



DP WORLD, UAE REGION WINS STAR AWARD FOR CUSTOMER SERVICE RESPONSIVENESS

Port operator is commended for its consistency, speed and accuracy in dealing with complaints from clients

Abu Dhabi, June 28, 2010: - DP World, UAE Region was recently recognised for running the Best Complaint Management and Service Recovery Programme at the UAE Customer Service Week STAR Awards ceremony.

The award cited the port operator for the speed and accuracy with which it has consistently responded to customer needs and delivered exceptional service.

The STAR (Skill and Knowledge, Teamwork, Awareness, Responsiveness) Awards programme – hosted under the patronage of HH Lt General Sheikh Saif Bin Zayed Al Nahyan, the UAE Deputy Prime Minister and Minister of Interior – has been developed by The International Customer Service Institute (TICSI) to reward and recognise organisations, government departments and individuals delivering service excellence across the UAE.

The award was presented at the UAE Customer Service Week Forum held in conjunction with Ethos Consultancy, a UAE-based customer service solutions provider, at Park Rotana Hotel in Abu Dhabi.

Mohammed Al Muallem, Senior Vice President and Managing Director, DP World, UAE Region, said:

“Customer service defines everything we do at DP World. Through commitment and a highly organised Customer Service programme our specially trained staff ensure that all port users have their issues sorted out satisfactorily. UAE Customer Service Week STAR Award is a recognition of the service excellence delivered at Jebel Ali which is reflective of all DP World ports. We thank our employees for making this possible.”

DP World, UAE Region’s Customer Service and Complaints Policy has evolved over more than 30 years of port operation. All complaints requiring action are monitored by a Customer Service representative and acted upon within two working days from the time the customer submits the necessary documents.

The port operator communicates with customers on a regular basis to obtain feedback and suggestions in order to improve the level of service provided.

The UAE Customer Service Week STAR Awards are designed to highlight customer service skills as the most powerful aspect of business development.

Customer Service Week is a week-long event that includes discussions on service quality issues that are challenging organisations across the UAE.

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