



CS DIGEST

Vol 1 Issue 4

The Institute of Customer Service Newsletter



THE JOURNEY TO EXCELLENCE

THE DOMINICA INSTITUTE OF CUSTOMER SERVICE

"2021 - The Great Year of Opportunity" Move your Career Ahead !

DIOCS CELEBRATES COURTESY MONTH WITH SCHOOLS AROUND THE ISLAND

ALL SMILES AT THE HIGH PERFORMANCE SERVICE PROFESSIONAL TRAINING

DIOCS PRESIDENT CELEBRATES WITH DEXIA FOR THEIR 35TH ANNIVERSARY



**JOIN US !
AT THE SERVICE EXCELLENCE AWARDS
OCTOBER 8TH. KEMPINSKI AWAITS**




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DIOCS CELEBRATES COURTESY MONTH!

The Dominica Service Institute recently embarked on a Kindness campaign dubbed Courtesy is Kindness. This campaign was the first in a series of strategic engagements among local youths. Courtesy month was implemented as a pilot project by Institute staff in collaboration with Advisory Committee members. The goal of this campaign was to encourage new-agers, and school aged youths to make a habit of kindness.

The Institute visited a total of six schools making presentations and engaging students to make a habit of kindness, by taking care of their network of friends. Courtesy month was celebrated throughout the month of June utilizing the catch phrase "Courtesy is Kindness"



THE HIGH PERFORMANCE SERVICE PROFESSIONAL TRAINING EDITION 1 KICK OFF AT UWI-OPEN CAMPUS



On the 22nd of June The Dominica Institute of Customer Service hosted Edition 1 of the High Performance Service Professionals Training Event for Service Professionals in the Banking and Financial Services Sector. The training event was an initiative of the Dominica Institute of Customer Service and was jointly facilitated by the Director of Outsource Development, Mrs. Natasha Yeeloy-Labad and Mrs. Annette Lestrade owner of 767 Compliance. This dynamic training session was held at the UWI open campus. Front line staffers and service managers attended from the Fast Cash team, Big Edge Financial and the National Development Foundation of Dominica. The Institute continues to work towards embedding a culture of service nationwide. This ambitious undertaking of individual service professionals hold the Dominican dream in high esteem. Please join the DIOCS in congratulating the excellence of service professionals and who continue to work towards the transformation of our Island into a haven of service excellence.



DEXIA 35TH ANNIVERSARY CUSTOMER SERVICE PRESENTATION

During the month of July the Institute joined The Multipurpose Packhouse (MPPH) of Dexia to celebrate its 35th Anniversary, under the theme "Forging ahead with Agriculture, Service and Trade". The Dexia Team undertook an exciting customer appreciation activity in celebration of client stakeholder's many of whom were local manufacturers, farmers and exporters. The Customer Service Appreciation day hosted by DEXIA, was facilitated by the Dominica Institute of Customer Service. Certified Customer Service Trainer Mrs. Natasha Yeeloy-Labad. Mrs. Labad, President of the Institute shared an exciting and spirited presentation on how it was possible to manage successful farming enterprises utilizing customer service as a winning strategy and core business principle. Mrs. Labad who is also a SPIN-Farmer (Small Plot Intensive Farmer) operating an organic backyard garden space also encouraged farmers to continue to support the vision of the Agency saying that the DEXIA team was "sincere in its commitment to the development of Agriculture, Service and Trade" and that it was possible to expect continued development if they too could commit to service excellence in Agriculture, Service and Trade.





THE 2021 SERVICE EXCELLENCE AWARD CEREMONY

This coming October 8th at 6:00pm the Dominica Institute of Customer Service will host its very first Service Excellence awards at the Kempinski Resort & Spa. In celebration of customers service professionals, members of the Institute, and local business for their efforts in service excellence! The Institute wishes to extend an invitation to the local business community and service professionals all across Dominica to help us join forces in recognizing the efforts of deserving service professionals who make a difference everyday in making business better for all of us. You now have an opportunity to say thank you by nominating your your favorite service organizations, departments, and service professionals for any category of the Institutes Service Excellence Award. Join us this coming October as we recognize organizations and individuals who have gone above and beyond during these challenging months. The Service Excellence Awards will position your organization for recognition as a leader in quality service delivery and spotlight you or your team for implementing customer service innovations and strategies.

HERE ARE THE AWARD CATEGORIES

Individual

Service Star Award
Security Custodial Service Star Award
Fire Starter Award
Customer Experience Champion Award
Student Award
Customer Service Manager Award
Customer Service CEO Award
Public Service Award
Developing People Award

Business

Service Excellence Award
Best of the Best Award
Best Customer Service Innovation Award
Customer Service Star Award
Service Culture Award
Sustainable Customer Service Award

[**CLICK HERE TO NOMINATE OR TO PURCHASE A TICKET \(TICKETS ARE LIMITED\)**](#)

