

Kuwait National Petroleum company, KNPC Creative Strategy

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Abstracts

The employee identified here is the customer services department worker who is concerned with order taking worker of the company. The job description of the worker is "Order taking officer" of the KNPC. The job specification of the selected worker is that he is concerned directly with the customers. He involved in online orders from the customers of the company that include national and international clients of the company. The personal attributes of the clients include the quick decision making, patience and smart work while dealing the customers, creativity, courteous, efficient, experienced, job relevant knowledge, high skills and abilities, friendly, flexible etc. The main issues identified in the worker includes the difficulty in dealing with different customers, segregation and distribution of the orders, increasing complaint from the customers in response from the workers to answer their queries, slow in responding the customers etc. These issues make this worker to focus on the increasing complaints from the national and international customers and he is directly connected to the customers and customers are the focal point for any company. The dissatisfy customers usually move to other option or may also results in negative promotion that can cost company heavily. So, the success of the business is greatly dependent on the performance of this worker. Cont... (1000 words of this report)

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