

ABHTI & ABTB STRENGTHENS PARTNERSHIP TO ENHANCE SERVICE AMBASSADOR PROGRAMME



(Left to right. Hubert Jarvis – General Manager ABTB, Josette Payne – MVIC Supervisor ABTB, SherryLaine Bowens – Project Officer ABTB, Linell Lovell West – Chief Licensing Officer ABTB, Shirlene Nibbs – Chairperson ABHTI Board of Directors & Raynel Carroll – Executive Director ABHTI)

ST. JOHN'S, (June 18, 2024) – The Antigua and Barbuda Hospitality Training Institute (ABHTI) and the Antigua and Barbuda Transport Board (ABTB) met to discuss enhancements to the existing Service Ambassador training programme for taxi drivers.

The meeting, attended by representatives from both organizations, focused on key areas of the training programme. The aim is to equip taxi drivers with the skills necessary to deliver exceptional service to visitors and locals, enhancing their overall experience. This ongoing collaboration emphasizes consistent service excellence, within the hospitality and tourism sectors.



"Collaboration is key to making a significant impact," stated Hubert Jarvis, General Manager of the ABTB. "We are happy to continue this valuable partnership with the ABHTI. Completion of the Service Ambassador training is a requirement for attaining the taxi driver licence."

"Training, development and awareness are areas core to our mission," said Shirlene Nibbs, Chairperson of the ABHTI Board of Directors. "By equipping taxi drivers, we contribute to industry excellence, as taxi drivers are usually the first and last points of contact. We are committed to evolving our programmes to meet the hospitality sector's needs."

The three-week programme covers one module per week, focusing on key aspects of a taxi driver's role. Modules include introductions to hospitality and tourism, quality customer care, and island knowledge.

An updated completion requirement will assess attendance and punctuality, deportment, and other factors. Upon completion, participants receive a Service Ambassador certificate valid for three years.

Individuals interested in becoming certified Service Ambassadors are encouraged to contact the ABHTI for more information.

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