to the full trust built during in-depth communication, the client also placed an additional order for 20 new trays for his other food business operations. To cherish this precious partnership and express our sinc long-term cooperation, we presented the client with 20 sets of trays as a thoughtful gift, which brought him delight. The payment process had a small twist: the client could not make a direct bank transfer, so he spe asked his Chinese friend to act as a communication bridge. We had thorough and patient communication f PM to 11:00 PM, and finally completed the down payment smoothly with the help of this fellow Chinese.



This cooperation with the Lebanese client fully highlights our core advantage: we never just provide rigid s
quotations, but always listen carefully to clients' actual demands and combine their existing production cor
create customized, cost-effective, and practical solutions. Mutual trust is the cornerstone of all successful
cooperation. We will continue to uphold the customer-centric service concept and look forward to establish
long-term and stable partnerships with global customers, growing and achieving success together.



The success of this Lebanese project underscores our commitment to "practical engineering"—solutions th
not only technologically sound but also operationally intuitive for the end-user. By integrating the client's ex
expertise with our specialized forming technology, we ensured a seamless transition into biscuit manufactu
Shandong Loyal Industrial Co., Ltd. remains dedicated to being more than a vendor; we are a strategic ally
clients' global growth.