

Sanma tour operators preparing for tourism influx

Compiled by Anita Roberts

FORTY-TWO TOUR GUIDES ON SANTO will be graduating tomorrow (Friday, 17) with statements of attainment for successfully completing a Certificate I in Tourism (Tour Guiding).

On the same day, 26 tourism transport drivers will also be receiving certificates of attendance for completing a customer service workshop on improving customer skills.

The 42 tour guides went through a 10-day program tour guiding facilitated by the Australian Government funded 'Skills for Economic Growth Program' of the TVET Program, in partnership with Torgil Rural Training Centre (RTC) and the Sanma Tourism Department.

They undertook training and assessment on accredited units covering topics such as improving tour products, increasing knowledge on Vanuatu as a destination, providing tourist information and assistance, implementing safety measures for tourists, road and vehicle safety and visiting tourism support service providers.

Participants will now be able to



Tour guides and trainers inside Santo Travel Office

provide destination advice, develop and maintain a good level of general knowledge required for guides, and follow workplace, health, safety and security procedures.

They also went through a first aid workshop delivered by Vanuatu College of Nursing Education, and

facilitated by the Skills for Economic Growth Program

Through this workshop, participants have acquired skills and knowledge to provide life support and management of casualty during incidents.

The 26 tourism transport drivers

participated in a 4-day Tourism Driver Customer Service Workshop. Participants were local tour operator drivers, bus and taxi drivers in Sanma Province.

They learned about the importance of their role as tourism drivers, how to conduct themselves in a professional

way, communicate and providing appropriate customer service.

The Sanma Skills for Economic Growth Centre Manager, Jonas Masovish, said: "Sanma Province is on the cusp of a tourism boom to its economic level with the extension and rehabilitation of the industrial ports, as well as the planned airport services.

"The series of TVET Centre skills workshops over the last two years has helped tour and activity operators as well as transport services to provide quality service as expected by tourists.

"It is timely that graduates and workers in the industry change their mindset and apply skills gained during these trainings for the good of Sanma province."

Tour guide participant, Rex Issachar, said the training really help them to increase their level of professionalism and understanding of how to better communicate with visitors.

This training was part of the overarching partnership framework between the 'Skills for Economic Growth Program', the Department of Tourism and Sanma Land Transport Association.