

UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES

SCHOOL OF BUSINESS

INTERNAL MEMO

FROM: Dr. Mary Kinoti

DATE: 11th March, 2016

TO: Director, CESSP

SUBJECT: CUSTOMER CARE TRAINING FOR CESSP STAFF
HELD ON WEDNESDAY, 9TH MARCH 2016

Customer care is increasingly becoming a critical ingredient today due to a number of reasons; competition, more educated customers, and globalization among others.

In light of the above I was asked by CESSP Management to train their staff on customer care and effective communication. I trained the staff in two groups – one in the morning and the other in the afternoon.

The topics covered were:

- The difference between internal and external customers
- Internal and external customer care
- The role of quality service in enhancing customer care
- Types of customers and how to deal with them
- Effective communication and body language communication

I thank CESSP for the opportunity to give my expertise to their staff. I am confident that the training will go a long way in making CESSP staff more customer-focus.


Dr. Mary Kinoti

Associate Dean, Graduate Business Studies