KENYATTA UNIVERSITY

CAMPANILE
SERVICE DELIVERY CHARTER

OUR VISION STATEMENT
We intend to house the best museum and archival materials of Kenyatta University's history, heritage and culture from the beginning to no end and give a unique touring experience of its kind to our esteemed customers, throughout the seasons.

OUR MISSION STATEMENT
To be a unique centre that houses Kenyatta University's history and culture.

S/No.	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1.	Attend to general inquiries/ customer care	Clarity and courtesy	Free	Continuous
2.	Telephone, electronic communication and written communication Responding to written correspondence	Able to communicate in simple English and Kiswahili Receipt and acknowledgement	Free	Answer telephone in 10 sec, Letters within 7 days Email within working hours
3.	Commercial filming outside the campanile building	Approved and confirmation of payments through registrar CA	As per policy.	Within 1 week
4.	Access to reference books	Placement of an inquiry	Free	5-10 minutes
5.	Touring the building	Walk in/ Written requests encouraged through email or letters	As per policy	Dairy
6.	Reports	N/A	Free	Weekly
7.	Communication with registrar CA	Nil	Free	Continuous

We are committed to courtesy and excellence in service delivery.

Information/Queries/ Compliments/Complaints Contact: Campanile Assistant
EXT: 4299/ Tel 0208704299
Email: campanile@ku.ac.ke