

Customer Testimonials



Managers' Comments - Service Excellence Programmes / In-House Programmes:

“CS Consulting is our business partner...The CE Programme has provided a new perspective on how our staff members view customers (both internally and externally). Not only has it redefined who a customer is but staff are now demanding excellent customer service from departments and also with whichever provider they interact with during their time away from work...We have been receiving sporadic feedback from clients that our staff are more helpful, friendly and are now cross-selling other Kenya Orient products. This is a tremendous improvement from a few months ago.”

- **Muema Muindi, MD, Kenya Orient Jan 2013**

“A key strength in CS Consulting’s approach is taking cognizance of the pivotal role played by management in creating a customer centric organization...The programme was particularly beneficial in raising the level of awareness of our staff on the internal-external customer dynamic and the strategic role of top leadership in embedding a service culture in our organization.”

- **Nkoregamba Mwebesa, MD, CfC Financial Services, Dec 2010**

“We recently commissioned CS Consulting to offer Consultancy Services to guide us in developing a UAP Customer Satisfaction Index as part of our Customer Service Feedback Programme. In dealing with them, we have found them to be professional.”

- **James Wambugu, MD, UAP Insurance Oct 2012**

In-House Training Programmes - Participants' Testimonials:

“The Programme has directed my focus on the importance of understanding the customer’s perspective to the benefit of the organization. It was relevant and worthwhile.”

“It was an eye opening experience, there are some things we take for granted and as a trivial as they may be to us, they are what carry most impact.”

“My attitude towards customer service has greatly changed.”

“I have realized that everything is within my power when it comes to giving our customers a memorable customer experience.”

- **Anne Muhindi**

“The workshop has opened an untapped side of me.”

- **Julius Nganga**

“The workshop has lit a candle in the dark room of customer service where I have been operating.”

- **Tom Omitit**

“I have learned that I am important, my opinions count and that I am in control of my actions.”

- **Gabriel**

“I have gained a passionate desire to offer the best attitude, and a strong belief that I can make it no matter what.”

- **Davis Omondi**

“I was very pleased with the workshop it was an eye opener in a lot of things that I have been overlooking when it comes to service delivery.”

- **Jacque Wanjiku**

“It touched on the real issues faced by organisation. It was not textbook or idealistic.”

“An opportunity for truly learning the value of internal customer and the futility of striving to satisfy the external customer if internal clients are not satisfied.”

“The course sharpened my confidence and skills to deal with external and internal customers.”

- **Japheth Matheka.**

Open Programmes - General:

“This should be a compulsory course because customer service excellence is a way of life.”

“Customer service excellence should be recommended for all CEOs as it touches on the corporate strategy, people management to achieve organizational profitability goals.”

Open Programmes - Customer Relations with Phone Coach:

“The role plays were quite engaging as I was put in the shoes of people whose phones are constantly ringing.”

- **Anne Wangechi**

“The information was useful, I learnt a lot of fresh ideas.”

- **Micheal Mokaya**

“I am now aware of the impact of the words I use on the phone as I speak to the customer.”

- **Anne Wangechi**

“The training met my expectation and gave me a realization about my phone persona that I did not previously know.”

- Carol Makandi

“I love everything I learnt from day 1. It was so informative and the activities were so interactive. Thank you!”

- Monica Mwangi

“The Course went beyond my expectations. I believe this will give me a head-start in my business, and will use it every day to grow it.”

- Elizabeth Mukui

Open Programmes - Selling on the Telephone with Phone Coach:

“It was challenging but eye opening. I learnt a lot of techniques of calling.”

“It was very challenging and thought provoking and exposed a lot of ideas we assume we are doing right and in the real sense we are failing.”

“The role plays were interesting and we got a chance to correct and guide each other better.”

“At first it looked very challenging but with time I got used to the telephone ‘practice makes perfect’.”

“It was an excellent course with quality content.”

- Eric Ajwang

“I was equipped with information that will help me better serve our customers.”

- Solomon

Certification Programmes - Award for Customer Service Professionals:

“When I began this course, it was like walking up to a gate and having all kinds of anticipations not knowing what lay ahead. I had always heard the words ‘customer is king’. This Course has shown me why the Customer is King. I always thought that Customer Care was just about solving problems, but now I know that it can be used to promote or destroy your business. I am proud to be a Customer Care Professional.”

- Umar Musa MTN Nigeria

“This course was very educative and I wish that everyone in my organization would go through the same to improve our customer service across the whole organization.”

“The course opened up my mind to view ideas and situations in a broader and deeper perspective and it was a pointer of my weaknesses which I will take as a challenge to work to improve in order to help my organisation achieve its objectives.”

“I learnt a lot on how to be a professional customer service person and how to delight the customers at all times.”

Certification Programmes - Award for Customer Service Managers:

“One of the best trainings attended.”

“I felt the course had a very good structure, it was well laid - out and easy to follow. This is the first time I have studied online and it was much easier to navigate than I had originally anticipated.”

“Concise, accurate information. Thought-provoking ideas and useful activities.”

“Much more interactive than any previous Customer Service course I’ve completed. The tutor focused on specific comments made in my contributions and asked thought provoking questions. The interactions with others were very timely and discussed real issues.”

“Gained a lot from the others and it was a good networking experience.”
