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MONTHLY BULLETIN
FROM THE OFFICE OF THE
VICE CHANCELLOR

DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY

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Alumni Re-launch Association

In an effort to build a thriving network of former students, DeKUT relaunched its alumni association. The DeKUT association will be the link for students to stay connected and strengthen ties with their alma mater, while giving back.

DeKUT graduates are the driving force behind the association and is assisted by an interim alumni planning committee together with the Dean of Students, Mr. Muriithi Kaimoe.

"We should want to give back to DeKUT which has played a role in getting us where we are or where we're going. It's where we got that hands-on technical education. Being products of DeKUT, we should want to continually sow seeds where we were planted," said Prof. Kioni during the re-launch of the association.

Various initiatives were discussed, including how the association could assist current students and the community at large, in addition to making a donation to the institution. However concrete plans are to be revealed following the alumni re-launch meeting that took place on Saturday, May 24th at DeKUT auditorium, when officers were elected.

Furthermore, Mr. Kaimoe described joining the alumni association as a good investment. "Former students will be going into the workforce and spreading the word of what DeKUT has to offer. The association would help keep the institution's spirit alive. An alumni association always brings students back. We want them to play a greater role in terms of the institution's growth," said Prof. Kioni who is the Vice Chancellor.



Prof. Kioni also commended Mr. Kaimoe and the interim committee for their efforts thus far. "From last year, the team was advocating for an alumni association that would empower the students, therefore assisting with the growth of the institution," he said.

Customer Service Training

Dedan Kimathi University of Technology organized and had an in-house training on basic customer service and care on 14th May, 2014. The training mainly was a refresher course to remind DeKUT staff when YOU are the customer, who is it all about? You, of course! That's why it's no different for YOUR customers at the University. They want what they want, when they want it, how they want it, and at a price they want it for. If you aren't ready, willing and able to give it to them, they'll find another Institution that will.

During the training, participants were asked, So how do you make it all about the customer? For starters, make it easy for them to reach you, to talk to you and to do business with you. If they call you on the phone and are put on hold with the message, "Your call is very important to us, please hold on", what message is that giving to your customer? Have a real, live person promptly answering your phone. And make sure that the employee knows how to answer the phone. Do they sound friendly and professional? Or do they sound annoyed because they were just interrupted by the ringing phone?



The participants were encouraged to request for the customer's name and call them by name while conversing. And give them yours. There's no better way to build rapport and personalize the interaction than by using your customer's name. According to Dale Carnegie, "There's nothing sweeter than the sound of thine own name". People feel special when other people say their name.

From Mr. Kamunga's presentation, he insisted that we need to ask our customers questions. He added by saying that we should not assume that we know what they want. They rely on us to provide solutions to their problems. If we don't have all the facts, how can we make the right recommendation to them?

Thank your customers. Every time. Remember, they have a choice as to who they do business with. And if you don't value their business and appreciate them, they will find someone who will!

In conclusion, make it all about the customer and the customer will reward you with their business. They'll feel good about doing business with you. And they'll tell others about you and your company and the service you provided. And that my friend is the best way to grow YOUR business, by referrals, from the people who are already doing business with you.
After all, it is all about the customer. Because without them, we don't have a business.

KTB to Sign Tourism MoU with DeKUT



THE Dedan Kimathi University of Technology and the Kenya Tourism Board plan to sign a memorandum of understanding to promote tourism in the county and country.

The MoU is set to be signed mid next month. The KTB managing director Muriithi Ndegwa met with vice chancellor Ndirangu Kioni on Wednesday at the university to discuss the agreement. Ndegwa said the board is interested in working with the institution to promote tourism.



He said the university had the potential for agritourism. The institution, which is in Nyeri county has a large coffee farm and laboratory.

KTDA Sponsor Tree Planting at DeKUT





