

MINUTES OF MEETING

DATE: 12 Jan 2017

TIMINGS: 1500 - 1615

LOCATION : Conference Room, Dubai, UAE

ATTENDEES	
Name:	Department
Muriel Jullado	Admin.
Shaji George	Sales
Anushka Kannangara	Service Quality Assurance
Sarita Choudhari	Sales
Aldrina Lobo	Sales
Aliya Manzoor	Customer Service

Matters & Agenda Discussed For Compliance Review			
Matters & Agenda	Responsible Person	Status	Deadline Date
Activity Updates	Anushka Kannangara and Sarita Choudhari	Open	29-Jan-17
AOP 2017 CS Dept	Shaji George	Closed	12-Jan-17
CS Position Roll Out	Shaji George	Closed	12-Jan-17

No.:	Summary of Discussion / Action Plan	Responsible Person	Action Taken	Status	Deadline
1	Activity Updates: -Email for CS Line Support -CS Support distributed to agents -SECOM-CORE Integration -Customer Care Number -IVR	Anushka Kannangara	Email created job function distributed to all agents issue raised to Hussain Al Kalaff, currently being worked on number not reachable here, will be coordinated with IT will be organized and coordinated with IT	Closed Closed Open Open Open	12-Jan-17 12-Jan-17 29-Jan-17 29-Jan-17 29-Jan-17
2	Activity List	Anushka Kannangara	to list down all activities of CS function and to discuss on the next meeting with Shaji George	Open	29-Jan-17
3	AOP 2017 CS Dept	Shaji George	introduced annual operating plan for CS Dept. Immediate implementation of the job function, deliverables, and organization chart	Closed	12-Jan-17
4	CS Position Roll Out	Shaji George	Approval for CS Dept obtained. Pipelining candidates or employees for the available positions	Closed	12-Jan-17
5	Customer Service Agent/Receptionist function	Shaji George	Upon immediate implementation to have the front desk attended to always. CS Agent to find a replacement if going on breaks.	Closed	12-Jan-17
6	Working hours for CS function	Shaji George	implementation of 6 days duty (Sat-Thu) of the CS function. In coordination with HR, implementation of the schedule to be rolled out.	Closed	12-Jan-17
7	Process and operating plan for CS Dept.	Shaji George and Anushka Kannangara	to sit together and create a complete process and operating plan for CS Dept., shall be discussed on the next meeting and upon immediate implementation	Closed	12-Jan-17