



**Remarks to be delivered by the Chief Executive Officer of
the National Initiative for Service Excellence - Kim Tudor
at the National Vocational Qualification Ceremony on
February 10, 2009 at the Hilton Barbados.**

**Minister of State, Ministry of Labour and Immigration - Senator the Honourable Arni Walters;
Chairman of the Technical and Vocational Education and Training Council**

- Dr. Hensley Sobers;

Executive Director of the Technical and Vocational Education and Training Council

– Mr. Trevor King;

**Representative of the National Council on Technical and Vocational Education and Training –
Jamaica - Mrs. Paulette Dunn-Smith;**

**Bennett's Facilities Manager and Coordinator for the local assessment centre for horticulture
at Sandy Lane – Mrs. Winifred Williams**

Chairman and Directors of the National Initiative for Service Excellence

Other representatives of TVETC, Assessors, Participating organisations, Awardees

Members of the Press

Ladies and Gentlemen...

On behalf of the Board of Directors of the National Initiative for Service Excellence let me say how delighted we are to celebrate with the Technical and Vocational Education and Training (TVET) Council, the participants and the assessors the culmination of the customer service pilot unit "**Give Customers a Positive Impression of Yourself and Your Organisation**".

Two of the primary goals of NISE are to ensure that national service standards are in effect throughout the working population and that every organisation has a set of service standards for customer interface. We were thus very happy to collaborate with the TVET Council one of our key partners to pilot this unit which for us is a major step in:

1. ensuring that customer service professionals have internationally-recognised certification in customer service

2. promoting adherence to national standards of customer service excellence
3. ...and certainly in conjunction with TVETC the development of a cadre of trainers and assessors who would have the skills to assess customer service across sectors as well as to prepare candidates to meet the national occupational standards.

As you recall in October last year, we celebrated then too, when four NISE Assessors were among the first Barbadians and indeed among the first within the Caribbean to be awarded the National Vocation Qualification (NVQ) in Assessment.

We continue to stress that systems also have to be put in place to support and sustain customer service excellence and a very necessary complement is the implementation of Service standards, both procedural and behavioural, to guarantee consistency in the customer's service experience over time. Setting service standards removes uncertainty, ambiguity, any misunderstanding about what the service provider must do during customer interaction and ensures consistency in the quality of service delivery to both internal and external customers. We also have to focus on continuous process improvement and the implementation of quality management systems, services NISE provides for our clients.

NISE also focuses on the development and distribution of materials to provide the working knowledge in line with the customer standards and prior to the launch of this pilot we published a **Best Practice Guide for Customer Service Professionals**. This publication reflects the knowledge, understanding and skills requirement of the National Occupational Standards for Customer Service Level 2 and is used extensively in all of our training programmes. This year we will be publishing the local version of the Best Practice Guide for Customer Service Team Leaders which covers all the knowledge and skills requirements for supervisors and managers of the National Occupational Standards for Customer Service Level 3 to effectively manage customer service.

Participating companies and awardees we wish to thank you especially for seeing the programme through to the end. These companies represent a wide range of services across the

customer service sector – small and large organisations. I take this opportunity to recognise the management and candidates of:

- Automotive Art
- The Barbados Light and Power Company Ltd.
- The Barbados Postal Service****
- BB Insurance Services Limited
- Duty Free Caribbean
- Khadija's International Beauty Salon & Scalp Clinic
- Moods & Options
- The Palm Beach Group
- Royal Bank of Canada
- Sandy Lane
- Trident Insurance Company Limited

Since the programme is assessment-based, it requires commitment and responsibility on the part of the candidates as well as the management of the participating organisations to ensure there is proper reporting and completion of portfolios to demonstrate competence. We commend the candidates and their supervisors for seeing this process through to the end. This process helps to reinforce the best practices of service excellence and can be valuable experience for the development of organisational service standards.

We sought to have NISE established as an assessment centre for individuals who might be unable to be assessed through their places of work and therefore individuals who work with small businesses, the self-employed, the unemployed and other individuals who so desire can seek assessment through NISE.

We look forward to expanding the assessment centre and working with TVETC to roll out the full Customer Service National Vocational Qualification.

Thank you.