

# MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## 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 **14<sup>th</sup> June, 2021 to 18<sup>th</sup> June, 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 **11<sup>th</sup> June, 2021**.

For further enquiries contact the following coordinators:

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- 0713844849
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