

What's On

Ooredoo Kuwait visits its Jahra branches and strategic partners



Ooredoo Kuwait's executive management recently visited the company's branches and strategic partners in Jahra Governorate, which aims to enrich customers' experience and providing them with higher quality of service. The management visit stems from Ooredoo's values of caring, connecting, and challenging.

The main purpose of the visit was to connect with the customers and dealers and to receive personal feedback from them. This included experiencing the agents' day to day operations and providing the team with recommendations on how to better address challenges and concerns and hence: improve overall performance. This initiative comes in line with the company's customer centric strategy in which executive management were able to meet and interact with customers and partners in order to discuss ways to ensure continued success.

Executive Officer, Sheikh Mohammed bin Abdullah Al Thani said: This important visit comes as part of the company's ongoing efforts to ensure the best possible experience for our customers and to yield a positive impact on enhancing the experience and relationship of both our customers' and dealers. We look forward to the outcome of this tour and we are confident that it will have a positive impact on our approach moving forward". Ooredoo Kuwait is now serving customers in 62 branches around Kuwait, with 8 branches located in lively areas in Jahra, including the only drive through branch in Kuwait as part of its commitment to providing the biggest number of customers with the best services. This is engrained within Ooredoo's strategy based on saving the time and efforts of our customers which will yield a positive customer. Ooredoo branches are located in strategic locations which include Al Manshar Mall,

located on the coast road in Fahaheel in addition to several branches in key locations such as Farwaniya Co-Op, Ishbelya Co-Op, Hateen Co-Op, and Ardiya Luxury Center, 360 Mall, Sabah Al-Salem, Jahra, and Mahboula.

Ooredoo emphasized its commitment to expanding its footprint across all the key areas in Kuwait in order to serve its customers better and provide them with products that enrich their experience, with its plans and bundles that are tailored for individuals and businesses. Ooredoo is planning on opening more than 20 new branches nationwide during quarter one of this year. Customers can avail from the My Ooredoo smartphone app which provides a map of all the company's branches across Kuwait with their locations and operating hours. The app is available for free on the AppStore for devices that use the iOS operating system, and on the Google Play Store for devices that use the Android operating system.



ACK internship program hosted by Al-Futtaim Group

In an ongoing cooperative program between the Australian College of Kuwait (ACK) and Al-Futtaim Group, 10 ACK School of Business students took part in an internship program at several stores owned by Al-Futtaim Group, noting that the internship program has been active over the past five years.

Three of the students were given an internship opportunity at BCBGMAXAZRIA. During the internship, the students were instructed on the retail cycle by the manager of BCBGMAXAZRIA, Ms Jennifer. The students were also allowed to conduct customer surveys, market analyses and merchandise placement. Another group consisting of three students was hosted by Guess stores. While there, they received hands-on experience in different aspects of maintaining a retail store including laying out merchandise, helping customers and performing competitor analyses.

The final group, which consisted of four students, was trained at Marks and Spencer. The students were taught how to properly present merchandise, assist customers, packing and unpacking process and learnt about pricing



the merchandises. The selected students reported a positive experience from the program, and expressed gratitude for both ACK and Al-Futtaim Group for making the experience possible. From its end, ACK is very grateful to Al-Futtaim Group and their stores for the assistance that they've given to their students over the years.

The winners of Malabar's promo campaign felicitated

Malabar Gold & Diamonds, one of the largest jewelry retailers globally, recently awarded Krishna Prashanth, Robert Lapis and Rajinder Kumar with 100gm gold as the winners of its 'Win up to 2 kilos of Gold' campaign. The winners of the raffle draw received the prizes and were congratulated by Afsal Khan, Zonal Head, Malabar Gold & Diamonds in the presence of management of Malabar Gold & Diamonds.

The 8th edition of the 'Malabar Gold & Diamonds Festival' campaign, which is slated to end on 26 January, offers a variety of exciting promotions. During the promotional period, customers shopping at any Malabar Gold & Diamonds outlet are entitled to a ticket on their jewelry purchases that enters them into a raffle draw to win up to 2 kilos of gold. In another promotion, every purchase of gold and diamond jewelry worth KD40 allows buyers a chance to win a 100 gram of gold bar each in 10 raffle draws. Buyers of diamond and precious gem jewelry purchases worth KD 250 will each receive a 1gm free gold coin. Customers also get free gold coins on every purchase of 18k gold jewelry worth KD 80.

The Malabar Gold & Diamonds Festival is a true shopper's delight with an assortment of eye-catching designs in



Krishna Prashanth

gold, diamonds, platinum, and precious gems from different parts of the world. There is also the latest and most vibrant collection of jewelry to suit the tastes of the brand's multicultural and multinational customers. Malabar Gold & Diamonds features a range of designs namely Ethnix - Handcrafted Designer Jewelry, Era - Uncut Diamond Jewelry, Mine - Diamonds Unlimited, Divine-Indian Heritage Jewelry and Precia - Gem Jewelry. This season, Malabar Gold & Diamonds showcases the latest collection of gold, diamond and precious gems jewelry in their outlets, to celebrate this festive period.