



ETSAKO CLUB '81 Express

MAP OF ETSAKO



MAY, 2023

5th Edition

Vol. 5

The e-Newsletter of Etsako Club '81

FG LAUNCHES PASSPORT FRONT OFFICE IN AUCHI.



Our Very Own Chief Asamah Yusuf- Kadiri, SAN at the Official Commissioning of Auchi Front Passport Office.

NIGERIA IMMIGRATION SERVICE
AUCHI PASSPORT FRONT OFFICE COMPLEX AUCHI

WELCOME YOU TO

COMMISSIONING OF AUCHI PASSPORT FRONT OFFICE

GODWIN NIGREHASE ORASEKI
GOVERNOR OF EDO STATE

OGBENI RAUF AREGBESOLA
MINISTER OF INTERIOR

ISAN JERE IDRIS
NIGERIA IMMIGRATION SERVICE

NIGERIA IMMIGRATION SERVICE
Cordially invites you

To the

COMMISSIONING OF AUCHI PASSPORT FRONT OFFICE

THE BY
HONOURABLE MINISTER OF INTERIOR

OGBENI RAUF AREGBESOLA

DATE: 15TH MAY 2023 | TIME: 12:00 NOON
VENUE: AUCHI PASSPORT FRONT OFFICE COMPLEX AUCHI, EDO STATE
For enquiries: 0907 055 8114, 0883 606 1354



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TABLE OF CONTENTS

Editor's Corner	4
Customer Service Mistakes To Avoid As A Business.	6
May Birthday Celebrators	8-12
Photo Speak	14-20

18+
Drink Responsibly

SMOOTHNESS UNCAGED

INTRODUCING
THE NEW
TIGER DRAUGHT



ALWAYS BOLD. ALWAYS REFRESHING

ENJOY RESPONSIBLY. NOT FOR SALE TO PERSONS UNDER THE AGE OF 18

EDITORS

CORNER



ETSAKO CLUB 81 NEWSLETTER EDITORIAL FOR MAY EDITION

Hurray the month of May is gradually winding down signalling mid year 2023. The year and month that was dreaded by all. To God be the glory. In a few days God willing, the transition to new government should have fully taken place. We cannot but be grateful to God almighty for maintaining peace in our dear fatherland, our great country Nigeria with all the trepidation and anxiety of the General Elections and the presumed

aftermath.

On this edition of our e newsletter, we are glad to announce the donation to our scholarship scheme by Compassionate Listening Society based in Edmonton Canada. A non Governmental Organisation that has heeded to our call which has boosted the scholarship programme.

N' Etsako Yalo our slogan was fully exemplified with the Official Commissioning of Immigration Passport front office at Auchi. A sure sign of development to our land.

The Hospital Equipment for Awain/Idegun has been branded and engraved for onward delivery to venue. The items should be on an onward journey in the next few days to seal the project.

Our regular article on Health for the month switches to Customer Service in Business. Mistakes to avoid as a Businessman. The entrepreneurs have a lot to learn from this article to stay afloat in business.

We are glad to inform you that we have secured additional two advertisements for the e newsletter, Veleta wine from the stable of Intercontinental Distillers and Ebony Funeral Home.

If you say an array of amazing people are born in the month of May, you will not be wrong. Checkout the exquisite pictures in our photo gallery, you will truly understand the beauty of our Etsako as a people and the abundant natural and human resources.

Let us continue to shun hate speech and maintain peaceful coexistence as we prepare to embrace the incoming government. We pray the regime will liberate us from the shackles of hardship we have experienced in the past few years due to the economic crunch globally.

N' Etsako Yalo.

Happy reading.

+ Every Moment+ is Special with+ + VELETA+ SPARKLING FRUIT DRINK

Special moments are worth sharing with family and friends. With Veleta Sparkling fruit drink in **Red grape**, **White grape** and **Peach** variants, it is celebration to the fullest.



ARTICLE

CUSTOMER SERVICE MISTAKES TO AVOID AS A BUSINESS.

Customer service mistakes to avoid as a business

The problem with great customer service is that everyone seems to think they know how to do it — it's a piece of cake, right? Wrong.

Here are five of the most frequent customer service mistakes.

