



Dear Colleagues,

As we approach the final quarter of what has been another incredible year in the DMCC journey, there is one question to share with you: who is your number one customer?

It's a simple question that comes up most often in the context of measuring performance. Commonly the response will be: "my clients" or "my boss", and yet, in reality the answer is quite different. Your number one customer is "you".

Before you throw up your hands in despair at the apparent suggestion that we become self-absorbed ego-maniacs, let us first consider: "what is good customer care?" Good customer care is anticipating the needs of others, prioritising those needs and responding to them in a timely and systematic fashion. It's being proactive, going the extra mile and staying in a positive

and calm frame of mind even in the face of adversity.

If we place ourselves in the position of being our very own number one customer, we will think about what we need more than what we want. We will think about our actions and their impact, how we can get more out of a situation and it makes us more determined to succeed.

It's also much more than this. If we focus attention inward, it will encourage us to reach out to others and to connect with them. As human beings, we are social beings above all. And in that connection, we will share, we will help and we will want to achieve greater things together.

Mahatma Gandhi said: "The best way to find yourself is to lose yourself in the service of others". As we, at DMCC, approach the end of 2017, think each day about how much you can bring happiness to yourself by being of service to others around you.

Regards,
Kiran

FZ Updates

September was quite a busy month across all the Free Zone departments.



The voting cycle for the internal and external idea themes is now closed. Winners for these ideas will be announced soon. We take this opportunity to congratulate the idea owners of the internal idea theme



DMCC Contact Centre number will be changed to **600 54 DMCC (600 54 3622)** starting from 3rd October 2017.

The Knowledge Management team rolled out the Knowledge Quiz for the month of August on 17th September 2017. The quiz targeted the back office and the client facing teams. 98% of the eligible staff completed the quiz and the average score for August quiz was 93%.

The Business Development, Customer Excellence and the Operations teams have been actively attending the weekly meetings with our existing consultants.

The representatives of these departments met the following consultants for the month of September:

RELOCATION CONSULTING FZE
HAI YANG MIDDLE EAST DMCC
Freemont Group
Trust Middle East

Along with the consultants’ feedback on the improvement areas, they also highlighted many positive areas. Some of the consultants’ feedback in their own words said:

- DMCC stands out with the service level comparing to other free zones in UAE.
- Satisfied with the communications and updates we receive.
- Call centre agents are helpful.



Concerning DMCC’s service updates, we have successfully launched the below services / features:

Launch of the 2017 Gitex Technology Promotional Offer

<https://ap3.salesforce.com/5015F000000gVok>

Launch of the Medical Fitness Typing Service Request

<https://ap3.salesforce.com/5015F000000gVLN>

Automating the Arabic NOC for Residence Visa Transfer to DMCC

<https://ap3.salesforce.com/5015F000000gVLS>

Revamping the Business Directory Service Request

<https://ap3.salesforce.com/5015F000000gVdx>

Enhancing the Stakeholders Accounts

<https://ap3.salesforce.com/5015F000000gVe2>

Enhancing the Mediation and Visa Services Disclaimers

<https://ap3.salesforce.com/5015F000000gVdn>





Thank A Colleague

If you wish to thank a colleague for being the BRAINS of a meeting, the HANDS of a workplace policy, the LEGS that take the team forward or most importantly the LIFE of the office gathering or parties! Then, this is the section to look for.

Teamwork is essential for success. None of us can succeed without our co-workers. A sweet way to bond with everyone in the office is to thank someone when they go out of their way to help you. Your words might do more than you can imagine. They could even be just the kind of motivation your colleagues need to take your team to the next level.

Nageswar Astaputra

I would like to thank Nagesh for all his help on working on the reports for internal and external idea themes. Thank you for being a great co-worker.

By Meenal Saxena

Dounia, Feras, Maria, Mohamad El Saneh, Abderrahmane, Abdul Faizal, Ahmed Al Shraideh, Monaliza, Vanessa

Thank you team for taking up the update of the Operations Department Policies and Procedures project. It is such a big project and we appreciate your dedication and hard work in seeing this project through.

