

2016



WELCOME REMARKS

**Delivered by Mr. Warren Solomon
Chief Executive Officer (Ag.)
Tourism Development Company Limited**

**Quality in Tourism Stakeholder Forum
August 24th, 2016
9:00am
Cara Suites Hotel, Claxton Bay**

- **Mrs Vidiah Ramkhelawan, Permanent Secretary, Ministry of Tourism**
- **Members of the Board and Management of the TDC and the Ministry of Tourism**
- **Ms. Sandy Sawh, Industry Standards Specialist, TDC**
- **Mr. Norris Clement, Training and Development Specialist, TDC**
- **Representatives of all Stakeholder Organisations, State Agencies and NGOs**
- **Specially Invited Guests**
- **Members of the Media**
- **Ladies and Gentlemen**



Good Morning.

It is my pleasure to welcome you all to the Quality in Tourism Stakeholder Forum, here at the lovely Cara Suites Hotel in Claxton Bay.

It's great to be in the South land this morning. I relished being able to drive against the traffic and I am sure that those of you who have to face the westbound traffic into Port of Spain shared my elation on the way here this morning. Simple pleasures they say.

The Tourism Development Company is mandated to develop and market Trinidad and Tobago's tourism product. A large part of our product development mandate is ensuring that the quality of our products meet or exceed customer expectations, and the TDC has implemented several programmes over the years to ensure high standards with respect to accommodation, access, attractions, activities and amenities.

While these programmes have experienced major successes that add to the value of our overall tourism product offerings, the



industry faces a number of challenges, which you will hear about as today's proceedings progress.

I know that some of you may think that your organisation is not directly connected with the tourism industry, but as our Minister of Tourism, the Honourable Shamfa Cudjoe often says, tourism is everyone's business. You were invited here today because we believe that by working with you, through the organisation you represent, we can achieve the synergies required to successfully address the quality challenges in the tourism industry.

On that note, I take this opportunity to thank you for your participation in today's forum. I wish us all a fruitful and productive day as we work together to improve the quality and standard of our tourism product.

Thank you.