

Do you have another clinic in Indonesia?

Posted by CSILV - 2009/01/15 08:38

Your current distributor (listed on your website) in Indonesia sucks!!! There is only one distributor in Indonesia and she is useless!! She is not answering my emails and when I called her she is only giving vague answers.

I'm about to move there and was researching the availability of DMK products and treatments. I gave her a list of the products I use and she won't tell me the prices. She says that it is DMK's policy not to release prices. HUH??? Her place (not even sure if it's a salon or a house) is about 2 hours away from where I will be living, and I am planning to send my assistant there to purchase so I need to know the prices (or even just the total) so I can give him money. She won't even tell me what the total is. To make matters worse, after all the back & fro arguments, she only has Vit C Serum in stock!! What kind of distributor is that?

Any chance you have just appointed another distributor or new clinics?

Cheers
CSILV

Re:Do you have another clinic in Indonesia?

Posted by Australia - 2009/01/18 11:17

Hello,

My name is Daniel Dickson and i am the managing director for Danne in Australia and i take care of many of the Asian countries.

The current distributor in Indonesia has not completed all the training and i am soon making contact with them. I am sorry for your poor experience and thank you for the persistency with your Danne needs. If you stay in contact with me (daniel@danne.com.au) i will ,ake sure that you can get product (either from there or Australia)

In the meantime i will be looking into the distributor and the level of service that they are providing. I really appreciate the feedback and thanks for taking the time to let us know

Regards

Daniel Dickson
Managing Director

Re:Do you have another clinic in Indonesia?

Posted by Imelda Ho - 2009/02/09 15:24

Hello,

My name is Imelda Ho, Managing Director of Danne Indonesia. Regards to the feed back from "CSILV", we as Danne Indonesia would like to explain that she called us as Novita Robinson, we gave her our email address to make her easier to contact us, every email and phone call are reply very soon, clearly

and friendly. we did invite to visit our clinic, we also told her our location. However, she never came in. every contact just keep asking for product and treatment pricelist with so many reasons (which make people think that one of Danne competitor). once, she called us and said that she would sent her driver to take her product, we did give her the pricelist and the total price for all of the product, we also ask for her contact number but she didnot want to give us, till now no one come to pick up the order.

We also never claimed that "DMK's policy not to release prices".

We do provide all Danne products and treatment (Dorin also know this).

Danne Indonesia clinic condition are very good which located in center of Jakarta with exclusively "Danne Montague-King" building, newest design interior (Dorin has seen it before). we have very good qualified beauty therapist. I myself as the trainer for Danne Indonesia already have Cidesco certificate from Australia.

We did have client from UBS Securities Indonesia (Sarah Jane-Wagg, UBS president director), Celebrities, Indonesia Senator, they have frequently treatment in our place and use Danne home prescriptive from Danne Indonesia, but NO ONE complaint our services (Danne treatment and product).

Thank You.

Best Regards,

Imelda Ho
Managing Director

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Re: Do you have another clinic in Indonesia?

Posted by Imelda Ho - 2009/02/09 16:19

Hello,

My name is Imelda Ho, Managing Director of Danne Indonesia. Regards to the feed back from "CSILV", we as Danne Indonesia would like to explain that she called us as Novita Robinson, we gave her our email address to make her easier to contact us, every email and phone call were reply very soon, clearly and friendly. We did invite her to visit our clinic, we also told her our location. However, she never came in. She kept asking for products pricelist and treatment pricelist with so many reasons (which make people think that she is Danne competitor) . Once, she called us and said that she would sent her driver to take her product, we did give her the pricelist and the total price for all of the product, we also ask for her contact number for our data but she didnot want to give us, till now no one come to pick up the order.

We never claimed that "DMK's policy not to release prices".

We do provide all Danne products and treatment (Dorin also know this).

Danne Indonesia clinic condition are very good which located in center of Jakarta with exclusively "Danne Montague-King" Building, newest design interior (Dorin has seen it before). we have very good qualified beauty therapist. I myself as the trainer for Danne Indonesia already have Cidesco certificate from Australia.

We do have client from UBS Securities Indonesia (Sarah Jane-Wagg, President Director of UBS), Indonesia Celebrities, Indonesia Senator, they have frequently treatment in our place and use Danne home prescriptive from Danne Indonesia, they are now still our client and NO ONE complaint our services (both Danne treatment and product).

