



MARGHERITA TRAINING INSTITUTE LTD (MTI)

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MTI-CUSTOMER SERVICE CHARTER AND STANDARDS



MTI Campus Kasese Municipality



Courses Offered at MTI Main Campus

- ❖ Vegetable and Fruit Juice Processing
- ❖ Catering and Hotel Management
- ❖ Tourism and wildlife conservation
- ❖ Motor Vehicle Mechanics & Driving

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE MARGHERITA TRAINING INSTITUTE, CAMPUS (MTIC)

The Margherita Training Institute (MTI) focuses on the establishment of a strong Skills Training, learning and research environment, a vibrant student body and a highly engaged staff.

The MTI Campus uses these attributes as part of its vision to ensure its status as a first class Regional institution, which is able to address the Technical Vocation educational Training Skills needs of the region.

The development of a Total Customer Care culture that facilitates quality service is critical to the success of this vision. The MTI Campus is committed to providing the Skills training, development tools and experiences to support the vision.

The Charter and Standards document was established to contribute to the building of this culture. The Charter states the fundamental principles to which we commit, while the Standards outline the behaviors, attitudes that will support those values and principles.

It is expected that every member of MTI community will adopt this Charter and adhere to its Standards.



CUSTOMER SERVICE CHARTER AND STANDARDS FOR MARGHERITA TRAINING INSTITUTE

INTEGRITY

Charter: We will

1. Provide service in an honest, ethical and trustworthy manner.
2. Treat stakeholders, including students, staff, alumni, and visitors, with respect, fairness, understanding and empathy.
3. Establish and maintain a culture of accountability.
4. Adhere to and observe the rules and regulations of MTI while being empathetic to the needs of those we serve.

Standards: We will

- Give value to what we say and do, and make our words our bond.
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- Treat all customers the same and lead by example.
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- Respond to queries and complaints within a reasonable time.
- Make decisions that are evidence-based.
- Encourage best practices in administration, Skilling, teaching and learning.
- Coordinate relevant activities and share information, as well as make referrals within and among the departments.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR MARGHERITA TRAINING INSTITUTE

EXCELLENCE

Charter: We will

1. Communicate information about our services clearly, precisely, and in a timely manner.
2. Provide services which are accessible to our all clients/ students.
3. Deliver high-quality service and products to national standards.
4. Encourage evaluation and feedback of service and product.

Standards: We will

- Update the information on websites and handbooks periodically.
- Ensure that resources are available to deal with varied clients, student and staff needs.
- Respond to mail, e-mail or voicemail within 48 hours (2 working days).
- Answer telephone calls within three rings.
- Use new and relevant technologies in service delivery.
- Have facilities for clients, staff, students and visitors that promote service delivery.



CUSTOMER SERVICE CHARTER AND STANDARDS FOR MARGHERITA TRAINING INSTITUTE

DIVERSITY

Charter: We will

1. Recognize and mutually respect differences in individuals, tribe, gender, and groups.
2. Foster a culture and work/student environment that is open, engaging and welcoming to different ideas and perspectives.
3. Acknowledge, promote and value diversity.
4. Be inclusive and affirm the dignity of people, regardless of race, ethnicity, socio-economic status, age, sex, gender identity, disability, sexual orientation, religion, politics, health status and other characteristics that may stigmatize or ostracize an individual or group.

Standards: We will

- Listen actively and attentively to carefully interpret what is said and explain clearly what has to be done without fear or favor.
- Actively promote diversity as a characteristic of MTI.
- Make all physical facilities on sites accessible to able-bodied and physically-challenged users.
- Be sensitive to the culturally diverse nature of Margherita Training Institute



CUSTOMER SERVICE CHARTER AND STANDARDS FOR MARGHERITA TRAINING INSTITUTE

STUDENT CENTEREDNESS

Charter: We will

1. Be attentive and show consistency in service to students.
2. Accept the fact that students are major stakeholders for the sustainability of The Institute.
3. Act as coaches and mentors to students.
4. Ensure that Occupation policies and governance facilitate student development.
5. Engage students in the decision-making processes at all levels of The Institute.

Standards: We will

- Respond to all student queries in a reasonable time.
- Provide the infrastructure to facilitate student services and development.
- Promote student well-being via the provision of social services.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR MARGHERITA TRAINING INSTITUTE

GENDER JUSTICE

Charter: We will

1. Create and sustain a social, academic and administrative culture that supports and promotes gender equality and justice.
2. Object to any form of gender harassment, unwelcomed approaches and implicit abusive communication, whether in print or through the electronic media.
3. Recommend and pursue appropriate actions of a corrective nature when gender justice is not evident.

Standards: We will

- Ensure that facilities and processes are in place to attend to gender issues.
- Display tolerance and empathy when addressing challenging gender issues.

