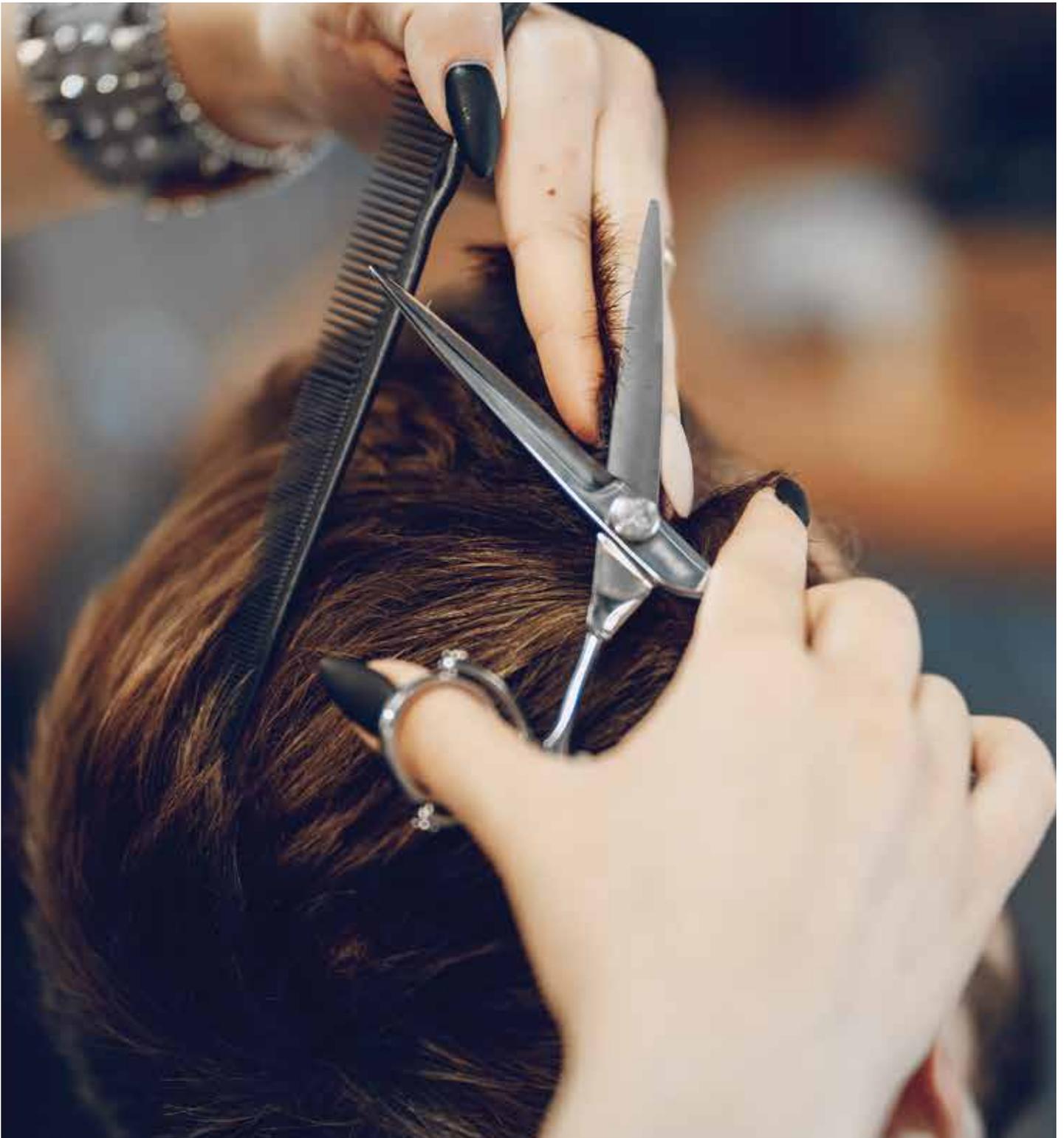


Jawed Habib Hair and Beauty



About Jawed Habib Hair and Beauty

Jawed Habib Hair and Beauty Ltd. is one of the earliest and the finest hair and beauty salons in India. Through the years, they have won the trust of several celebrities and millions of commoners who are their loyal patrons today. Besides this, they also help aspiring stylists achieve their dreams, with the Jawed Habib Academy, their chain of hair education schools spread across India. Operating in 24 states and 110 cities in the country, they currently have 875 outlets in addition to establishments in Singapore and London. Through their professional services, they relentlessly strive to give their customers an experience that they would love to revisit.

The Need of the Client

Jawed Habib required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the intensely personal nature of hairstyling and grooming services, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of Jawed Habib. This included a variety of complementary services, built around the core solution consisting of inbound and email support for saloon-related queries.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

Jawed Habib gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for Jawed Habib into our existing processes so as to evolve our services for the tech-driven future!