



## CUSTOMER SERVICE EXCELLENCE AWARDS FOR THE SOUTHERN REGION

# Inclusive Financial Services bags more awards ... at CCAZ Southern Region Awards



Inclusive Financial Services CEO Gerald Zhou (centre) holding the award.

Even the smallest businesses can become the **BIGGEST** with the right products and service.

**Inclusive Financial Services**  
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The Board and Management team celebrates Inclusive Financial Services' excellent service and congratulates:

1. Dr Gerald Zhou for being voted CCAZ Southern Region Service Excellence Executive of the Year 2016
2. Inclusive Financial Services for being voted the 2016 CCAZ Southern Region Microfinance Sector - Service Excellence Winner

INCLUSIVE Financial Services is one of the leading microfinance institutions operating mostly in the southern parts of the country..

Inclusive Financial Services has eleven branches nationwide covering Manicaland, Masvingo, Midlands and all the Matabeleland provinces.

What is outstanding about Inclusive Financial Services is the client-centric culture which is evident in any of the branches. Clients feel valued and the organisation goes extra miles to ensure that clients' micro businesses are transformed.

"It's not only about giving our clients money as loans, as an organisation we value the relationship and the impact of our relationship with our clients. It's not duty but a call to ensure that clients realise their dreams", said Gerald Zhou, the company's CEO said at the Contact Centre Association of Zimbabwe (CCAZ) ceremony held in Bulawayo.

The organisation has segmented its target market to ensure deeper understanding of client needs and propelling the apparatus of the organisation to serve clients well. The organisation has tailor-made facilities for youth entrepreneurs, women entrepreneurs, agriculture value chain or small holder farmers, where farmers not only get funding but are linked with the market for their produce and suppliers of inputs.

The organisation has good facilities for rural micro entrepreneurs and supports heavily the SMEs.

Additionally to its product range, the organisation is now offering micro leasing, micro housing and advisory services.

In one's interaction with any of the organisation's staff members; it's very apparent that the employees are well groomed and mentored to give excellent service to all clients.

Zhou advised that the organisation has systems in place that solicit for client feedback, complaints and suggestions which then enable the organisation to roll out client preferred products, charge acceptable interest rates and stay ahead of client expectations.

It is no surprise that Zhou was voted the CCAZ Service Executive of the year 2016 while Inclusive Financial Services was voted the Service Excellence winner for the year 2016 in the microfinance service sector category.

Inclusive Financial Services is the only internationally rated microfinance institution in the southern region so far by Microfinanza an international microfinance rating institution based in Italy.

With proper delivery microfinance plays a key role in economic development. In this farming season alone Inclusive Financial Services has financed a lot of smallholders farmers mainly women engaged in sesame, beans, groundnuts, maize, chicken and paprika production to name a few of the organisation's developmental initiatives.

The company has successfully financed a huge number of youth entrepreneurs, microenterprises and

SMEs targeting the productive sector.

The Contact Centre Association of Zimbabwe (CCAZ) in partnership with Ministry of Tourism and Hospitality Management, Consumer Council of Zimbabwe and Zimbabwe Tourism Authority hosts the Service Excellence Awards.

The CCAZ is the sole association of call centres and customer service professionals and industry in Zimbabwe; it was founded with the following initial customer service objectives:

- To promote customer service as a profession and to improve the level of its practitioner's professionalism through assessment, accreditation and certification. Recognition of member's professional standing is provided through the Service Excellence Awards (SEA) thus improving the pride, motivation and self-esteem of customer service professionals.

- To provide people working directly or indirectly in customer service (public or private sector), with the education and professional standards that will enable them to reach their full potential in their chosen field.

- To develop and promote the Zimbabwe customer service standards (including a customer charter), which will help organisations develop and sustain a customer ethos through improvements to the design, delivery, quality and effectiveness of customer service strategies, policies and systems.

- To improve knowledge of the components of customer service excellence through the Zimbabwe Service Excellence Awards, research, training and development programmes, publications, conferences and customer focus groups.

- To provide a voice for customer service professionals and enhance the status of these individuals and customer service issues via the media and public education forums.

With customer expectations continually rising, the wider community is becoming aware of the value and role that customer service plays in achieving business success.

This highly demanding area is arguably the critical success factor for many organisations and the country at large. For this reason it is important that the country has its own National Customer Service Awards to recognise, promote and reward excellence, professionalism

### Benefits

- Recognition of participating organisation's achievements in customer service, increasing and enhancing its credibility and image in the market place

- Increased customer perception and confidence in dealing with the organisation

- Continuous improvement opportunities and benchmarking of the organisation's customer service efforts through SEA's comprehensive CRM benchmarking programme

- Greater focus on customer service throughout the entire organisation

- Increased morale at all levels of the organisation.

# Customer Service Executive of the Year



ZITF general manager Nomathemba Ndlovu (centre).



Jane Peters from the Registrar General's Office (centre).



Chiku Mulinde (centre), general manager Holiday Inn Bulawayo

## Tatenda Safaris Lodges & Car Hire



THE BOARD, MANAGEMENT AND STAFF OF TATENDA SAFARIS WOULD LIKE TO CONGRATULATE THE MANAGING DIRECTOR, DR R. T. GUNDA ON ATTAINING YET ANOTHER MILESTONE AWARD - THE LIFE TIME ACHIEVEMENT IN SERVICE EXCELLENCE (SOUTHERN REGION).

WE ARE PROUD OF YOU DR AMA! TO THE WORLD YOU ARE INDEED A MOTHER BUT TO YOUR FAMILY YOU ARE THE WORLD. WE ARE PROUD OF YOUR ACHIEVEMENTS AND GUIDANCE.

### TATENDA SAFARIS OFFERS :

- GAME DRIVES, ACCOMMODATION AND LODGING
- TRANSPORT (BUS AND CAR HIRE)
- SCHOOL EDUCATIONAL TRIPS
- BOAT CRUISES
- TOURS IN AND AROUND VICTORIA FALLS AS WELL AS COUNTRYWIDE; AND MUCH MUCH MORE.

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