

Local

# Zain 'Best Mobile Operator,' 'Best Internet Service Provider' in Kuwait during 2018

Service Hero recognizes Zain for seventh time, second consecutive year

**KUWAIT:** For the seventh time and second consecutive year, Zain - the leading digital service provider in Kuwait - was ranked first in the 'Best Mobile Operator' and 'Best Internet Service Provider' categories in Kuwait for the year 2018 by Service Hero, the Arab World's only 100 percent consumer powered customer satisfaction index. The awards ceremony was held in Symphony Style Hotel with the attendance of private sector leaders from across various fields.

Zain ranked first in the telecommunications sector within two categories for achieving the highest customer satisfaction scores by providing the best quality service standards in the Kuwaiti market. The awards came after an in-depth evaluation by Service Hero's independent advisory council, which recognized Zain's leadership in offering the best innovative digital services, as well as its relentless pursuit of excellence and innovation with the aim of achieving superior digital lifestyle transformation for its customer base, considered the biggest in Kuwait.

Zain received the 'Best Mobile Operator' and 'Best Internet Service Provider' awards for achieving high rates of customer satisfaction. The recognition from

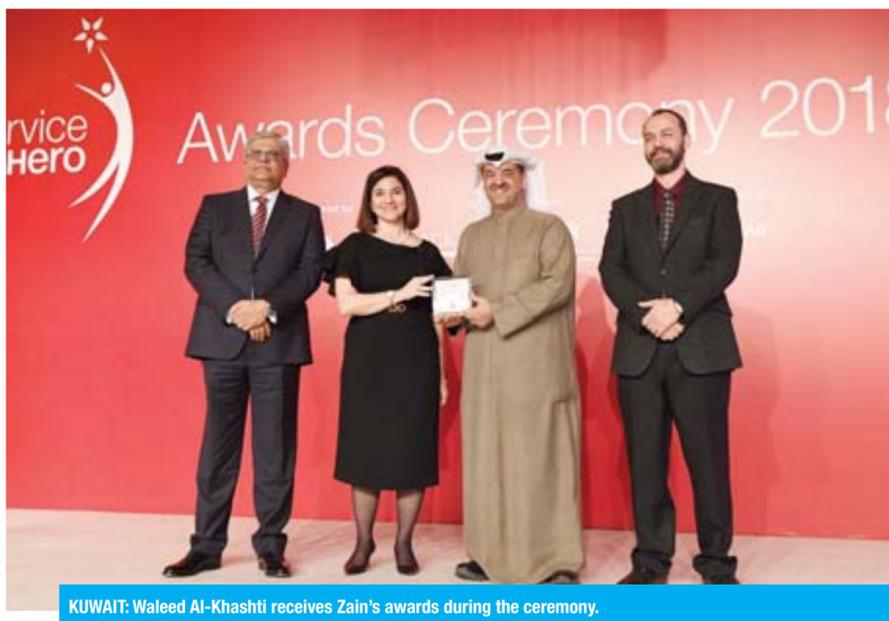
Service Hero for the seventh time and second consecutive year demonstrates Zain's commitment in providing its customers with the highest levels of service, further reinforcing its efforts in maintaining the values of its brand. The company is motivated to continue its pledge in providing innovative services to meet the needs of its customers as well as to facilitate their personal, professional, and business needs.

Service Hero has appointed an Independent Advisory Council comprised of academic institutions as well as leading business professionals. As a neutral panel of experts, the Council's function is to supervise the assessment and ensure fair and empirical results that adhere to all procedures and norms.

Service Hero was established by a team of professionals keen on identifying companies that are service leaders in their market. This team is backed by an advisory council that is academic and independent, which assures results that are impartial, objective and accurately reflect people's preference. Service Hero's main goal is to measure the satisfaction level in the market by real consumers in order to help and empower companies to improve their service levels.



**Highest customer satisfaction scores**



**KUWAIT:** Waleed Al-Khashti receives Zain's awards during the ceremony.



**LONDON:** Kuwait Airways Chairman Yousuf Al-Jassem poses with staff at the airline's new office on Baker Street.

## Kuwait Airways to launch flights to new destinations in June

**LONDON:** Kuwait Airways Chairman Yousuf Al-Jassem said on Friday the company is in the process of operating summer flights to a number of European and Asian cities starting next June. The first of these destinations will be the Chinese city of Guangzhou and will be followed by a daily flight to Sabiha airport in Turkey, Jassem said after the opening ceremony of the company's office on Baker Street. He added that the company is also in the process of operating a direct flight to the Moroccan city of Casablanca and French city of Nice through Paris and to Larnaca through Beirut, as well as to the Bosnian capital of Sarajevo, the Azerbaijani capital of Baku and the Georgian capital of Tbilisi. He said that the company is waiting for the completion of its air fleet, which will start in June with the reception of a number of new aircraft respectively until 2026, the final period to complete the Kuwaiti fleet, which will be 38 aircraft.

