

REPORT OF 2021 INTERNATIONAL CUSTOMER SERVICE WEEK HELD
BETWEEN 4TH - 8TH OCTOBER, 2021 TO BE UPLOADED ON FRSC
WEBSITE

Customer service week is an international celebration that calls attention to the importance of customers and people who serve and support them on a daily basis. The event was proclaimed in 1992 by the congress of the united state of America, adopted worldwide and celebrated annually during the first week in October. This year's Customer service week's theme was "The Power of Service"

2. The 2021 Customer service week's celebration, in addition to raising the awareness on the importance of FRSC customer services and the staff that serve and support the customers on a daily basis, boosted morale of staff Corps wide, celebrated team work, appreciated the service takers, the stakeholders as well as pledge commitment to service improvement.

3. The weeklong celebration saw the Corps embarked on the following activities.

- a. Decoration of reception area
- b. Radio Presentation
- c. Management Session
- d. Signing of Pledge Card
- e. Cutting of Celebration Cake
- f. Award of the best Departments/ Corps Offices
- g. Release of appreciation letter by Corps Marshal
- h. Road Show and Rally

4. FIELD COMMAND ACTIVITIES

Administrative instruction in respect of the customer service week celebration was also forwarded to Commands to replicate the activities to ensure a wider coverage and to affirm the level of collaboration between RSHQ SERVICOM and the field SERVICOM Desk Officers which is in line with SERVICOM Headquarters requirements.

The activities carried out in the commands include but not limited to:

- i. Conveyance of Corps Marshal's appreciation message to staff during in-house
- ii. Presentation of award to outstanding staff.
- iii. TV/Radio presentation
- iv. Advocacy visit to Mosques
- v. Public enlightenment/sharing of hand bills on Road Safety matters.

5. **ACHIEVEMENTS**

- a. The programme served as an avenue to create awareness about the Corps quality service delivery to the general public through NTR (107.1 FM).
 - b. The event also afforded the Corps the opportunity to strengthen partnership with critical stakeholders and was graced by National Coordinator/CEO SERVICOM who, in the course of the event, exchanged gifts with the Corps Marshal.
 - c. Best three performing Departments/Corps offices were rewarded for service excellence to the Customers.
 - d. The Customer service week served as an opportunity for the Corps to not only meet up with customer's expectations but exceed them by pledging commitment to providing quality services to our customers.
 - e. The general public were also enlightened in the areas of complaint procedures through sharing of newly produced complaint posters during rally as well as through SERVICOM radio presentation on NTR (107.1 FM).
 - f. It is worthy of note, that the Customer service week rally which coincided with the FCT Sector Ember month campaign featured some celebrities.
6. Find attached the pictorial evidence during the celebration
 7. This is forwarded for your information and necessary action
 8. Thank you sir.

DCC, Livinus C Okonkwo
Deputy Corps Commander
Nodal Officer



CORPS MARSHAL AFTER SIGNING CUSTOMER PLEDGE CARD TO AFFIRM HIS COMMITMENT TO QUALITY SERVICE DELIVERY DISPLAYED IT TO THE NATIONAL COORDINATOR SERVICOM



