

Senko Employee Takes First Place at the 57th "Call Center Telephone Skills Contest National Tournament"

- Champion in Debut Tournament -

The 57th "Call Center Telephone Skills Contest National Tournament" was held on November 22, 2018 at the Nagoya Congress Center (Nagoya City) (hosted by the Japan Communications and Telephone User Association), where Senko Business Support Co., Ltd. Employee Tomohiro Kumagai claimed first place, beating 10,903 other participants (including those from regional qualifying rounds).

The Senko Group has been taking part in the Call Center Telephone Skills Contest since 2016, however Mr. Kumagai was the first to represent the group at the national tournament, where he achieved the remarkable accomplishment of winning his first tournament.

The Call Center Telephone Skills Contest is held every year with the aim of enhancing customer satisfaction (CS) management as part of human resources training, by boosting the skill level of corporate call centers and customer service techniques.

The Senko Group is focused on activities aimed at improving CS at each of its business offices, and releases the results of these efforts every year at the "National Presentation Conference on CS Improvement Activities."



Mr. Kumagai (front row, center)



Mr. Kumagai during the tournament