

# VANUATU TERMINAL SERVICES (VTS) - ORGANISING CUSTOMER SERVICES TO MEET CUSTOMERS EXPECTATION TRAINING

Vanuatu Chamber of Commerce and Industries (VCCI) through its Business Development Services (BDS) Unit have just completed a competency based Customer Services Training to the Vanuatu Terminal Services (VTS) Officers.

The Management of VTS has revisited its in house capacity and realized that there's a need to strengthen its customer's services. Hence Operational Officers including Supervisors were nominated to attend the training.

There were a total of eleven (11) participants that attended this training. The training took place from the 17<sup>th</sup> to the 20<sup>th</sup> September and off course from the 24<sup>th</sup> to the 27<sup>th</sup> September 2018 at the VTS Training Room. The training focuses on incorporating interactive discussions between participants and topics covered were in reference to the current VTS services offered that deals directly with internal and external customers. It also highlights the importance of the operational plans and its alignments to the divisional manuals to achieve organizational goals.

Positive and critical feedbacks were provided by the participants at the end of the training. All participants left the training with their Statement of Completion award and sense of achievement up skilled levels of motivation to strengthen their Customer Services skills within their departments and the organization as a whole

Vanuatu Chamber of Commerce has a very proactive Business Development Services Unit that is always available to help business houses in terms of training in all areas. Please feel free to contact the office by phone on +678 27543/7123967/5329377 or email [trainingbds@vcci.com.vu](mailto:trainingbds@vcci.com.vu)

You can also access information on Vanuatu Chamber of Commerce and Industry (VCCI) website at [www.vcci.com.vu](http://www.vcci.com.vu)