

Info-comms and retail sectors register record high customer satisfaction levels



The info-communications and retail sectors have registered record high customer satisfaction levels.

According to the Singapore Management University's Institute of Service Excellence customer satisfaction levels for the info-communications sector rose by 1.7 points to 67.7 points in the first quarter of this year.

This is the best showing to date since the ISES started tracking six years ago.

For the retail sector, the satisfaction level went up by 3 points to reach a record high of 72.2 points.