



Video Home director and CEO C V Rappai receives the award from LG Electronics Middle East & Gulf Service division service director Jae Hong Son along with Video Home COO Rohit Pandit and the service team.

Video Home wins LG after-sales 2021 Best Performer Award

Video Home & Electronic Centre, a leading consumer electronics and home appliances distributor in Qatar, has won the 2021 Best Performer Award for after-sales service from LG Electronics at the recently concluded Middle East service conference.

It is for the third year in a row that Video Home has secured the number one position among the many LG Electronics distributors across the region and bagged the award. "This award is the end result of a comprehensive analysis and evaluation of quality of service throughout the year by LGE management. Some measures for the evaluation were repair time, reporting accuracy, spare parts planning, repetitive call management, customer satisfac-

tion through SMS surveys, training and development of service team," a statement said. Video Home director and CEO C V Rappai received the award from LG Electronics Middle East & Gulf Service division service director Jae Hong Son along with Video Home COO Rohit Pandit and the service team. Since its inception in 1980, Video Home partnered with leading global brands to offer best in class products to its discerning customers in Qatar, it was explained.

Innovation ideas, best practices and tactics were addressed during the conference and Video Home was able to elucidate how it reached the highest performance benchmarks on customer satisfaction levels, which LG applauded.

"Though technology is evolving rapidly, the fundamental qualities of great customer service remain the same, only the way it is delivered keeps on changing and Video Home is adapting to these changes proactively. This recognition is a proof of the same," Rappai said.

Video Home & Electronic Centre is one of the leading business groups in Qatar offering a diverse range of products and services across its various business verticals in consumer electronics and durables retailing, distribution, e-commerce, telecom services, B2B, MEP and after-sales service.

Video Home's main service centre and three satellite centres provide service for a wide range of brands in consumer electronics, IT and home appliances.