

# Customer Centricity



## *Customer Reviews*

Very happy with the experience, the food tastes good, the coffee is yum and the customer service is excellent! The place is also comfortable and cozy, I recommend it.



# Customer Centricity

A positive customer experience is what most organisations wish for. It is usually achieved by tuning into customer's needs along the customer journey and then putting plan into place to achieve it.

The recent 2 years however showed some disruptions in the well thought-through process and it currently looks like we are nowhere near BAU due to interruptions in supply chains, politics and natural disasters. Flight Customers don't get from A to B on time, cafés and restaurants don't have enough staff to cater for a smooth experience just to name a few, but the list goes on.

PINKTUM just launched an e-learning module on Customer Centricity with some helpful tips on how to tackle the it effectively. Check it out and let us know if we can help to get you back on track! #PINKTUM #Customerservice  
#Leadership