Jassem revealed that Kuwait Airways is currently studying the possibility of opening a direct route between Kuwait and the British city



**Kuwait Airways Chairman Yousuf Al-Jassem (center) inaugurates the new office.**

of Manchester in order to make it easy for Kuwaiti students studying at various British institutes and universities in the north of the United Kingdom. In response to a question whether Kuwait Airways would offer special rates to Kuwaiti students studying in the UK, he said "all our students in Britain or other countries will receive appropriate discounts." On the return of the Kuwait Airways

office to re-operate from the center of the British capital, Jassem expressed his pleasure to reopen the office once again, adding that "returning again is part of the company's main objectives in meeting the needs of passengers." He said the British capital is one of the main destinations and the company is keen to provide all possible services to its customers. — KUNA



## Commercial Bank shares celebrations' joy with cleaners

**KUWAIT:** As part of its social and humanitarian activities towards all society segments, the Commercial Bank of Kuwait distributed gifts and mementos to laborers at their work sites during a recent activity. This gesture from the bank came within the activities of its 'Hawwen

Alihom' Campaign designated to continuously assist and support this segment and share with them the joy of happy occasions. In this context, the bank's Deputy General Manager - Corporate Communications Division, Amani Al-Waraa said "on the occasion of our celebration of the National and Liberation days, we decided to join cleaners who make our streets clean and beautiful with our joy." She said that cleaners carry the burden of removing rubbish at all times, and especially during celebrations, adding that the bank realizes the importance of cleaners' role in protecting the environment, and therefore strives to provide them with care. Waraa thanked all followers of the campaign on social media and valued their 'likes' and appreciation of the campaign.

### A Leading company in Kuwait has exciting career opportunities for the following positions

Job	Required Qualification	Required Conditions
Garage second supervisor	Technical diploma or experience not less than (7) years	Two years diploma post secondary – Auto Mechanics+ experience from 3 to 5 years (Auto service agencies)
Heavy equipment mechanic	Two years diploma post secondary or experience (5) years	Industrial diploma major of hydraulic (ITI) + experience from 3 to 5 years (Auto service agencies)
Mechanic	Industrial technical secondary Experience in work field	Industrial diploma major of Auto mechanics (ITI) + experience from 3 to 5 years (Auto service agencies)
Electrician	Industrial technical secondary Experience in work field	Industrial diploma major of Auto Electrical (ITI) + experience from 3 to 5 years (Auto service agencies)
Cooling Technician	Industrial technical secondary Experience in work field	Industrial diploma major of Auto cooling (ITI) + experience from 3 to 5 years (Auto service agencies)
Tires repair technician	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Auto Painter	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Lather /Fitter	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Denter	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Welder	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Upholsterer	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Electronics technician	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Maintenance Technician	Industrial technical secondary Experience in work field	Industrial diploma major of Auto (ITI) + experience from 3 to 5 years (Auto service agencies)
Marine Mechanic	Diploma (or equivalent certificate) Study of diesel engines or marine machinery	Minimum 5 years' experience as mechanic on board ships. English language mandatory (Knowledge of Arabic, an added advantage)
Marine Electrician	Diploma (or equivalent certificate) Study of diesel engines or marine machinery	Minimum 5 years' experience in AC and DC electric circuits including motors, alternators and distributing panels. English language mandatory (knowledge of Arabic, an added advantage)
Electronic Technician	Diploma (or equivalent certificate) in electronics	Minimum 5 years' experience in Electronic and control systems. English language mandatory (knowledge of Arabic, an added advantage)
Marine Engineer	Bachelor of Science in Marine Engineering (with evaluation good or more), 2 years valid second or third engineer endorsement certificate	Preferred age between 30 to 45 years English mandatory with good grade in writing, read and speak
Workshop Supervisor	Minimum 5 years' experience as mechanic supervisor	English language necessary for conversation and writing reports.
Seaman	STCW convention certificates, valid more than one year	Minimum 5 years' experience
Head Of Sailor	STCW convention certificates, valid more than one year	Minimum 5 year's experience as Seaman and 2 years as Sailor
Shipmaster	STCW convention certificates, valid more than 2 years Should have valid GMDSS and Passenger certificate.	Minimum 5 years experience as Officer Speak English well
Ship Captain	STCW convention certificates, valid more than 2 years	Minimum 5 years' experience as Officer Should have valid GMDSS and Passenger certificate Speak English well

Applicants will be subject to tests and interviews and will be given priority as follows:  
 1- The highest General grade of the qualification 2- The oldest in obtaining the qualification  
 3- The oldest 4- The married person shall be given priority over the single  
**The Interested Applicants must submit their applications during the morning period from 8 am to 1 pm at the company's premises located at: Al-Mirgab - Kuwait City - Abdul Aziz Al Saqr Street, Tel: 22328469 - 22328105, Within (15) days from the date of publication of the Ad accompanied by the following:**  
 • A copy of the Education certificate and marks transcript with the Equivalency of certificates issued from abroad by the Ministry of Higher Education  
 • Copy of birth certificate • Copy of experience certificate • Copy of passport  
 • Copy of civil ID • Personal photo • Copy of Nationality