

Customer Happiness Equation

AN EMPLOYEE IS PROUD TO
PROVIDE OUTSTANDING
SERVICES

+

ENTITY DEDICATED TO
CUSTOMER HAPPINESS

+

THE PROACTIVE AND
POSITIVE CUSTOMER

=



WE UNDERTAKE TO
MAKE YOU HAPPY

1. Welcoming with a smile
2. Distinguished first impression
3. Respect and tact
4. Good listening
5. Professionalism and initiative in providing assistance
6. Understanding and consideration
7. Positivity
8. Innovation in service provision
9. Dedication to making customers happy
10. Providing an impressive experience for customers



WE WORK TO MAKE
YOU HAPPY

1. Providing a hospitable environment that promotes a culture of happiness and positivity
2. Providing fast and simplified service
3. Ensuring individualism in the customer experience
4. Providing service to ensure customer comfort.
5. Providing the service to ensure customer happiness.



HELP US TO MAKE
YOU HAPPY

1. Providing correct and updated information
2. Providing constructive notes and innovative and positive suggestions
3. Participating in the service design.
4. Contributing to the service's future expectations.
5. Sharing the happy and positive experiences with others

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