



Customer care training at Graduate School Boardroom

Date and time: Sat, 2017-04-22 15:27

Share: [Facebook](#) [1] [Twitter](#) [2] [Google Plus](#) [3] [Yahoo](#) [4] [LinkedIn](#) [5] [Digg](#) [6] [Delicious](#) [7]

The Graduate School conducted a one day customer care training for its staff at the Graduate School Boardroom. The purpose of the exercise was to improve customer care in the School and improve service delivery. The training was facilitated by Dr. Mary Kinoti (Associate Dean, School of Business).

Dr. Mary Kinoti touched on different aspects of both internal and external customers. She noted that our customers are the core business and without them, we cease to exist as a University therefore we should strive to create solutions and not problems. She further emphasized on a need for a culture change and coming up with plans on how to deal with customers before, during and after the transaction.

Some key highlights from the training included:-

- Timely/prompt service
- Positive communication
- Personal touch
- Customer retention
- Turning complaints into opportunities
- Creating moments of truth
- Exceeding expectation
- Doing follow ups
- Delivering on set targets

The Director GS, Prof. Lydia Njenga, noted that the university values its customers therefore to be able to have that competitive edge, we need to provide quality services. She urged the members of staff to put into practice what they were trained. On their part, members acknowledged and appreciated the initiative.

View [photos](#) [8]

View [Pdf](#) [9]

Expiry Date: Sat, 2017-09-30 15:27

Contact Person:

Director, GS

Source URL: <http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom>

Links:

[1] <http://facebook.com/sharer.php?u=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom&t=Customer+care+training+at+Graduate+School+Boardroom>

[2] <http://twitter.com/intent/tweet?text=Customer+care+training+at+Graduate+School+Boardroom&url=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom>

[3] <https://plus.google.com/share?url=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom>



graduate-school-boardroom

- [4] <http://bookmarks.yahoo.com/toolbar/savebm?opener=tb&u=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom&t=Customer+care+training+at+Graduate+School+Boardroom&d=>
- [5] <http://www.linkedin.com/shareArticle?url=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom&mini=true&title=Customer+care+training+at+Graduate+School+Boardroom&ro=false&summary=&source=>
- [6] <http://digg.com/submit?url=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom&title=Customer+care+training+at+Graduate+School+Boardroom>
- [7] <http://www.delicious.com/save?v=5&noui&jump=close&url=http://bps.uonbi.ac.ke/content/customer-care-training-graduate-school-boardroom&title=Customer+care+training+at+Graduate+School+Boardroom>
- [8] <http://graduateschool.uonbi.ac.ke/category/image-galleries/2017-customer-care-training>
- [9] <http://bps.uonbi.ac.ke/sites/default/files/centraladmin/bps/customer%20care.pdf>