

Customer Care Training

The University of Nairobi, Kisumu Campus conducted customer care training for all staff on 22nd June, 2017. The training was organized by CESSP and Kisumu Campus Director, Dr. Vincent Machuki. **Prof. Justus Munyoki** was the facilitator of the training. The training was among several events that have been conducted in the campus through facilitation from CESSP in order to competitively position Kisumu Campus as a centre for superior customer service delivery. The training was organized with a view to equipping and enhancing staff, at all levels, with skills for quality and improved customer service delivery at the Campus. The enhanced customer satisfaction was epitomized as an element of Total Quality Management at the Campus.

The facilitator took staff through various areas including but not limited to: Understanding the Customer, Importance of the Customer Care in an Organization, Handling Customers in Difficult Situations and Effective Communication to Customers.