

## Service Charter

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## The Senior Common Room Service Charter 2013

### Purpose

The purpose of this Service Charter 2013 is to sensitize members and clients to the vision, mission and core values of the Club, together with the kinds of services the club offers and its commitment to excellence. The Charter aims at empowering the members and clients to demand for quality service, and outlines the communication channels to voice their demands and suggestions for improvement.

### Vision

**A world class Club committed to the best practices in service and hospitality**

### **Core Values**

- **Efficiency**
- **Social responsibility**
- **Care and concern**
- **Innovativeness**
- **Commitment**
- **Team work and collegiality**
- **Professionalism**
- **Transparency**

### **Our Services**

**The Club offers the following services:**

- **Restaurant**
- **Welfare**
- **Outside catering**
- **Bar and winery**
- **Indoor games**
- **Outreach/Community service**
- **SCR Wi-Fi**

### **Service Delivery Assurance**

**We promise that we shall:**

- **Provide efficient service in a timely manner**
- **Act at all times with the highest level of integrity, competence and professionalism**
- **Allow criticism and provide room for suggestions**
- **Be accountable and transparent**
- **Promote meritocracy and fair play**
- **Promote a conducive work and Club environment**
- **Exercise equity and fairness for all**

### **Our Standards**

**We pledge to:**

- **Adhere to all the rules, regulations and budgets**
- **Respond to telephone and face to face enquiries immediately**
- **Acknowledge email and written correspondences within two days**

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- **Address complaints within seven days**
- **Procure goods in a timely manner and in line with the set rules and regulations**
- **Conduct staff appraisals quarterly and utilize feedback for decision making**
- **Disseminate policy documents to all within a week upon approval**

## **Service Hours**

**Weekdays (Monday-Friday): 7.30 am -10.00 pm**

**Weekends (Saturday-Sunday) 9.00 am-8.00 pm**

## **Feedback**

**You can give feedback or complaint to any member of the SCR Executive Committee as follows**

- **Face to face contact**
  - **By using the Suggestion Box available in the Club**
  - **Feedback portal**
  - **Letter**
  - **Short Message Service (SMS)**
  - **Telephone: +254 20 318262, Ext.28200; Mobile: (+254) 0721 7517, or;**
  - **Email: [scr@uonbi.ac.ke](mailto:scr@uonbi.ac.ke) [8]**
  - **Facebook**
  - **Twitter**

## **Review of the Service Charter**

**This service Charter shall be reviewed annually to ensure that it is results oriented**

## **Performance Monitoring**

**This will entail:**

- **Employing a bi- annual customer satisfaction survey**
- **Annual Review of the Clubs performance vis a viz its mission, vision, core values and standards**
- **Review of the Service Charter annually to ensure it remains up-to-date and results oriented**

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<a href="#">SCR Service Charter2013.pdf</a> [9]	146.98 KB

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