

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	Anushka Kannangara	Email created	Closed	12-Jan-17
	-CS Support distributed to agents	Anushka Kannangara	job function distributed to all agents	Closed	12-Jan-17
	-SECOM-CORE Integration	Anushka Kannangara	issue raised to Hussain Al Kalaff, currently being worked on	Open	29-Jan-17
	-Customer Care Number	Anushka Kannangara	number not reachable here, will be coordinated with IT	Open	29-Jan-17
	-IVR	Anushka Kannangara	will be organized and coordinated with IT	Open	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