

Improving Customer Service

Written by Anna Jane U. Mamaril



DISC Manager Mark Anthony Metilla and his staff Ted Jason Magno together with the Tellers during their assumption last February 1, 2014

CHANGE is inevitable. We must change to keep up with the demands of our customers and exceed their expectations. In the recent years, there were lots of changes and systems

Improving Customer Service

Written by Anna Jane U. Mamaril

improvement at Cotabato Light. To name a few, the CC&B system, Text Broadcast facility, new Website, Social Media channel, Call Center service hotline number and the nationwide Third Party collecting Agents (TPA).

Also, with the recent integration of Billing, Collection and Customer Service sections now called Customer Service Group comes the outsourcing of tellering service.

Outsourcing of company's front line payment collectors was another way to improve customer service. This innovation was part of company's advocacy of Service Excellence as one of its core values.

The Davao-based contractor, DISC LABOR SERVICE COOPERATIVE (DLSC) officially started their operation in February 1, 2014, with tellering as their core business function.

"DISC had already proven the kind of quality service they provided their clients in terms of tellering function over the years. Engaging their services, we expect better to improve our collection services," Ritchie A. Abing, Collection Supervisor said.

In this ever changing economy where the prices of commodities are constantly rising and the cost of living becoming more expensive – better customer service matters. And Cotabato Light is committed to provide excellent service for it's customers.