

FRSC CELEBRATED CUSTOMER SERVICE WEEK HELD BETWEEN 2ND - 6TH OCTOBER, 2023

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis usually celebrated during the first full week of October every year. This year customer service week celebration held from 2nd to 6th October, 2023 with the theme "**Team Service**".

The week-long celebration aimed at recognizing the crucial role of customer service, Stakeholders and Frontline Staff in our operations and to foster a culture of continuous service improvement.

The weeklong celebration saw the Corps embark on the following activities.

- **Decoration of reception area**: To set the tone for the week, the RSHQ entrance gate was decorated with banner while reception area was adorned with thematic decorations, creating an inviting and celebratory ambiance. This visual enhancement contributed to the overall positive atmosphere and served as a warm welcome our visitors/ customers.
- **Management Session**: The highlight of the celebration was the Management Session graced by the presence of National Coordinator/CEO SERVICOM Headquarters, Mrs. Nnenna Akajemeli who was ably represented by Head of Operation SERVICOM National Headquarters Mrs. Ngozi Akinbodewa. The session featured a keynote presentation by Representative of the National Coordinator/CEO on the theme "**Team Service**." The presentation emphasized the importance of collaborative efforts in delivering exceptional customer service.

The Corps Marshal in his address highlighted some of the giant strides achieved by the Corps aimed at further repositioning it for a more delightful service delivery to our various customers in line with the National SERVICOM standards and global best practices. He further appreciated the

entire staff on their untiring effort in providing quality service to our customers while encouraging them to do more. He then concluded by presenting a gift to the Representative of National Coordinator/CEO.



- **Cutting of Celebration Cake:** A symbolic cutting of the Customer Service Week cake by the Corps Marshal in company of SERVICOM Representatives and the Management Team which symbolizing unity and shared commitment to service excellence. The act served as a focal point for camaraderie and reinforced the sense of community among FRSC personnel.



Corp Marshal, FRSC management staff, representatives of SERVICOM National Headquarters during cutting of 2023 celebration cake

ACTIVITIES OF THE FIELD COMMANDS:

Field Commands actively participated in the 2023 Customer Service Week celebration, organizing various activities to engage both staff and the public.

The activities carried out in the field Commands include among others:

- **Road Safety Awareness Campaigns:** Field Commands conducted awareness campaigns to educate the public on road safety, emphasizing FRSC's commitment to ensuring the well-being of road users and to continuously provide delightful service.



During Road Safety awareness campaign

- **Customer Appreciation Initiatives:** Special events via Radio and Television were organized to express gratitude to the public for their cooperation and to acknowledge the importance of their role in road safety.



- **Service Excellence Recognitions:** Recognizing outstanding efforts, field Commands presented Service Excellence Recognitions to Officers and Marshals who demonstrated exceptional dedication to customer service.



ACHIEVEMENTS

- The 2023 Customer Service Week celebration served as a testament to the Corps' unwavering commitment to service excellence.
- This celebration not only strengthened the bond within the FRSC community but also reinforced our dedication to ensuring the safety and satisfaction of the public.
- Reflecting on the week's activities, it inspires a renewed focus on continuous improvement, collaboration, and excellence in customer service corps wide.
- The Nodal Officer used the medium to appreciate and evaluate the SERVICOM Desk Officers and there activities in their various Commands.