

Rudeness: Varsity should teach staff basic public relation tips

By Anvil Reporter

A visit to the University of Nairobi's finance office immediately reminds one of those rude and arrogant civil servants who litter public offices, always uncomfortable with their positions and view the press as sinister.

An encounter with one such prototype officer, after humbly introducing myself, attests to this. The officer quietly listened to my question.

Then, he became furious as if my question was malicious. "There are issues that are more serious to deal with than CHUNA," he said

angrily adding; "If you want to write something, go ahead and do so, but I don't see the need."

This was not the first time *The Anvil* is writing about CHUNA and basically for matters of fair play, we felt that the officer should put a few records straight.

It would have been a different matter altogether if it were a secretary being rude to me as they always are because their bosses have advised them to thoroughly vet all persons entering their offices.

It is a day-in-day-out phrase and not unusual to hear, "What is your problem?" from secretaries, as if all those who go to these offices have problems.

A friend of mine was forced to advise one specific secretary in the postgraduate office that he did not have any problem but he just wanted to see the director.

The friend advises me of a better phrase secretaries should use, "Can I assist you please?" Visit room 112 of the administration block and secretaries will tell you, "It is tea time. Can you come after we are through?" The question is: What is wrong and why? Somebody willing to act?

Mr officer, this is your story. Thank you to have prompted it anyway. Read the CHUNA story in our next issue.