



**CUSTOMER
SERVICE WEEK
2020**
5-9 October



1ST WEBINAR HOSTS

ZAMBIA CUSTOMER SERVICE WEEK

Join us as we commemorate Customer Service Week during the Month of October. Every week in October every Thursday at 15Hrs we bring you an hour long Webinar featuring Local and International speakers to talk about ‘**Service in the New Normal**’ and how various organizations have kept service afloat and are planning to improve service delivery in this Covid-19 ridden environment.. The CS-Week Program will be as follows:

- Thursday 1 October 2020 @ 15Hrs - 1st Session
- Thursday 8 October 2020 @ 15Hrs - 2nd Session
- Thursday 15 October 2020 @ 15Hrs - 3rd Session
- Thursday 22 October 2020 @ 15Hrs - 4th Session
- Thursday 29 October 2020 @ 15Hrs - 5th Session

1ST SESSION WEBINAR PROGRAM

THURSDAY 01 OCTOBER 2020

Platform: Microsoft Teams

Agenda: Service in the New Normal

- Introductory Remarks
- Introducing CSW 2020 International Theme - “Dream Team”
- Why commemorate Customer Service Week
- Discussion: Service in the new normal: The Good, The Bad and The Ugly
- Virtual Service: Is it practical in our local market environment?
- Introducing Speakers for Upcoming Sessions
- Vote of Thanks

NB: Get MS-Teams link at www.cicmzambia.org



INGRID MWANSA
Senior Customer Segmentation & Implementation Manager
Cavmont Bank
CICM Board Chairperson



FAITH NGAMBI
Head Customer Experience
Zanaco
CICM Board Vice Chairperson



DEMETRIA LUBINGA
Head Regulatory and Conduct Risk Management - FNB
CICM Treasurer



MATILDAH CHIWI
Senior Manager Customer Experience - MTN
CICM Board Member



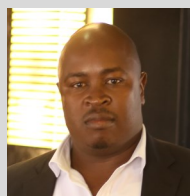
BRIAN SILUNGWE
Head of Marketing & PR
NICO Insurance
CICM Board Member



YANKAR PHIRI
Senior Manager Service Centre Operations - MTN
CICM Board Member



INONGE NDAMBO CHINKUSU
Sales & Service Manager
Fibrecom
CICM Board Member



DOMINIC MANHUNDU
Managing Director
DLN Technologies Ltd
CICM Board Secretary
Session Moderator