



Guyana Tourism Authority  
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## **GTA CONCLUDES CUSTOMER SERVICE TRAINING WITH IMMIGRATION OFFICERS**

*First session in a series of monthly trainings*

**10 April 2019 – Guyana:** The Guyana Tourism Authority (GTA), in collaboration with the Caribbean Tourism Organization, recently concluded the first of a five-month 'Delivering Quality Service' training with the Immigration Department of Guyana. The training focused on educating and empowering officers who interface with travellers and visitors in the areas of customer service, the visitor welcome, and hospitality techniques. The overall aim is to improve first impressions and the overall quality of visitor experience at all of Guyana's international ports of call.

From April 2-4, 2019, twenty-five (25) officers from various ports of entry and departments within the Immigration Department including Cheddi Jagan International Airport, Eugene F. Correia International Airport, Moleson Creek, Criminal Investigation Department, Parika and Immigration Head Quarters took part in daily trainings from 09:00hrs – 15:00hrs at the Officers Training Centre at Eve Leary, Georgetown. The trainings were designed to raise awareness of the importance of the customer services and hospitality in Guyana and the impact it has on incoming travellers and citizens returning home.

“The training created an understanding of the role each individual play in delivering quality service, the importance of first impressions, and the value of each individual's personal brand, impact and attitude,” explained Carla Chandra, Deputy Director of the GTA. “This initiative is helping to boost the quality of service at our various ports of entry, passport office and police clearance office and immigration staff as a whole.” The training was conducted by Mr. Marlon George, Trainer and Business Owner of Solution Pro Group Inc, and Ms. Deborah Clementson from the Travel Industry Development and Operations Division within the GTA.

The GTA remains committed to elevating the tourism sector and will be hosting a series of monthly training May through August 2019 in collaboration with Immigration Department. Those interested in receiving training or becoming Master Trainers are encouraged to contact Ms. Davina Layne at 219-0091 or [davina@guyanaturism.com](mailto:davina@guyanaturism.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](http://www.guyanatourism.com) or follow DiscoverGuyana on Facebook, Instagram and Twitter.

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