

Service Modernization Project

AFLEX is working to provide modern and high-quality services that satisfy its customers in hosting international and continental events, besides empowering high-level African leaders who understand Africa's prosperity. In effect, AFLEX has designed and is working on a service modernization project to provide high quality services. The services that are going to be modernized include catering, catering, and cleaning, yard decoration, security and etc.

In modernizing these services, the following issues have been given due attention.

- The quality of food supply is comparable to the standard of the current high-star hotels, and it is healthy and satisfies the needs of its customers.
- Cleaning service materials to be modern and meet the required standards.
- Customers to be comfortable with the safety and security services.
- Reduce psychological problems of clients.
- Make the premises comfortable, attractive, and beautiful for the customers.
- Employ professionals who have rich experience and good morals to provide the service efficiently.

It is worth mentioning that taking cost effectiveness into account, some of the above-mentioned services will be covered by internal staff, while most will be outsourced. To do so, AFLEX has established a committee, and the committee has already started its role of identifying services to be covered by internal staff and to be outsourced.