

# ***Training Administration Division making Customer Service a Priority***

***All*** public officers have been targeted by the Training Administration Division (TAD) for Public Service Excellence Training, and according to Senior Training Officer, Mr. Winston Campbell, over six hundred front line officers from various departments have benefited from the exercise in the last financial Year.

***The*** Senior Training Officer also stated that he expected an additional six hundred (600) front line public officers to be trained in customer service skills by the end of this financial year, in addition, middle and senior managers will be undertaking specialized customer service training. Campbell further revealed that the overall aim of the training exercise is to enhance the knowledge and skills of public officers, as well as, improve efficiency and quality of service.

***Course*** Facilitator, Mrs. Maureen Earle of Earle and Earle Associates indicated that the course covered such areas as work attitudes, needs and motivation, quality of work and managing customers. She also stated that while her organization works primarily with private sector agencies, customer service skills were universal and essential for every facet of business.

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