A GIFT FROM THE CORPS MARSHAL TO THE NATIONAL COORDINATOR SERVICOM FOR HER IMMENSE CONTRIBUTION TO FRSC



STAFF OF SERVICOM UNIT POSED FOR A PICTURE WITH THE CUSTOMER SERVICE WEEK CELEBRATION CAKE



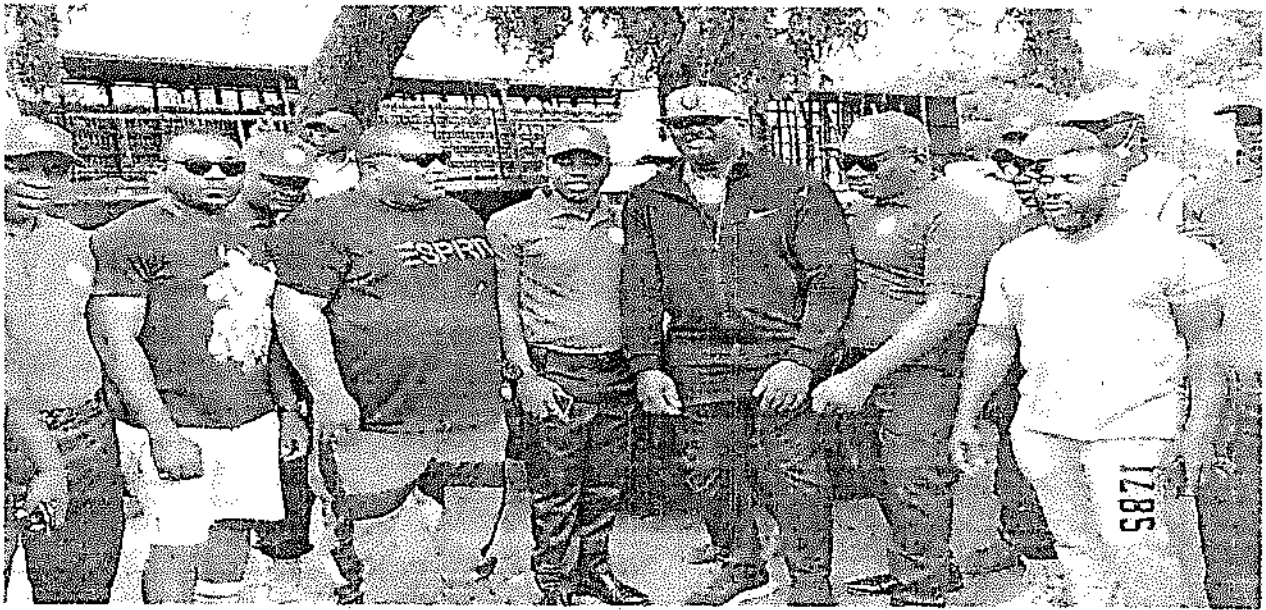
THE CORPS MARSHAL FRSC, THE NATIONAL COORDINATOR SERVICOM AND MEMBERS OF MANAGEMENT TEAM POSED FOR A PICTURE WITH THE CUSTOMER SERVICE WEEK CELEBRATION CAKE



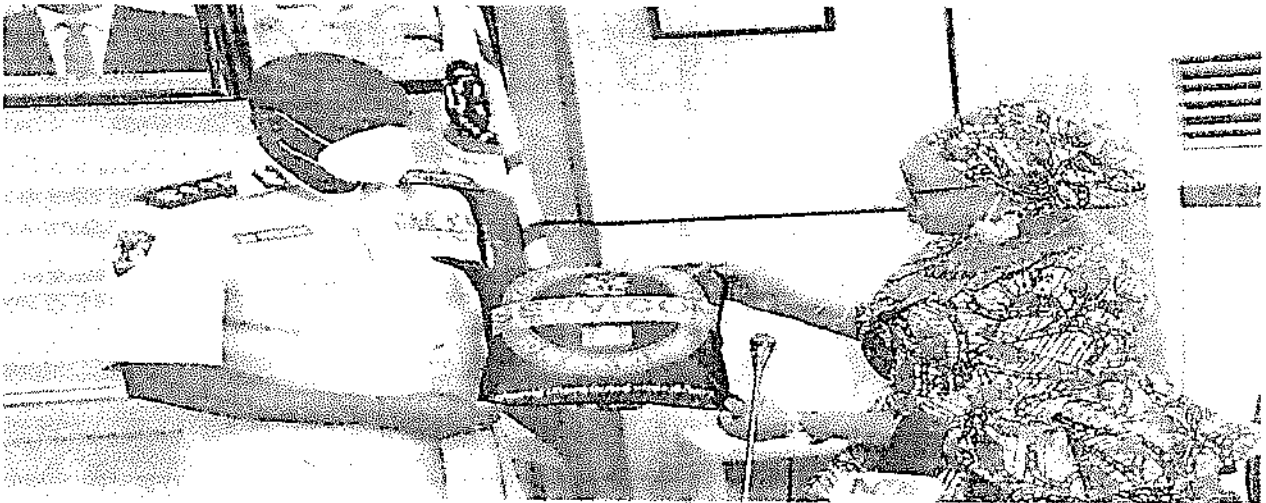
NODAL OFFICER, NATIONAL COORDINATOR SERVICOM AND CHARTER
DESK OFFICER DURING RADIO PRESENTATION



