

The Virgin Islands Consortium

Dept. Of Tourism To Host Customer Service Sessions In March

Business / **Published On February 19, 2016 09:57 AM /**

Staff **February 19, 2016**



Tourism stakeholders across the United States Virgin Islands are being encouraged to register for the Department of Tourism's upcoming customer service training sessions.

The sessions will be held on Thursday, March 3 at the University of the Virgin Islands' Great Hall on St. Croix, and on Friday, March 4 at Windward Passage Hotel on St. Thomas.

At each location, a general session will be held from 8:30 a.m. to 10:00 a.m. followed by a session for supervisors from 10:30 a.m. to noon. A four-hour professional development workshop for taxi drivers and tour operators will be held from 1 p.m. to 5 p.m.

The taxi and tour operator session will include a customer service presentation by an accomplished Caribbean business development professional along with presentations from the Office of the Governor on Americans With Disabilities Act Compliance, the Virgin Islands Police Department on traffic rules and safety, and a personal development session by the Virgin Islands Etiquette & Leadership Institute.

Sessions will focus on what makes Caribbean tourism powerful as participants discover the brilliance and potential of Caribbean people; key performance standards and how to work with confidence, honesty, and integrity in the service industry; how providing excellent service can result in job security and financial stability; and relationship values and their impact on quality of service.

Department of Tourism Commissioner Beverly Nicholson-Doty said the free training sessions are part of the Territory's ongoing efforts to enhance the delivery of quality customer service.

"We want all of our tourism stakeholders to be on top of their game when it comes to customer service," she said, explaining that there was no room for complacency in today's highly competitive environment.