



**Government of the Republic of Trinidad and Tobago**  
**Ministry of Tourism**

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24 May 2018

**MEDIA BRIEF**

The Ministry of Tourism in collaboration with the Ministry of National Security will be hosting two (2) workshops entitled 'Tourism Capacity Building Sessions for National Security Officers, on Thursday 24th May and Friday 25th May 2018. The workshops will be held at the Ministry of Tourism, Level 9 conference room, from 8:15am to 4:30pm.

**Rationale**

Visitor safety and security are vital to providing a quality tourism experience. More than any other economic activity, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. National Security Officers which include personnel such as Customs and Immigration Officials, Police Officers, and Port Officials of Trinidad and Tobago are seen to be front liners in developing the first impression for a visitor's experience and are therefore critical stakeholders to achieving national tourism goals.

It is therefore critical to sensitize these authorized personnel on the importance of tourism in the country, symmetry on handling guests at the destination's borders, and the safety and security requirements of visitors. Imperative to this training would be developments on intervention strategies and case studies on safety and security initiatives that have proven successful at various island destinations, as well as, to sharpen the service quality capacity of national security officers, who are the first point of contact for international visitors, without diluting national security mandates.

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**For additional information, please contact:**

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Additionally, these sessions will endorse a visitor-centered approach to processing travelers with a view to creating an exceptional customer service experience and stimulate a customer service culture in the minds of participants. At the end of the training, it is anticipated that national security officials would view themselves as service ambassadors to destination Trinidad and Tobago.

## **Objectives**

The objectives of the “Tourism Capacity Building Sessions for National Security Officers” are:

1. To promote hassle-free entry into the destination by providing training on developing a customer-centric mindset;
2. To endorse neutrality when processing visitors;
3. To educate participants about the importance of visitors to destination Trinidad and Tobago;
4. To assist in minimizing unethical tourism practices;
5. To highlight case study examples on safety and security initiatives of the Region;
6. To stimulate understanding on the diversification thrust of tourism, as a catalyst to increasing economic development of Trinidad and Tobago.

## **Target Audience**

The following officials will be in attendance:

- Organized Crime Intelligence Unit (OCIU);
- Detectives;
- Special Branch Police;
- Customs Officers;
- Immigration Officers;
- Port Officials;
- Airport Officials.

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