SERVICE
EXCELLENCE
AWARDS
2026



Gala Dinner 2026

THE SERVICE EXCELLENCE AWARDS

THE EDGE CONVENTION CENTRE

5:00PM - 10:00PM

The Institute of Customer Experience Kenya (ICX) Service Excellence Awards, established in 2014, recognizes and celebrates each year the outstanding achievements of in customer experience sphere. The ICX Service Excellence Awards are open to both member and non-member corporates across private and public sectors in Kenya. The ICX SE Awards reflect the level of competitive services offered in the Kenya customer experience industry. By submitting entries to the competition, you assent that you have read and agree to abide by these terms and conditions.



WHY THE SE AWARDS EXIST

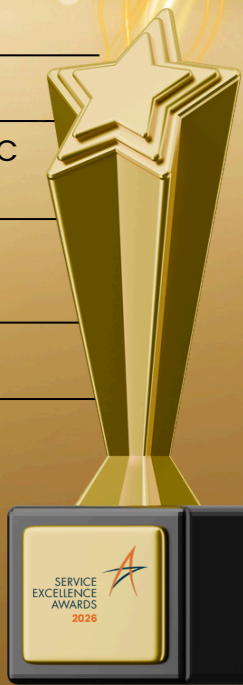
The **Service Excellence Awards** are awards that recognize and celebrate the success of corporates that provide exemplary customer service. The Service Excellence Awards:

1. Bring to focus the importance of excellent customer service as a strategic tool for business success.
2. Serve to raise the profile of customer service practice and professionalism nationwide by providing a platform to showcase Customer Service Excellence.
3. Provide an opportunity for corporates and individuals to benchmark themselves and to learn best practice from service excellence leaders.



SERVICE EXCELLENCE AWARDS GALA DINNER PROGRAMME

TIME (PM)	ACTIVITY	FACILITATOR/ SPEAKER
5:00PM - 6:00PM	Arrival of Guests, Registration, Games, Networking & Entertainment	
	Welcome Remarks	**Maina Chege**, MC
	Opening Remarks	**Irene Mukuria -** ICX Kenya General Manager
	Chairman's remarks	**Joseph Choge** - ICX Kenya Chairman
	Keynote Address: ***Democratizing Excellence: Redefining the Scope of Modern Customer Experience***	**Kenneth Njiru** – CEO & Founder, The Uungwana Institute
	Recognising ICX Kenya Founders & Past Serving Directors	**Joseph Choge** - ICX Kenya Chairman
	Dinner is served	
	Spoken Word – The Extra Mile	**Kennedy Wangui**
	Word from Sponsors	**Cisco**
	Word from Member Engagement & Committee Chair	**Sheila Bundi**
	Chief Judge Remarks	**Mark Kaigwa**
	Main Activity of the evening – Service Excellence Awards Presentation	**Maina Chege,** MC
	Feedback	**ICX member**
	Vote of Thanks	**ICX member**
	Special Awards: Best Dressed Lady and Gentleman	**Maina Chege,** MC
10:10 PM - 12:00PM	Entertainment and Networking	
	Guests leave at their pleasure from 10.30 PM	



