



Different hospitality supervisors and managers posing for a photo in front of the BNPC premises at the end of their training



Participants doing a group exercise at the Customer Care training held at BNPC



The BURS, Botswana Police Service and Immigration participants completing the action planning sheet



Participants of the tourism personnel listening and taking part in the proceedings of the training

# SERVICE QUALITY TRAINING HAS TAKEN TOURISM TO GREATER HEIGHTS



**BOTSWANA NATIONAL PRODUCTIVITY CENTRE**

The Department of Tourism (DoT) and Botswana National Productivity Centre (BNPC) partnered to improve Customer Service at all tourist touch points around the country. This was informed by the Tourism needs assessment study which was conducted. The World Travel and Tourism report also confirmed the fact that service provision in the tourism sector in Botswana was lacking. This initiative aimed at empowering service providers with acceptable customer service etiquette that is internationally recognised. This would in turn contribute to improving the country's productivity as well as its low rankings in the Global Competitiveness Index (GCI).

Until she attended the training, Ms Tebogo (not her real name) had little customer service skills, despite the fact that she has been in the tourism industry for several years and was expected to serve some of the most discerning international customers. "It's my first experience! I wish more of these trainings could be done. I look forward to taking this knowledge and using it to make service improvements in my establishment," she said. Her sentiments confirmed her lack of knowledge on issues of service quality and this observation was made by most participants who attended the training. When asked to make recommendations, Mr Stephen, a taxi driver said "if competitions were made to see who excels in providing good service and rewards given, other taxi drivers would be motivated to provide excellent service". He further emphasised that by so doing, this would make this customer service training yield good results in the public transport industry.

The training covered concepts in Smart Work ethics, Understanding Tourism, mindset change, quality service, and service recovery that equipped service providers with good work conduct; never to allow their attitudes and feelings to dictate how they offer services, and also to develop professional relationships with their customers.

Personnel from various sectors that impact directly on tourism were included in this training. These sectors are the transport sector with main focus being on taxi drivers; The Department of Veterinary Services at various veterinary gates; Personnel from The Botswana Police Service, The Botswana Unified Revenue Services, and The Department of Immigration at points of entry into the country; and selected filling stations.



Facilitator Ms Motoane facilitating at Kasane Police Boardroom



The taxi drivers listening attentively to the facilitator.



Tourism personnel participants interacting in a group discussion



environment, wildlife & tourism  
MINISTRY



thinking 2016



Mrs Mdluli facilitating at the Sese veterinary gate. The participants comprised of the Botswana Police Service, the Department of Wildlife and Department of Tourism employees who all work there



BNPC facilitator Mr Onalethata Chwene clarifying assignments to a group during the training of the Police Service, Immigration and BURS



Maun Tourism managers participating in a group discussion at a training held at Centre Lodge in Mau



Managers during a Smart Work Ethic exercise in Maun



The taxi drivers posing for a photo at the end of their 3 days training, seated in the centre is Mrs Mdluli the facilitator