

## Abstract

Customer service is an integral factor in the success of any firm and therefore a great deal of professionalism is required of the provider with an ever-increasing competition. It is no longer enough to satisfy customers. You must delight them. A lot has been done to build a stronger customer focused culture through training programs which have been tailored to meet every customers need and ensure satisfaction. However there is still much that has to be done hence the reasons why the study sought to find out the factors that affect quality customer service in financial institutions in Kenya. Investigation was done to establish whether human resource factors such as training, staff motivation and job satisfaction, and product range affect the quality of customer service. The study recommendation was that Post bank need to continuously endeavor maintaining a motivated workforce.