

# CUSTOMER HAPPINESS CHARTER



## Dubai Chamber of Commerce

is keen to provide and offer distinctive and proactive services that achieve the customer satisfaction and happiness; and exceed their expectations by simplifying and facilitating these services and ensuring compliance to the rules of doing business.

### Customer Happiness Formula

Positive and proactive customer



Dedicated Entity



Proud Employee



Help us to make you happy

We work to make you happy

We pledge to make you happy



## Customer Happiness

# Customer Happiness Formula



## Dubai Chamber of Commerce

- Welcoming and receiving customers with a friendly smile
- Showing respect and discretion in dealing with customers
- Professionalism and initiative in assisting customers
- Being innovative when providing the service
- Being dedicated to make the customers happy
- Providing an impressive customer experience
- Preserving the customer's time by adhering to providing the service as per our approved service level agreement
- Exerting the utmost effort to satisfy the customer's needs



## Dedicated Entity by:

- Providing quick and simplified services
- Providing service in a convenient way to the customer
- Impressing the customer by providing service that exceeds their expectations
- Embracing the sustainable innovation in providing future services
- Engaging the customer in promoting the services
- Maintaining hospitable environment that enhances culture of happiness and positivity
- Ensuring customized customer experience
- Giving priority to people of determination and the elderly



## Positive and proactive customer by:

- Providing correct and updated information and documents
- Providing constructive remarks and innovative and positive suggestions that may contribute in developing our services
- Contributing in foreseeing the future of services
- Participating in the design of services

# Contact details



www.dubaichamber.com



customercare@dubaichamber.com



## Customer Happiness Center working hours

Monday - Thursday: 8:00 am - 5:00 pm

Friday: 8:00 am - 12:00 pm

## Call Center working hours

Monday - Thursday: 8:00 am - 5:00 pm

Friday: 8:00 am - 12:00 pm \ 2:00 pm - 5:00 pm



## Channels of customer complaints & suggestions

- **Call Center**



800 CHAMBER (800 242 6237)



customercare@dubaichamber.com

- **Customer Happiness Center**

- **Dubai Government Complaints Portal**

<https://ecomplain.dubai.gov.ae>

- **Dubai Government Suggestions Portal:**

<https://esuggest.dubai.gov.ae>