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PRESS RELEASE

Frontline Officers at Ministry of Natural Resources Complete Customer Service Training

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From July 29 to 30, 2021, the Ministry of Natural Resources, Petroleum and Mining, through the Customer Service Unit, held an interactive consultation and training session for customer service officers countrywide.

The session was in line with the ministry's strategic priorities of improving the quality and delivery of services and building a strong organization with a highly competent and motivated staff. Frontline officers were sensitized about the importance of uniformity and the standards of service delivery. Performance expectations were clearly established for the general operations carried out by each front desk officer through the development and implementation of a Front Desk Policy.

Frontline officers are expected to always deliver outstanding service to the public, keeping in mind that priority service is given to golden citizens, customers with disabilities, pregnant women, and customers with young children.

To improve the quality and delivery of services at the ministry, several changes have been implemented. These include:

- Improvement of the waiting area at central headquarters;
- Implementation of digital ticketing system;
- Renovation of front desk area;
- Cross-training of frontline workers;
- Information desk and Front Desk Policy;
- Improved service delivery at Land and Surveys district offices, etc.

With feedback from 44 participants, a successful training was held. It is expected that customer service officers will focus on improving the quality of services delivered at the ministry. The training will be followed by a series of targeted Customer Service workshops.

Present for the training were Hon. Cordel Hyde, Deputy Prime Minister and Minister of Natural Resources, Petroleum and Mining; Dr. Lesbia Guerra Cocom, CEO in the ministry; Mr. Talbert Brackett, Commissioner of Land and Surveys Department; and Ms. Nelda Tulcey, Deputy Commissioner of Land and Surveys Department.

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