Failing to empower employees to assist customers

Exceptional customer service requires room for interpretation, with talented, well-trained and fully empowered employees serving as the interpreters — those who decode and manifest what exceptional customer service looks like in action.

And if they aren't authorised to deliver exceptional customer service, they won't.

Reactive customer service rather than anticipatory

I'm sure you're very familiar with the baseline customer service equation: when a customer asks for something, you provide it. That's being reactive.

And while there's value in this approach, it's not enough to make a customer feel special, mention it to a friend or give a shout-out on social media.

Convincing customers that they're wrong

All too often, I see customer-facing employees trying to convince customers that they're wrong — that they're wrong to try to check into their room early, wrong to request an upgrade and wrong to tell a waiter that their steak is overdone.

Abusing language use in interactions with customers

Don't ever think using the right language with customers is no big deal; it's practically the whole ballgame in some situations.

Getting the language right at your business is crucial; words are our primary communication. (In this case, „right“ means brand-appropriate, non-judgmental and empathetic.)

Thinking customer service training is a one-size-fits-all

Every company and context is different, and you can't reliably apply just one off-the-shelf program of customer service training and expect that and expect everyone to fully understand and retain the information you're providing to them. Whichever approach you take, an off-the-shelf, one-size-fits-all curriculum just can't deliver the value you expect.

So, if you're going to invest some serious time and resources in a customer service training program, make sure it's customised to your needs.

Before you know it, your organisation will be fondly remembered by customers long after they have experienced your iconic customer service.

Affordable Housing



PROPERTY DEVELOPMENT

We bring to bear our experience and expertise in developing luxury and state-of-the-art property for sale and for rent.



LAND/PROPERTY SALE

We specialize in the sale of lands and houses. We also offer flexible payment plans and incentives to make acquiring your property easier.



REAL ESTATE ADVISORY

We draw from our vast and deep knowledge of the Real Estate industry to give our clients the guidance and advisory services they require.



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LEKKI OFFICE

41, Freedom Way, Beside
Stanbic IBTC Bank, By
Ikate Round-About, Lekki
Phase 1, Lekki, Lagos.

ABUJA OFFICE

2 Agades Street, Off
Aminu Kano Crescent
Wuse 2, Abuja.

IBADAN OFFICE

26, Bolumole Bus Stop,
Old Napa Building,
Iyan Afani
Roundabout By
Challenge, Ringroad,
Ibadan.

ABEOKUTA OFFICE

48, Ademolu House Tinubu
Street, Ita-Eko, Oke Ilewo,
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MAY

Birthday Celebrators



Name : Mr. Tafa ZIBIRI-ALIU
(National 2nd Vice President)
Clan : Auchi
Village : Aibotse
Birthday : 2nd May
Employer : DEEPTRUST INV LTD
Position : MD
Member : Lagos Chapter



Name : Dr. (Chief) Ibrahim Bamidele
Emokpaire
Clan : Uzairue
Village : Iyuku
Birthday : 2nd May
Employer : Real Estate Management ; Dales
Meridian Estate and Management, Abuja
Position : MD
Member : Abuja Chapter



Name : Mrs. Zainab Kaka Owolabi
(Publicity Secretary)
Clan : Auchi
Village : Usogun
Birthday : 5th May
Employer : NNPC HQ, Abuja (RTD)
Position : CEO Zemmy water LTD
Abuja
Member : Abuja Chapter

MAY

Birthday Celebrators



Name : Mr. Shuaibu Abubakar
(Social secretary)
Clan : Uzairue
Village : Iyuku
Birthday : 7th May
Employer : Fashion Entrepreneur
Position : Creative Director
Member : Benin Chapter



Name : Mallam Nuruddeen Umaru
Clan : Uzaire
Village : Jattu
Birthday : 9th May
Employer : Open Door & Windows Ent Nig
Ltd.
Position : CEO/MD
Member : Abuja Chapter



Name : Mr. Bright Abu
Clan : Atte
Village : Odeda
Birthday : 13th May
Employer : Compmerica
Position : CEO
Member : Lagos Chapter

MAY

Birthday Celebrators



Name : Mr. Haliru Momodu
Clan : Auchu
Village : Utsogun
Birthday : 17th May
Employer : Banker
Position : Group Head Maritime and Logistics
Member : Lagos Chapter



