

TRAINING PROGRAMME OF RSHQ FRONTLINE DESK OFFICERS AND MARSHALS HELD ON THE 8TH AND 9TH JULY , 2020 AT RSHQ ICT TRAINING HALL, FOURTH FLOOR

Frontline desk Office of any organisation represents the first contact of the organization with its customers and stakeholders. They are customerservice oriented. They display positive attitudes and behaviours which demonstrate an awareness and willingness to respond to customers in order to react to and treat their needs, requirements and expectations. it is therefore evident from the foregoing that front desk staff must be continually equiped with customer awareness, customer requirements and customer awareness.

It is consequent on the above and in line with the Corps strategic goal of improving Personnel Capacity and Competence and the need to improve the way the Corps interacts with its Customers especially during this COVID-19 Era that the FRSC SERVICOM Unit sought for and got Corps Marshal's approval to organize a two day Training for the RSHQ frontline desk staff made up of staff of Corps Provost Office, Corps Intelligence Office and Protocol Units and it eventually took place on the 8th and 9th of July, 2020 at RSHQ ICT Training Hall, Fourth Floor.

The training was tailored towards equipping the frontline desk staff in RSHQ with the requisite skills needed for excellent customer services geared towards realization of customer awareness, requirements and responsiveness especially during this Covid-19 pandemic and subsequently bring them up to speed with the need to adhere strictly to NCDC Protocol while carrying out their assigned duties at the different front desk offices of the Corps.

Fifty participants were drawn from the offices mentioned above as they constitute the first contacts persons of the Corps with the public especially in RSHQ. The participants were batched into two groups of twenty five staff to ensure physical distancing in compliance with NCDC Protocol.

The opening ceremony of the Training programme witnessed the esteemed presence of the Corps Marshal FRSC, Dr Boboye Oyeyemi and the National Coordinator and Chief Executive SERVICOM Headquarters, Mrs Nnenna Akajemeli who in their Keynote address and Goodwill message consecutively enjoined the participants to eschew every form of nonchalant attitudes while performing their duties as COVID-19 is real and the threat

should be taken seriously. The DCMs AHR, MVA, TRG, SDER and ACM CPEO were equally part of the opening ceremony.

Four resource persons were invited and they delivered well prepared lectures to both batches of participants on the following topics:

- a. "Emotional Intelligence: "Work Environment in Post COVID -19" by Corp Provost
- b. "Working and Staying Safe at Work Environment Vis a Vis COVID-19 Pandemic" by CMRO
- c. "Risk Management, Visitor Profiling and management of covid-19 spread FRSC perspective" by CIO
- d. Customer Care amidst COVID -19 Pandemic by SERVICOM HQ

The lecturers, in the course of their lectures did their best as they ensured that the participants not only acquired almost all they needed to know pertaining to provision of quality services at the front desks but doing that in compliance with the NCDC Protocol to curb the spread of the dreaded Covid-19 particularly in RSHQ and by extension FRSC offices nation-wide. The Training came to a close with an interactive session to ascertain the level of the participants understanding of the topics treated in the course of the training.

Below are the pictorial evidences from the Training Programme:





