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### **Julius Berger-AFP Wins 2021 Best Customer Experience Company Award**

AFP, leading furniture production facility and strategic business unit of engineering construction company, Julius Berger, has recently won the 2021 Best Customer Experience Company Award in Nigeria.

The award which was organised by Customer Service Awards Limited is the flagship and most prestigious annual customer service award in Nigeria. It recognises and acknowledges the customer service performance of companies in Nigeria in order to raise the standard and encourage better customer service in the country. Their ultimate goal is to improve customer satisfaction, retention and loyalty to Nigerian brands, which will in turn boost revenue and productivity.

This year's Customer Service Awards held at the Envoy Hotel in Abuja and was considered most exceptional and competitive in comparison to previous editions. It hosted competitors from across 27 different sectors, and also introduced the Customer Service Ambassadors. These ambassadors are made up of leading consulting firms, value assurance experts and real time mystery shoppers, who as undercover service 'police' physically monitor and measure the customer service performance of each company.

The vetting process for Best Customer Experience Award nominees included the evaluative contexts of empathy, choice, and personal experiences of customers. Further analytical filters included each company's verifiable discovery portals, access, ease of buying experience, ease of payment, customer's satisfactory use of product or service, during and after sales support, protocols, and customer return or retention. Dr Aliyu Ilias, MD/CEO of Customer Service Awards Limited, said, "**Julius Berger-AFP scored significantly well on all customer service delivery considerations to top the chart above its peers. Thus, Julius Berger-AFP is meritoriously announced the winner of the 2021 Best Customer Experience Company in Nigeria Award**".

Receiving the award on behalf of AFP, Head of Media Relations Office at Julius Berger Nigeria Plc, Prince Moses Duku appreciated the recognition, and went further to explain the secret behind AFP's numerous

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Directors: Mr. M. Sunmonu, CON, Chairman • Mr. G. Marks, Vice Chairman (German) • Engr. Dr. L. Richter, Managing Director (German) • Mr. M. Brack, Financial Director (German)  
Alh. Z. I. Bayi, Director Administration • Mr. T. Meletschus, Director Corporate Development (German) • Dr. E. N. Azudialu-Obiejesi • Engr. J. Damulak • Mrs. B. A. Disu, CAL  
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wins. He said, ***“As a responsible and dependable corporate entity, Julius Berger’s business philosophy and practice historically resonates with integrity, performance, solution-oriented partnership with clients, and uncompromising service reliability”***. Duku added that, ***“AFP being a proud member of the Julius Berger corporate heritage is commendably flying the great and excellent quality banner of its pedigree, the Julius Berger standard, offering only the very best product and service quality to its customers”***. He emphasised his points further, ***“...let me say it is not a fluke that the Julius Berger-AFP, for the past five consecutive years running, has won the Nigeria Furniture Company of the Year Award at the prestigious Abuja International Housing Show, which is Africa’s flagship continental housing exhibition platform”***.

AFP’s National Sale Manager, Uche Uzoewulu, and its Sales Consultant Mercy Ofuonyemeni were also on the Julius Berger Nigeria Plc. delegation to the Customer Service Awards 2021.

Recall that AFP had a few months ago bagged, for the fifth consecutive time, the Nigerian Best Furniture Company Award at the glamorous Abuja International Housing Show 2021, held at the iconic International Conference Centre in Abuja.

As the furniture and furnishing unit of Julius Berger Nigeria Plc, award winner, AFP, enjoys excellent and very reliable logistical support of the Julius Berger fleet and the company’s matchless service delivery system. AFP has its ultra-modern furniture design studio and a vast state-of-the-art production factory at Idu Industrial Layout in Abuja, the Federal Capital Territory.

Besides its dedicated interactive website, [www.afp.ng](http://www.afp.ng), Julius Berger-AFP also have its physical showrooms at 55 Gana Street, Maitama, Abuja; 33 Sanusi Fafunwa Street, Victoria Island, Lagos; and also at AFP Mall, 52 Stadium Road, Port Harcourt, River State. AFP delivers aesthetically impressive, strong and durable products to any destination across Nigeria, precisely as contracted, and, where necessary, within 24 hours.