Name: Col. Z.O. Shuaibu (Rtd) (Senior Member)
Clan : South Ibe
Village :
Birthday : 18th May
Employer : Retired
Position :
Member : Lagos Chapter



Name: Mrs. Amina Imaku (nee Afegbua) (Vice Chairperson)
Clan : Okpella
Village : Auwyemi
Birthday : 20th May
Employer : Nursing
Position :
Member : Americas Chapter

MAY

Birthday Celebrators



Name : Dr. Chris Itsede
(Past President)
Clan : Avianwu
Village : Iviochia
Birthday : 22nd May
Employer : Polar-Afrique Consulting
Position : Chairman
Member : Lagos Chapter



Name: **Mr. Yussuf Azegbobor Kadiri**
B Sc., BLL, M Sc., MBA & MPACurrent National
General Secretary. Former Treasurer (2020 -
2021), Former Financial Secretary (2017 - 2019),
Past President, Etsako Youth Club (EYC) an
Affiliate of Etsako Club'81.
Clan : Auchu
Village : Utsogun
Birthday : 24th May
Employer : Esteem Global Res. Ltd.
Position : CEO
Member : Lagos Chapter



Name : Barr. Patrick Inobemhe
Clan : Uzairu
Village : Apana
Birthday : 27th May
Employer : Legal Practice
Position : Principal Partner
Member : Lagos Chapter

MAY

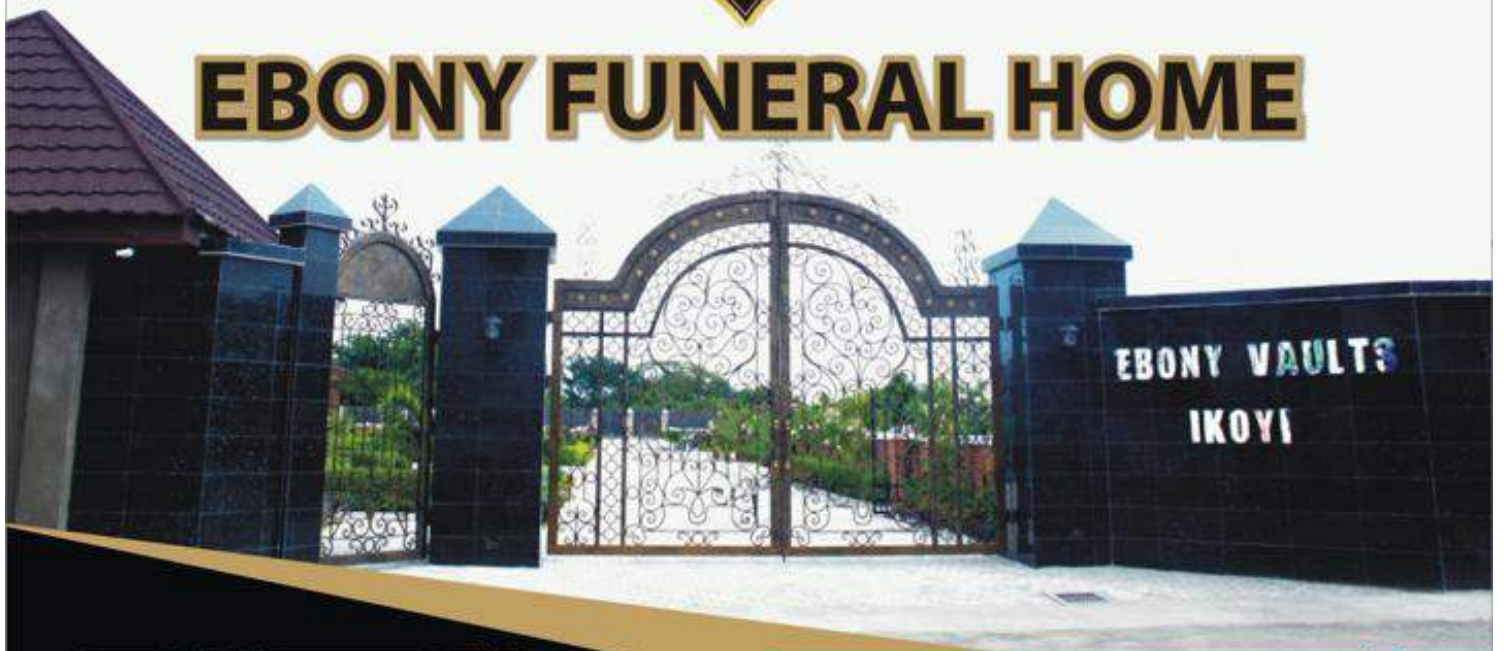
Birthday Celebrators



Name : Mr. Bonny Ogirri
Clan : Uzairue
Village : Ayua
Birthday : 29th May
Employer : Vine Oil and Gas Ltd
Position : GM
Member : Lagos Chapter



EBONY FUNERAL HOME



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ebonyvaultsikoyi@gmail.com,
hdehinde@yahoo.co.uk

W: www.ebonyfuneralhome.com,
www.ebonyvaultsikoyi.com



PHOTO

Speak



Presidential Routine Visits to Elders of the Club. The President, Dr Bala Yesufu paid a visit to Eramha P.P M.S Momodu in line with our Welfare Initiative of Routine Check on Elders of the Club. Recall, the President made similar visit recently to Eramha P.P Sylva Emoekpere.

N'Etsako Yalo!



WOW!!!What a Fantastic Delivery. P.P S.K Ilugbekhai was the Guest Speaker at our April PEP TALK.His presentation was Brilliant,very Insightful and Educative.

The ICING-on-the CAKE was his announcement of further DONATION of N500,000 to support the on-going construction of the Etsako Club '81 Afemai Cultural and Vocational Centre. Recall, P.P S.K.I donated N500,000 to the construction of the edifice last year. His gesture requires Emulation. Who is the SPIRIT moving NEXT ?

PHOTO

Speak



E.C '81 SCHOLARSHIP SCHEME.

The President Dr Bala Yesufu, presenting evidence of fulfilment of the donation of \$5,000(Canadian) to support our Scholarship Scheme by the Compassionate Listening Society(NGO), Edmonton Canada to Mr Bruno Oshoma, Chairman, Education Committee. Recall, Compassionate Listening Society(NGO) supported the scheme with \$5,000(Canadian) last year.



The Assistant Secretary Abuja Chapter, Dr Abass Abubakar is a grandfather now, as the Daughter who we graciously led into her matrimonial home a year back now just delivered a baby girl a fortnight ago. Congratulations to our member and Pray Allah will surely protect the home of the new couple. We Pray the the child will be of benefit to the family and the general Muslim ummah. Aamiin

PHOTO

Speak



Pic far left is Past Assistant Governor & President EC '81 Dr Bala Yesufu; Rotary District 9110 Governor, Rotarian Omotunde Lawson; Past Rotary President & VP1 E.C '81 Sir Greg Otsu and other Rotarians at the 2023 Rotary International District Conference in Abeokuta.



REDEEM OF PLEDGE BY INTERCONTINENTAL DISTILLERS LTD.

The Head of Marketing, Intercontinental Distillers Ltd, Mr Bolaji Alalade presenting "support package" to the President Dr. Bala Yesufu being contribution to the construction of the EC '81 Afemai Cultural and Vocational Centre and Production of our e-Newsletter.

PHOTO

Speak

And so what a resounding and powerful delivery of our past president with plaques presented as a mark of honour. Engr. S. K. Ilugbekhai was at his best.



PHOTO

Speak



In the Bus on our way back to Nig from Ghana this morning after playing two Games of football on Friday & Sat with our Accra counterparts. We enjoyed our time sha. But Ghana de expensive oooooh.

PHOTO

Speak



ABUJA BRANCH APRIL GENERAL MEETING:

L-R: Dr. Olufemi Imiegha, Host at Ovrum Restaurant; Dr. Lois Otse Adams, Publicity Secretary; Dr. Edidiong Udam, Eye Doctor and Guest Speaker, Hon. Usman Dauda, Chairman; and Comrade Eustace James, Vice Chairman. Photo taken after the Health Talk.

PHOTO

Speak



Refreshment after the Meeting. Supported by the Host, Dr. Olufemi Imiegha, CEO of Avrum Restaurant, Wines and Bar.

MY TIME IS NOW