Thank You.

Best Regards,

Imelda Ho
Managing Director

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Re:Do you have another clinic in Indonesia?

Posted by CSILV - 2009/02/10 14:34

Imelda,

Firstly, my name is Gillian Lee and I'm a corporate trainer for the banking sector. I don't know if I did speak to you or not as I did not get a name when I first enquired about Danne in Jakarta, however, I do remember that there was a very loud crying baby in the close background when I spoke to the person (which is why I thought it was not a salon).

Secondly, when I rang I asked for pricelist to compare AUD prices and IDR prices, which you claimed to be "much cheaper". I also never received a pricelist at all from you. The person I spoke to, kept telling me the prices are "approximately this and that" which is why I decided NOT to deal with you as what sort of customer service is that. My assistant, who speaks Indonesian, also di not get much joy out of the person she spoke to.

Thirdly, I do not think your clients (especially the mentioned Novita Robinson and Sarah Jane-Wagg) appreciates you disclosing to the world that they are receiving treatments. Isn't there some sort of expected confidentiality between you and your clients?

Finally, good for you for having "newest design interior" however, you may want to work on your customer service policies. I'm sorry you think everyone who calls to enquire is a "Danne Competitor". If your service and products are as good as you believe them to be, then you should welcome competition NOT be scared of them.

I wish you all the success with your salon and hope the demand for DMK increases substantially in Jakarta, which would warrant additional salons being opened.

Regards
Gill

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Re:Do you have another clinic in Indonesia?

Posted by Imelda Ho - 2009/02/10 18:37

Hello CSILV,

The only client who stated that gonna move to Jakarta from australia and live 2 hours from our place and asking prices to compare here and australia is only one (she is NOVITA ROBINSON). from all of our client now, they come from different country but no one call us and say word in that way. As a phone manner we always great the client and ask their name who called before talking further. you asked whether we perform enzyme treatment, propeel #1, alkaline wash for underarm, etc most of Danne treatment and products prices. we already give you the answer. we still let you know the price range, but we didnot say that is cheaper than australia, cause we do not know exactly. at that time you asking for our email address and our location. we told you. and for the price, we of course need to say "approximately" but we still told you the price range. (let say the price are Rp. 345.880, of course we cannot remember all of the prices in exactly amount, that is why we told you approximately Rp 300.000-350.000). we did reply your email and we still have the email that you sent us. we also still have the phone conversation recording in our system when you called us at that time.

the second thing, we already got the permission for the person name who stated above. you shoudnot bother it, i am sure that is not a problem for you.

the third thing, you email us on 15 january 2009, and you claim us badly in 15 january 2009 too. if you say that you are a corporate trainer for banking sector, i do believe that you would be and need to take in stride before you make judgement like that.

The fourth thing, with "a very loud crying baby" you thing that this is not a salon, well, some and most of the skin care client is woman, of course for some woman who can not leave their baby at home they will take the baby around. is that a crime or bad thing with baby crying sound.

the fifth thing, everyone know Danne is the best. however, once more time, we did tell you the prices range, we did invite you to come, but that is not enough for you.

The sixth thing, how come you claim that we only have Vit C. you donot even come and buy product from us. and how do you claim "What kind of distributor is that?" for us. all of that was malicious slander.

We never scared to competitor, the fact is who ever check for the other person and attack the other person without any make sense reason is the real scarred person.

For additional Danne clinic in Indonesia, of course we will, and we will give our best to Danne client.

Finally, who ever you are, THANK YOU VERY MUCH for your attention to Danne Indonesia. Please do not hesitate to visit our clinic for Danne treatment, as we are here to give Danne client the best.

Best Regards,

Imelda Ho
Managing Director

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Re: Do you have another clinic in Indonesia?

Posted by CSILV - 2009/02/12 03:49

Hi Imelda

I would like to thank you for your defences. When I did my first post, I was simply expressing my dissatisfaction with a Danne distributor. I have nothing to gain or lose. Obviously, you have everything to lose as it is your business that I was dissatisfied with. It is your right to deny my claims and you have done so in your own way - as Managing Director of Danne Indonesia. Your posts have definitely shone a bright light on your business and the type of person running it, and you have provided me with great materials for my next training seminar on "Handling Objections".

BTW - good move in getting a customer to post a testimonial in a time like this.

Lets agree to disagree.

All the best

Gill

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