

School of Business Customer care training

The School of Business conducted a three-day customer care training for Non-teaching staff at the Central Catering Unit (CCU).

The purpose of this exercise is to mainstream customer care in the day to day operations of the School and improve service delivery. In his opening remarks, the Principal College of Humanities and Social Sciences Prof.Njeru noted that the University values customer care training because customer service is important to the University of Nairobi because it is often the only contact a customer has with the University and handles many issues.

On his closing remarks the Director Centre for Self Sponsored Programmes(CESSP), Prof Julius Ogeng'o urged the trainees to implement what they were trained and act with professionalism to bring change in their service delivery.

Present were Dean Sob Dr.James Njihia, Associate Dean Graduate Business School Dr.Mary Kinoti, and Chair Department of Business Administration Prof.Justus Munyoki.