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Customer Service offers an African perspective on the thorny question of customer care It challenges readers to reflect on the current challenges in Africa and how effective customer care can help to unlock some of the opportunities available in the continent It highlights the common problems organizations face in the continent and recommends ways of enhancing the principles of customer service Written in a reader friendly language the book also conscientises the readers and organizations to simple but often overlooked winning formulae in life customer service

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Humanity is an exceptional creation of God of Creation Human beings cannot destroy themselves without also destroying that part of their divinity that exists and participates in the action of bringing about the best possible future for this special world of existence God s Plan is the destiny of humanity revealed in prophecies from the remotest antiquity of human societies and whose destiny ever renewed is the Ultimate Plan of Redemption of Mankind God does not make mistakes and humanity s greatest mistake has always been to question the infallibility of its own Creator and by focusing on the errors of its own existence man has ceased to see himself as he truly is a supreme being when he chooses to be so and above all when he remembers that God lives in him All good ways lead to God while evil ways lead us away from His light and we know that every time we do wrong That is the great truth To do good is to act according to God s will or rather to walk carefully looking carefully at our steps and not looking back Javier Clemente Engonga 10 08 2021

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