

## The Power of Service

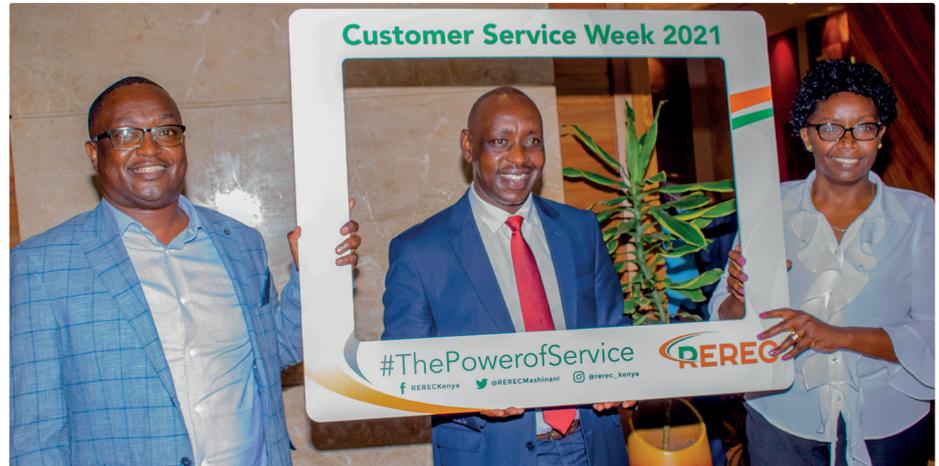
*"People will forget what you said, people will forget what you did, but people will never forget how you made them feel." ~Maya Angelou,*

### Workplace Tidbits

#### 12 Random Thoughts On Customer Service



1. Poor customer service is the root cause of most complaints
2. Customer service is not a department, it is the responsibility of every member of staff
3. A negative attitude cancels out all other skills
4. Customers feel appreciated when customer service is friendly
5. The quality of service offered impacts on customer satisfaction
6. Internal customers are as important as the external customers
7. Internal customers who understand and support each other are at the core of every successful organization.
8. Never be too busy to follow up on a customer's request or complaint
9. Little acts of kindness make a big difference during customer interactions, when you make a customer feel good, they will think well of your organization
10. To minimize customer complaints, do what you said you would do at the time you said you would do it
11. If managers do not care about their customers, neither will the other staff
12. If departments are not communicating effectively with each other then they are not communicating effectively with customers



Dr. David Gitonga (left), REREC CEO CPA Peter Mbugua and CS Dr. Rose Mkalama during the customer service week kick-off

This year's Customer Service Week provided an opportunity for REREC to appreciate its internal and external customers. This was the first time that the Corporation was celebrating the Customer Service Week, which is held annually on the first week of October to mark the important role of customer service in an organization. The theme for this year was "The power of service" and it fitted well as customer focus is one of REREC's core values.

During the week long celebrations, the Corporation appreciated and acknowledged all staff for being in the forefront in providing service to the people of Kenya. The celebration also provided a great opportunity for staff to bond and interact with one another thereby enhancing teamwork.

#### How it unfolded

At 7.00am 4th October 2021, staff congregated at Ole Sereni Hotel, for the event kick-off which had two curtain raisers; a staff breakfast and cutting of cake. In his address the CEO reiterated that the customer was core to the achievement of the mandate of REREC and was the reason for the continued existence of REREC. He urged staff to turn each day into a customer service day.

Wednesday 6<sup>th</sup> October, breakfast meetings were replicated at the regional offices during which the CEO's speech was read to staff. The staff were also presented with Cupcakes and appreciation Cards.

On 8<sup>th</sup>, October the Corporation hosted an interactive public facebook live chat event during which panelist drawn from various departments interacted with the public who posted questions on REREC's social media pages.

During the entire week branded service desks manned by staff from various departments were mounted in KAWI house and all regional offices. These experiences were instantaneously shared on REREC's social media platforms.

### Projects Progress Report



25 projects were commissioned in the week ending 08/10/2021, in various parts of the country.

The total number of commissioned projects currently stands at 1399 as compared to 1374 projects that had been commissioned by 01/09/2021. The number of projects in progress is 919 out of the cumulative 2318 projects under implementation in the in 2020/2021 FY. 142 projects are awaiting either joint inspection, shut down or commissioning