



Tig Marketing Consult

CUSTOMER SERVICE CHARTER

Tig Marketing Consult: Is a consulting firm offering management, marketing and communication advisory and training services. Tig Marketing Consult was founded by Mr. Chris Muhango, a chartered marketer and incorporated in 2001 in Uganda.

Services: Marketing Strategies, Marketing Campaigns, Communication Strategies, Advocacy Campaigns, Business and Market Development, Social Marketing Campaigns, Behavioral Change Campaigns, Sales Drives, Customer Service and Public Relations Campaigns.

Commitment: At Tig Marketing Consult, we are committed to promoting an excellent customer experience in our operations and our clients whom we serve.

Our Customer Service Charter: Is an indication of the standards of service that we believe in and promote. We believe in the philosophy that if organisations deliver the best service experience and provide high quality products and services, the customer will enjoy the services, buy or use more of the services thus bring economic development at the organizational and national levels.

We believe in the following concepts:

1. **Purpose:** To provide quality and affordable consulting services that meet the needs of our clients.
2. **Customers:** Our customers are key stakeholders in what we do. They include the organisations we service and the individuals in those organizations, who end up becoming friends and partners.
3. **Services:** Our services are focused at promoting customer excellence in organizations and at national level.

Standard of Service: We believe in continuous customer service improvement in our standards of service, where efficiency and effectiveness are both important.

4. **Our Consultants and Staff:** We do our level best to employ and work with well-trained and professional staff in order to offer the best services to our clients.

If you have enquiries and comments please contact:

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