

REMARKS BY R. LUGWE, DURING OFFICIAL LAUNCH OF CUSTOMER CARE WORKSHOP AT CCU

Let me at the outset, say how delighted, I am to welcome you all to this workshop.

As we settle down for this training this morning, I would like you to know that we recognize and appreciate your individual and collective commitment to providing efficient services to our clients. As a result our delivery processes have seen remarkable improvement over the past few years.

We are therefore fully aware which side our bread is buttered and are only too happy to organize such training programmes aimed at empowering you to go and further improve our service delivery.

As some of you may recall, three weeks ago, we were at Chiromo with the Accounts staff and covered the financial management system. Before this we were here at CCU for performance contracting obligations and integrity testing. Last week, we assembled here again and covered record management. This morning we have again assembled here for Customer Care Programme. As we do this we have a delegation of twelve Catering Officers at Kenya Utalii College under two crucial training programmes for duration of one week.

This will leave two other programmes namely, Team Building and Finance for Non – Finance Managers that we intend to cover urgently and preferably before 30 June 2011.

Let me therefore take this opportunity to urge you participants to take full advantage of these programmes.

Let me also give my sincere appreciation to this department of business administration, which has provided resource persons for this training for acceding to our request at very short notice to come and run this programme.

Finally, I would like to make an announcement. Our unit like other units of the University was to celebrate for the University taking a top position in the performance contracting exercise last year. Due to certain logistics, our unit was not able to do that. Last Thursday, I had a wonderful meeting with the DVC (A&F) and in the process of our deliberations, he gave approval that it is not too late for us also to celebrate.

I have therefore instructed the CPO and DFO to work out the necessary modalities so that shortly, each one of you will receive with the celebration proceeds.

With that brief, it is now my pleasure to declare this training officially open.
Thank you.