

## Enhancing Service Quality, Faculty of Pharmacy Holds Training for Non-Teaching Staff

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Hospitality and quick service become the most important aspects of public service, including the service given in the university. In order to enhance the service quality for students, partners, or visitors, Faculty of Pharmacy UGM collaborating with Bank BNI Yogyakarta branch office held a training for non-teaching staff at Faculty of Pharmacy.

“All services at Faculty of Pharmacy have to be based on hospitality, all people have to get the same service indiscriminately,” said Head of Administration Office of Faculty of Pharmacy, Singgih Widodo, S.E.T., S.Sos., M.Si., on Wednesday (19/7).

He said the training was attended by as many as 35 non-teaching staff, consisting of Dean’s secretary, Department’s secretary, as well as the other non-teaching staff whose job is providing service towards students and visitors.

“There must be inter-departmental cooperation at the faculty to give hospitality and good service, particularly towards the students, thus they can feel comfortable to study at Faculty of Pharmacy due to the good and quick service,” he added.



Singgih further said through this training, he hopes a better cooperation could be built in order to build the good image of the faculty and the university. Moreover, after the training, he hopes there will be a service standard that can be implemented in the near future.

“In the near future, I hope there will be a service standardization that is implemented in all units at Faculty of Pharmacy,” said Singgih,

The same statement was also said by Andi Kurniawan, the manager of BNI service management for Yogyakarta region. Towards the training participants, he emphasised the importance of maintaining good attitude, gesture, as well as a good and friendly way of speaking whilst enhancing their work performance.

“Service is a fundamental thing which is required in every institution. In our office, we also train our staff to follow the service standard,” said Andi.

In this occasion, Andi presented several things of consideration for giving service, either in the hospitality aspects for visitors or answering a telephone call. He also gave an opportunity for the participants to practise the steps and gave feedback to them.

By following the right steps in providing service, according to Andi, it is expected to form a good image for the institution and make the stakeholders feel comfortable. Moreover, good service also can encourage target achievement as well as increasing reputation.

“Starting from small things such as greeting when answering the phone can build a good image for the institution. It can encourage their target achievement and increase their reputation,” he added.

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