By Yasmine Effat

Mathew and Janella

Thank you Mathew and Janella for being part of the FZ Insider newsletter and for your valuable input. We really enjoyed working with you and we hope that you would continue giving us nice articles from time to time.

By The FZ Insider Editorial Team



Wall of Fame

We are extremely excited about the Wall of Fame section where we get to honor and celebrate the achievers from our team on their special achievements in personal and professional life.

Congratulations to Amber on her new born baby girl

Heartiest congratulations and best wishes to Amber on welcoming her bundle of joy. She named her Aya Bernadette Alexander Chi.

Sending her loads of wishes for a healthy, happy and beautiful life.



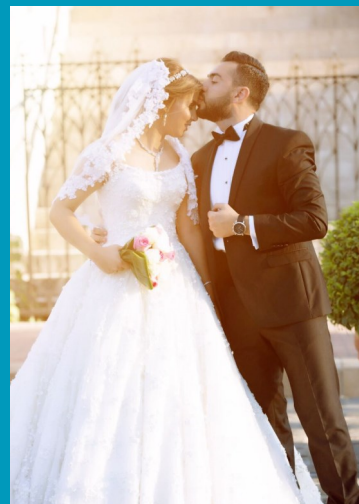
Congratulations to Dima Abuhussein

Wishing Dima and Mohammad Butmah the best on the occasion of their engagement.



Congratulations to the Groom Mohamad ElSaneh

Wishing the newlyweds Mohamad and Fatima Ezzahra a happy married life.



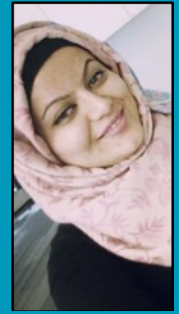
Client Appreciation



DIVYASHTA TUHOL
Member Services



ANNALYN SALCEDO
Customer Excellence

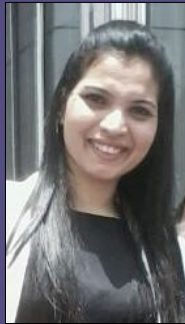


AROOB ABUSHABAN
Customer Excellence

Client's Quote:

I would like to address the management of DMCC, to pay special care and kind attention to the Customer Care team and in particular the team members Divyashta, Annalyn, Aroob and all others helping me and assisting to speed up emergency issue for my company and one of my staff. Those are excellent and very professional employees, who handled my issue in a brilliant way. You as management should be proud of having such remarkable team.

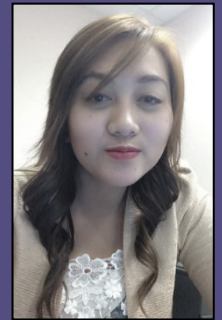
Spaska Gencheva | MADDOX DMCC



TEJ BHASKAR
Member Services



CRISTINA LALOG
Member Services



MARY ROSE RAMOS
Contact Centre

Client's Quote:

In the course of processing an employee's visa under AS International Consultancy, I called DMCC helpline 15 minutes to closing time. Mary was very helpful ensuring that I got the entry permit in time for the employee to arrive in Dubai that night. She liaised with Cristina and Tejashvi, and they waited for 10-15 minutes after their closing time to hand me the entry permit in time, to submit it at the airport for the employee's arrival. This for me is going the extra mile for customers.

Yasmin | AS INTERNATIONAL CONSULTANCY DMCC



BELAL JASSOMA
Business Development



KHALID OMRAN
Business Development



ZAINAB SHEIKH
Business Development



MUHAMMAD NAVEED
Business Development

Client's Quote:

Please accept this email as our sincere thanks for your partnership and working with us to yet again conduct another successful event. In particular, we are very thankful in the professional manner your team works with us as part of one team on every occasion. Thank you.

David Khandan | AUSTABILITY

FZ Recognition in a Box Wall of Fame



MIA MAGNO & MARY ROSE RAMOS
Contact Centre



MUHAMMED ARSALAN KHAN
Contact Centre

WHAT YOUR MANAGER AND YOUR TEAM HAVE TO SAY ABOUT YOU?

