

AGA KHAN UNIVERSITY HOSPITAL, NAIROBI

CITATION FOR HUDUMA BORA AWARD 2016

Date:	14th DECEMBER 2016
Venue:	LECTURE THEATRE
Subject:	CITATION FOR HUDUMA BORA AWARD WINNER 2016
Employee Name:	DR CHARLES OCHIENG – SENIOR HOUSE OFFICER, OUTREACH TOWN CLINIC
Outreach COO	AMAAN KHALFAN

Citation	Description
Impact of service	His level of professionalism while discharging his duties is commendable. Patients at the clinic have on many occasions specifically sought for his services. This has had a great impact on putting AKUH,N on the map as a quality medical service provider.
Quality of service	Excellent and consistent client rapport is evidently maintained. He will communicate with patients while exercising humility
Consistency of service	Consistency of world class service is maintained while he is on duty. Many a times patients have expressed their gratitude in writing as well as verbally
Provision of service that exceeds customer expectations	The level of customer service is exemplary. Virtues displayed are humility, friendliness and courtesy.
Innovation and creativity	His ability to recognize and manage medical conditions in a timely manner has exceeded expectation. His personal commitment to excellence has inspired fellow team members to push past mediocrity
Honesty and integrity	He appreciates and respects his seniors, peers as well as colleagues in the clinic. He is dependable and has played a major role in stabilizing the operations in the Clinic to the standards it is in today.

'LET US ALL WELCOME TO THE STAGE THIS YEAR'S CLINICAL HUDUMA BORA AWARD WINNER – OUTREACH DIVISION.....DR CHARLES OCHIENG'!

