

WELCOME ADDRESS BY THE DIRECTOR, QUALITY ASSURANCE & SERVICOM UNIT, PROFESSOR GRACE OTINWA AT THE 2021 INTERNATIONAL CUSTOMER SERVICE WEEK HELD AT ADERINOKUN AUDITORIUM, UNIVERSITY OF LAGOS, ON THURSDAY, OCTOBER 7TH, 2021

PROTOCOL

The Vice Chancellor, Professor Oluwatoyin Ogundipe, FAS
The Deputy Vice Chancellor, (Management Services) Professor L. O. Chukwu
The Deputy Vice Chancellor, (Development Services) Professor V. A. Atsenuwa
The Deputy Vice Chancellor, (Academic and Research) Professor Oluwole B. Familoni
The Registrar & Secretary to Council, Mr. Oladejo Azeez Esq
The Bursar, Mr. Lekan Okanlawon Lawal
The University Librarian, Dr. (Mrs) Yetunde Zaid
The Provost, College of Medicine, Professor David Oke
The Deputy Director, Quality Assurance & SERVICOM Unit, Dr. S. O. Azumurana
Deans of Faculties
Directors
Heads of Departments and Administrative Units
The Chairman Members of the Planning Committee of International Customers Services Week
Invited Guests *
Customers of the University of Lagos (Students, Parents, Alumni, Contractors, Staff and General Public)
Gentlemen of the Press
Ladies and Gentlemen

It is with thanksgiving to God that I welcome those on-line and on site to the 2nd edition of the University of Lagos International Customer Service Week celebration. The 1st edition was held in October, 2019. Both staff and students were recognized. Staff were recognized for their service delivery while students who participated in the essay competition were recognized.

In 2020, International Customer Service Week was not held because of Covid-19. However, the theme was Dream Team.

It is exciting to join the rest of the world in marking International Customer Service Week. It is a time we look forward to each year to recognize and honour those who have performed excellently in service delivery within the University system. We would not have achieved much as a tertiary institution without the sacrifice made by both teaching and non-teaching staff. They worked hard in their various Units/Faculties and made great contributions to the increase in the productivity of the University.

The theme of this year's Customer Week says it all 'The Power of Service'. Indeed, we all witnessed the truth of this power in the battle to save humanity that ensued during coronavirus

pandemic. Indeed, customers all over the world felt this power when service providers in all sectors device means of sustainable delivering service remotely during those time of uncertainty. Educational sector witnessed a huge positive change during the same time. Education services were remotely delivered to ensure safety, well-being and security for all involved.

In the University of Lagos, we are dedicated to top notch service delivery at all times. It rose to the occasion through its dedicated work force, and provided robust online platform for service delivery to meet the need of lectures, study materials and examination for its teeming students. The men and women who made this feat possible are the primary reason we gathered here today. There is need for all staff to avoid or prevent service failure.

Who Is A Customer?

A customer is regarded as someone who benefits from goods and services provided to meet human needs. Customers vary according to the needs of human race and are called by different names within the various sectors that meet these needs. In our great institution, our customers are Students and their parents, contractors, alumni, staff and general public.

The Core Goals of Customer Service Week

Boost morale, motivation and team work.

Reward Customer Experience representative for the important work they do all year long.

Raise Companywide awareness of the importance of customer experience

Thank other departments for their support.

Remind Customer of your commitment to customer satisfaction.

Quality Assurance & SERVICOM Unit

Quality Assurance & SERVICOM Unit was established in 2012 in the University of Lagos to ensure that the University's mandate of providing quality education in conducive environment for teaching, learning, research and effective service delivery is achieved. QAS main ways of carrying out its goals is by collecting data on the main activities of teaching, learning and research through lectures and lecturers' monitoring form, examination monitoring form, mega monitoring, and lectures/lecturers students' assessment form.

University of Lagos Work Force

Great work force of the University of Lagos worked diligently work hard to bring this University to its present enviable height and ranking in the world. These men and women applied themselves to what they know how to do best. Yes, they deserve to be honoured for their heroic service delivery to humanity at all times. These men and women made great different in the lives of students who on depended on their services to be able to complete their academic session within the stipulated time.

University of Lagos is a customer centre organization which has doubled its efforts to satisfy its teeming students with essential services even in this Post Covid-19 era. Through innovation it

created hybrid format of services delivery in which students studied remotely and come into campus for brief period to write their examination.

We need to remind ourselves that the University of Lagos successes is our successes as service providers using the University as a platform to express our core competencies. While we celebrate these men and women who have performed brilliantly at their job, we must also rededicate ourselves to service excellence.

To achieve this, we must be willing to develop improvement service plan and also imbibe the right qualities and attitude to work. These include but not limited to:-

Qualities of a Good Service Provider

The service provider is friendly, polite and approachable

The service provider always wears his/her name badge

The service provider always displays his/her commitment to serve

The service provider is empathetic and listens attentively to customers

The service provider is always willing to take ownership of customer problems

The service provider is prompt and accurate in response to complaints, letters and enquiries.

The service provider is experienced, and transactions are completed in a professional and timely manner.

The service provider knows about previous service contacts and is able to continue a session from where it was left off.

Finally, I appreciate the Vice Chancellor Professor Oluwatoyin Ogundipe, FAS, the Chairman of the International Customer Service Week Committee, Dr. S. O. Azumurana, Chairpersons of sub-committees and their members as well as the entire staff of the Quality of Assurance and SERVICOM Unit for their contributions to the success of this event.

Remember to serve well, allow your students and staff to enjoy the service you deliver. I thank you for spending this year with us in celebrating this great occasion.

PROFESSOR GRACE O. OTINWA
DIRECTOR
QUALITY ASSURANCE & SERVICOM UNIT