Workplace being the second home to us, our teams are like our second family. We interact with our teams, our colleagues on a regular basis. We thought of introducing a section where we get to hear what our team or our line manager has to say about us.

In this new section, we will feature one staff in each issue. We will reach out to the manager and the teams working closely with the person being featured. And we will get to you with what your team and manager have to say about you.

Hazar Kanout

Hazar has excelled her role. She produces high volumes of work while consistently maintaining high standards of quality and accuracy; she possesses the ultimate "can do" attitude while taking on all tasks with a positive energy and a smile. Her upbeat personality and engaging personal style enable her to interact effectively with clients and staff. She is very well organised by keeping track of the details.

Wafa Al Kaabi

Hazar is a breath of fresh air! Consistently positive, motivated, happy, presentable, and sociable. Great having her as part of our BD team!

Belal Jassoma

I don't think anyone in the world knows my tummy cravings as much as Hazar. She's my food soul mate :P

Nour Merhi

Hmmm, what do I say about Hazar! Hazar is the most passionate person I've ever met! She always looks for improvements whether at work or in her personal life! She puts goals and insists on reaching them whether she can or can't, whether they are convenient or not, she BELIEVES in herself. One more thing I'd like to add is that she is the best friend anyone could ask for.

Habiba AlSarraj

She is a proactive employee who likes a challenge.

Emmanuelle De Ortega

She is a very hard working diligent part of our team. It's a pleasure to work with someone who takes initiatives and is proactive.

James Bernard





Hobby Lobby

This month, Customer Excellence team takes you on a tour to Georgia!

CX Trip to Georgia

Many of us love traveling. But have you ever travelled with your work colleagues before? Well, the Customer Excellence team has done it during the long weekend for the Islamic New Year and are happy to share with you their successful experience.

A group of CX ladies (Kavitha, Yasmine, Heba and Aroob) decided to go and explore Georgia, which was a great experience and a great team building exercise. The trip included hiking and city sightseeing.

Among the places visited, Tbilisi (the capital), Gudauri, Stepandsminda, Ananuri fortress, Gergeti Church, Truso Valley, the Russian border, the Russian Monument, para-gliding, Gveleti waterfall, Kezbeq, Meshteka village.

The team had a wonderful time exploring the Georgian cuisine as well; and among the recommended dishes to try Kenkali (a form of dumpling with potato, mushroom or beef stuffing), kachapuri (a type of pastry with cheese or beans filling), lubio (baked beans), eggplants with walnut dressing and green salad with walnut dressing.

Now, have a look at some of the magnificent photos taken by the CX team there.



Did You Know?

In our busy schedules, we miss getting to know our colleagues better although we see and interact with them on daily basis.
In fact, we see them more than we see our own families and friends.
We decided to break the ice and let you know, through each issue, something you did not know about one of your colleagues.



Andreea Lazar

Andreea Lazar joined DMCC as a Mediation Assistant under the DMCC Disputes Centre section around 3 years ago. Originally from Romania, Andreea considers UAE as her second home.

Andreea is a law graduate and she highly appreciates the professional work environment of DMCC. She strongly believes that DMCC is a place that gives ample of opportunities to junior employees. She considers herself lucky to be part of DMCC.

Setting priorities, keeping communication open and being focused are her secrets to maintain work-life balance.

As per Andreea, success comes to people who are disciplined, ambitious, responsible and constant learners. It is important for individuals to make wise commitments and stick to them in order to be successful.

Andreea is the eldest child with one younger brother. She lives in Dubai with her family that includes her husband and one daughter.

