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GTA CONCLUDES CUSTOMER SERVICE TRAINING WITH RAMADA PRINCESS HOTEL

- *Second year in a row Ramada hosts company-wide training*

5 April 2019 – Guyana: The Guyana Tourism Authority (GTA), in collaboration with the Caribbean Tourism Organization, recently concluded a 'Delivering Quality Service' staff training for the Ramada Princess Hotel located at Providence, East Bank Demerara. The training focused on educating the members of the establishment in customer service excellence, visitor welcome, and hospitality best practices to ensure all guests receive a high quality experience that meets international standards.

From March 26-28, 2019, fourteen members from various departments within the Ramada Princess Hotel took part in daily trainings from 09:00hrs – 15:00hrs. The trainings were designed to raise awareness of the importance of the tourism sector in Guyana. It also created an understanding of the role each individual person and organisation within the tourism industry plays in delivering quality service, the importance of first impressions and meeting customer expectations, and the value of each individual's personal brand, impact and attitude. The training was carried out by Ms. Davina Layne and Ms. Deborah Celmentson of the Travel Industry Development and Operations Division within the GTA.

This is the second year in a row the Ramada Princess Hotel has embarked on a company-wide customer service training. This illustrates the company's commitment to ensuring all of its guests and locals alike receive the best service quality available during their stay.

The GTA remains committed to elevating the tourism sector and will be hosting a series of training programmes throughout 2019 that were informed by a training needs assessment undertaken in May-June 2018. Those interested in receiving training or becoming Master Trainers are encouraged to contact Ms. Davina Layne at 219-0091 or davina@guyanatourism.com for more information.

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About the Guyana Tourism Authority

The Guyana Tourism Authority (GTA) is a semi-autonomous governmental organisation responsible for developing and promoting sustainable tourism in Guyana through collaboration with sister agencies and the tourism private sector in order to maximize local socio-economic and conservation outcomes and improve the visitors' experience. The GTA is focused on Guyana becoming recognized locally and internationally as a premier destination for protecting its natural and cultural heritage, providing authentic experiences, and maximizing local economic benefits.

For more information on Guyana's rich and diverse offerings visit www.guyanatourism.com or follow DiscoverGuyana on Facebook, Instagram and Twitter.

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