SERVICOM UNIT STAFF TOGETHER WITH NYSC MEMBERS OF ROAD
SAFETY CLUB CELEBRATING THE CUSTOMER SERVICE WEEK



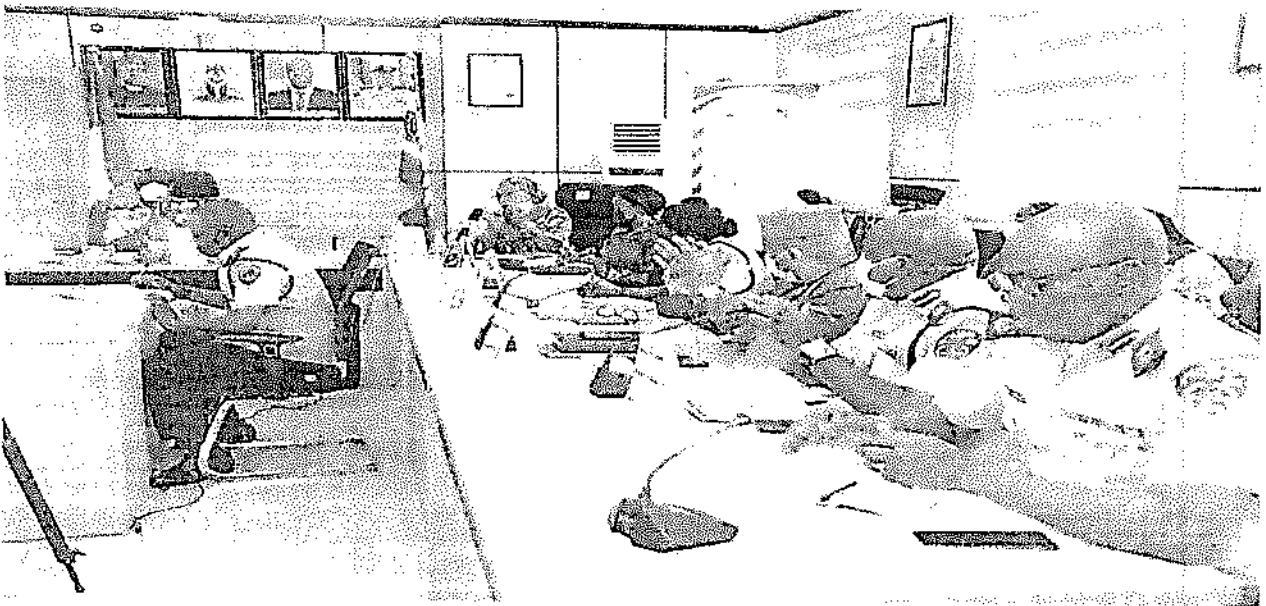
STAFF OF SERVICOM UNIT ALONG WITH SOME CELEBITIES
CELEBRATING THE POWER OF SERVICE



CORPS MARHAL PRESENTING GIFT TO NATIONAL COORDINATOR
SERVICOM



CORPS MARSHAL WITH NATIONAL COORDINATOR AFTER PRESENTING AWARD TO THE THREE BEST PERFORMING DEPARTMENTS AND CORPS OFFICES



MEMBERS OF THE MANAGEMENT TEAM TOGETHER WITH NATIONAL COORDINATOR SERVICOM DURING EXTRA ORDINARY MANAGEMENT MEETING IN COMMEMURATION OF THE 2021 CUSTOMER SERVICE WEEK.



NATIONAL COORDINATOR SERVICOM PRESENTING GIFT TO THE CORPS MARSHAL