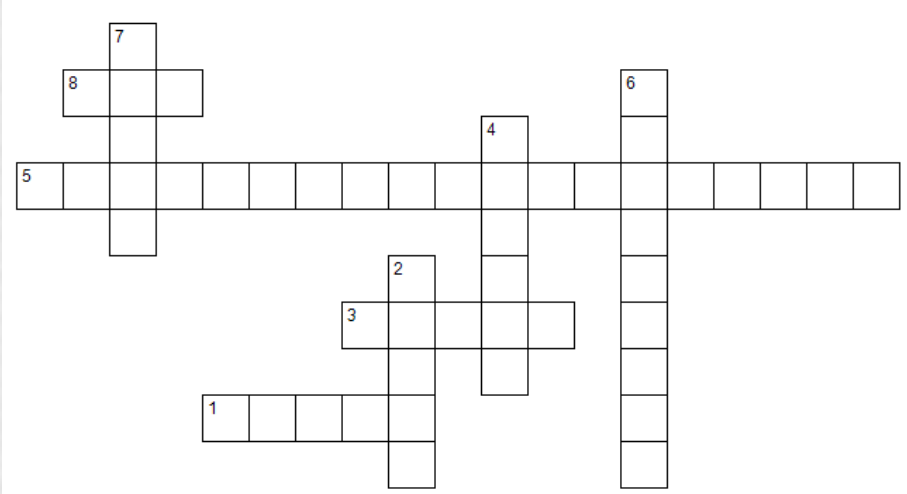
On the lighter side, she is a foodie but burns the calories through yoga and on the treadmill. She likes to spend time with family, visit new places and reading books. Her happiest moment of life was when she became a mother. Her favourite sport is volleyball and her hobbies include reading and cooking.

Shamin Pereira	Wafa Baloch	Saashah Khokhar	Born in September	
Asma Mohammed	Wafa AlKaabi	Mohammad Alfalasi	Kasun Buddika Pathma	AbdelRahman Salah
Leah Enipto				



Knowledge Crosswords

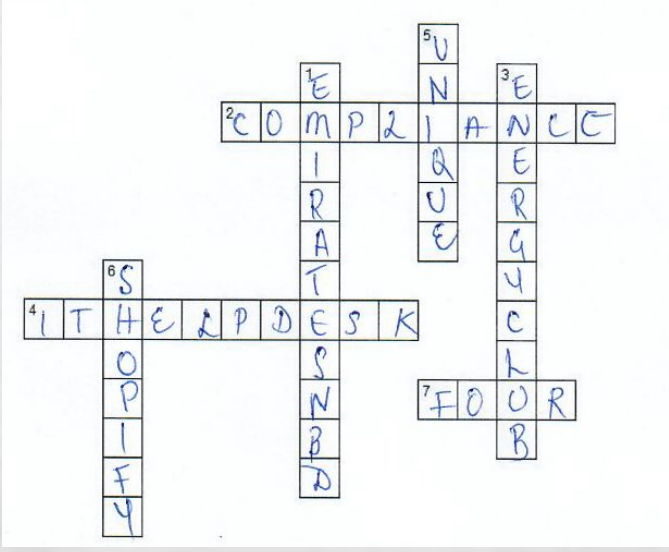
To solve the crosswords, please print the crosswords, solve it, then, send a scanned copy or photo of the solved crosswords to FZemployeesnewsletter@dmcc.ae.



- Across:**
- 1. DMCC provides _ types of licenses.
 - 3. Name of Business Process Re-engineering Manager.
 - 5. Business Partner Accounts is now renamed to _.
 - 8. DMCC new Contact Centre number will start with _.

- Down:**
- 2. Recently DMCC introduced _ promotional offer.
 - 4. DMCC automated _ NOC for Residence Visa Transfer.
 - 6. Company can find their unique key under _ menu.
 - 7. Instructional videos are introduced for _ services.

Last Issue Knowledge Crosswords Winner: Congratulations to Rakesh Premaney! We look forward to more participation from the FZ team in the upcoming crosswords.



Meet the FZ Employees Newsletter Editorial Team

We encourage all FZ employees to actively participate in your newsletter and send any news or tips that you wish to share with your colleagues or to simply give us your feedback on how we can make this newsletter better by emailing us at FZEmployeesNewsletter@dmcc.ae