

Object: Winners of the 2022 Cameroon Customer Service Excellence Awards

The organizing committee of the Cameroon Customer service excellence awards is pleased to announce the winners of the 2022 Cameroon Customer Service Excellence awards.

The Cameroon customer service excellence award is Cameroon's premier customer experience awards program. The award recognizes customer service best practices, performance, and innovations in Cameroon.

Today 17.03.2023 the winners of the 2022 awards were announced in an awards gala evening at Hôtel La Falaise Bonapriso, Douala.

The winners include:

- Customer service professional of the year.- **Georges Essama**, (From CAMTEL - Direction Régionale du Centre)
- Customer Service Executive of the year. -**Yuyun Clement** (From Union Bank of Cameroon)
- Customer service CEO of the year. - **Jude Anele** (From UBA Cameroon).
- The customer service team of the year award. - **CIMENCAM**
- The customer service organization of the year award – Hospitality Industry. - **Spectra Beauté**
- Best use of insights and feedback Award.- **Activa Assurances Cameroun**
- Best digital customer experience Award.- **MTN Cameroon**
- Best employee experience in crisis award.- **NFC Bank**
- Customers at the heart of everything – Financial services. - **Société Générale Cameroun**
- Consistency and showcase of Improvement Awards - **Access Bank Cameroon**

Signed: **The Organizing committee**

For more information on the event please confer the event website:
www.cmrcxawards.com

About the Organizer

CX Touchpoints Group is a Customer Experience organization pioneering Customer Experience transformation in Cameroon through diverse events, training and research. We provide organizations and people with the tools and skills needed to develop and implement unique customer experience strategies.

We empower our clients and partners with the ability to develop customer-centric cultures, proactive and customer-focused teams, as well as processes and systems that create sustainable value for both the customers and the organization. We provide tools needed to master customer experience at every stage of the customer life-cycle and the competencies needed by teams to do this.

Our mission is to transform customer service in Africa, through human capacity development and the adoption of customer experience technologies.

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