OUR PARTNERS

CISCO

TITLE SPONSOR

RIANA GROUP

TECH PARTNER

WAVETEC

AWARD CATEGORY SPONSOR

Telvoip

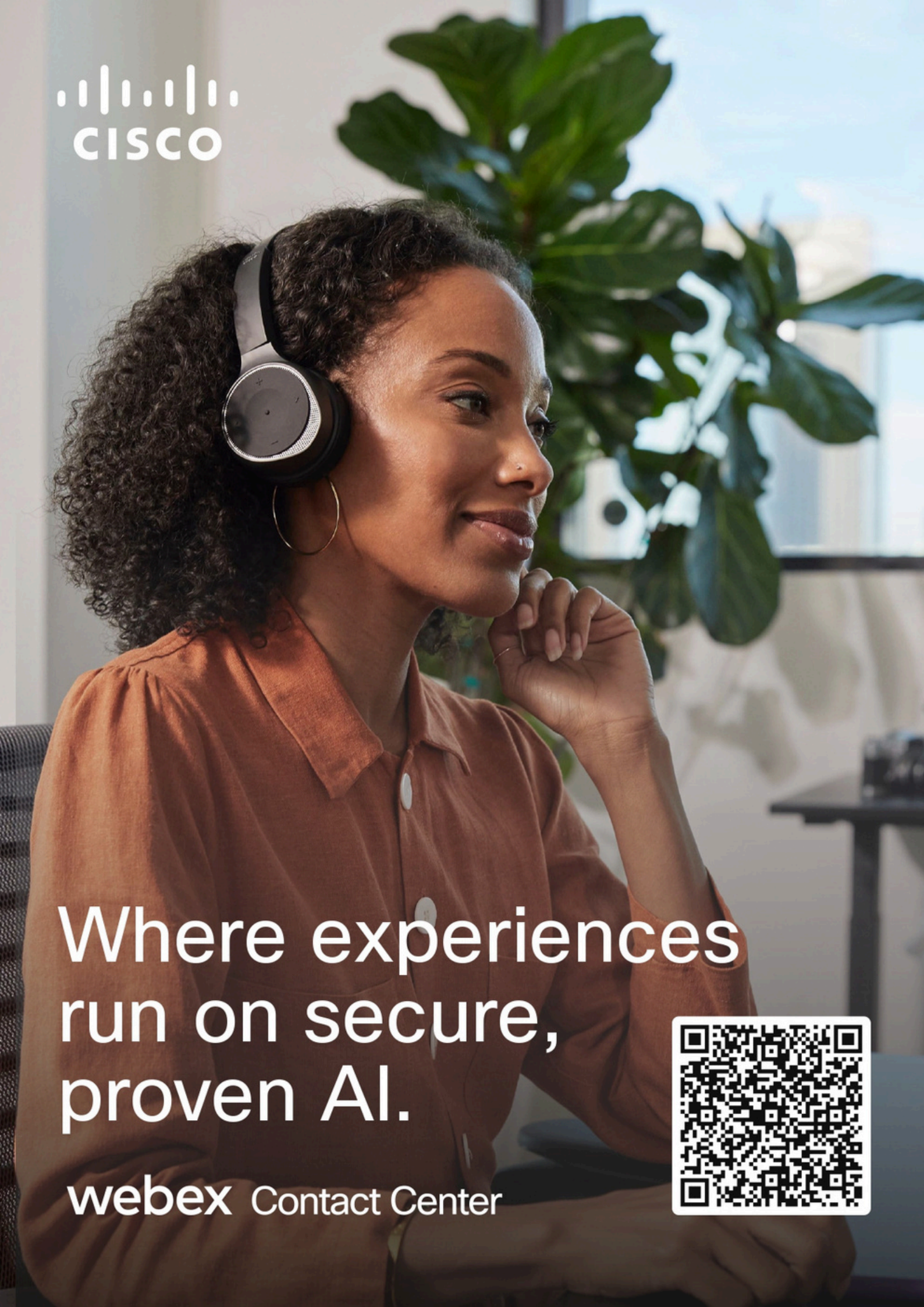
CHATBOT PARTNER

OUR EXHIBITORS

LUXURY PERFUME OILS

EST 2020

xoxoday


cisco
Where experiences run on secure, proven AI.
webex Contact Center

UPCOMING PROGRAMMES



ICX EXECUTIVE ROUND TABLE: AGENTIC REALISED - THE FUTURE OF CX

9TH NOVEMBER 2026, 8:00AM - 11:00 PM

HOST: NTT DATA

FREE FOR MEMBERS

IN PARTNERSHIP WITH

cisco

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ICX
INSTITUTE OF CUSTOMER EXPERIENCE

MASTER CLASS

TOPIC:

THE CUSTOMER EXPERIENCE MASTERCLASS

This course qualifies you to become a Certified Customer Centricity Expert(CCCX)

IN PARTNERSHIP WITH

Customer Institute
Certified Training Program

22ND - 24TH FEBRUARY 2027

COST: MEMBERS: 98,600
NON - MEMBERS: 110,200
VAT INCLUSIVE

VENUE: NAIROBI

TOPIC:

ICX MEMBERSHIP

27th November Friday, 2026

1:00pm - 2:00 pm

Free for all

Discover the benefits of ICX Membership through professional growth, networking, knowledge sharing, and opportunities to advance excellence in customer experience as part of the Institute.



GUEST SPEAKER

SHEILA BUNDI

ICX DIRECTOR & MEMBERSHIP ENGAGEMENT COMMITTEE CHAIR

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ICX

LOOK OUT FOR THE 2027 CALENDAR OF TRAININGS & EVENTS.

ABOUT ICX KENYA

ICX is the authoritative voice of Customer Service in Kenya, fostering excellence and professionalism in customer experience. Join our mission to redefine CX standards across the region. ICX Kenya's objectives are anchored on four key pillars:

- Thought Leadership
- Membership Development
- Advocacy
- Recognition & Awards



BECOME A MEMBER

ICX
INSTITUTE OF CUSTOMER EXPERIENCE

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