



PNG PORTS CORPORATION LIMITED
HEAD OFFICE, STANLEY ESPLANADE, PORT MORESBY
PO BOX 671, PORT MORESBY, NCD, PAPUA NEW GUINEA
TELEPHONE: (675) 321 1400, FACSIMILE: (675) 321 1546
E-MAIL: enquiries@pngports.com.pg, WEBSITE: www.pngports.com.pg

MEDIA RELEASE

19th March, 2009
For immediate release

Alotau Port Staff under-go Customer Service training

Alotau Port Staff recently attended a Customer Service (part 1) training workshop facilitated by Operation Trainer Mr. James Rawali in Alotau, Milne Bay Province.

The purpose of the training is to raise awareness on the importance of customer service and present strategies for delivering improved levels of customer service within the organisation.

This training is for all PNG Ports employees to enhance their delivery of and knowledge in 'quality of customer service' to meet and exceed the expectations of PNG Ports customers. Head Office staff including those from the Port Moresby Port took the lead in under-going similar in-house training last year.

The training program will be expanded to the other major ports of Lae, Kimbe, Madang, Rabaul, Wewak and eventually to all smaller ports.

On completion of the course all course participants should be able to; describe how important good customer service is, identify who PNG Ports customers are and what they expect from the organisation, provide some examples of quality customer service and identify how PNG Ports can provide to its customers, explain why internal customers are important, demonstrate how effective communication can improve customer service and demonstrate use of the telephone as an effective communication tool.

PNG Port's Human Resource Department's training section advised that the Customer Service Part 11 course will soon start with the IT and Finance Departments followed by other Head Office Departments and all its ports.

The PNG Ports training section is also busy running the Port Development Program (PDP) initiated by PNG Ports under its Training & Skills Development. It is a Certificate in Port Development Program, Units C.1.1 *Introductory course to Port Operations*, Unit C1.2 & C1.3 respectively.

The PDP course has been running since 2002 for the purposes of creating awareness to PNG Ports employees about the industry they work in. The first course unit is a prerequisite to the other 30 units offered as per the course manual.

All PNG Ports in-house training programs are in line with PNG Port's Management's strategy in moving the corporation to a 'Learning Organisation' continuously improving work culture and service commitment in all its sixteen declared ports within PNG, transforming each port to a sustainable business entity, with totally customer focused mindset.

PNG Ports Management further set targets to accurately identify operational gaps to develop a better understanding of its performance which includes benchmarking against other ports within the region.

Such training initiatives are in line with PNG Ports institutional strengthening and capacity building activities which continues to take the leading role and which is aligned with the Transport Sector Support Program and the Government of PNG's capacity building programs. Investing in staff training and mentoring is highest priority and has committed funding through a healthy training budget in 2009.

Authorised by:



BRIAN RICHES
Chief Executive Officer

For more information please contact:

Mrs. Ethel Namuri
Public Relations Officer Tel. 321 1400 or 308 4289



Alotau Port Staff during their refreshment after the Customer Service training facilitated by Mr. Operation Trainer Mr. James Rawali (standing far right).
Pictures by: Mary Kalebo, Alotau Port.



Customer Service Course Facilitator Rawali James is presented with a mat as a token of appreciation from the Alotau Port Staff.