

MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY

Telephone: +255 (0)25 2502861or 2503016/7

Fax: +255 (0)25 2502302/0736608528

E-mail: vc@mustnet.ac.tz
must@mustnet.ac.tz

Website: www.must.ac.tz



P.O. Box 131,

Mbeya,

Tanzania.

ADVANCED PERSONNEL RECORDS MANAGEMENT, ARCHIVES MANAGEMENT, OFFICE MANAGEMENT AND CUSTOMER CARE SHORT COURSE ANNOUNCEMENT

Mbeya University of Science and Technology has organized a short course that aims at providing skills on Paper-based and electronic Records Management, Office Management and customer care so as to improve better service delivery to clients. The course will be conducted from **13th September, 2021 to 17th September, 2021** at **MUST- MBEYA**.

Course Content:

- Effective Communication skills and Report writing
- Customer Care and Complaints handlings
- Personnel Records and Archives Management
- E-Records
- Time Management
- Stress Management and Ethics for Public Servants.

The participation fee for the course is **Tsh 400,000/=** per person to cover the cost of training materials, Certificate, breakfast and Lunch.

Payments shall be made through **CONTROL NUMBER** upon applicant request.

Applicant should confirmation of your Participation before **10th September, 2021**.

For further enquiries contact the following coordinators:

- 0745073417
- 0713844849
- 0717308857