

# UPNVJ Holds Service Excellence for Drivers

Thursday, 29 April 2021 15:46 WIB



**HumasUPNVJ** - As we know, *service excellence* is the best prime service to meet customer expectations and needs. So in essence, the success of the excellent service program depends on the alignment of abilities, attitudes, appearance, attention, action and responsibility in its implementation. With this in mind, UPN Veteran Jakarta held a special *service excellence* for leading drivers to support their excellent service. This activity was held at the Garuda Hall of the UPNVJ Faculty of Medicine, Thursday 29 April 2021 while still implementing the health protocol, namely continuing to wear masks, maintain distance and use *hand sanitizers* .



This activity invited Iptu Heru Waluyo and Brigadier Suryo Purnomo to provide material on the legal basis for being a good and right driver.

UPNVJ Chancellor, Erna Hernawati said that we, as employees, are obliged to provide good service, "We always aim to improve service quality. I want this activity to really be useful and of course it can be applied properly. Hopefully gentlemen can provide excellent service ". he said.



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