



Under the aegis of the Ministry of Education & Human Resources

PRESS RELEASE

Empowerment of Airport Taxi Drivers: Award of certificates ceremony

The tourism sector plays a fundamental role in the economic development of Mauritius. In an increasingly fierce competition to appeal to tourists, a right image of the country goes a long way in attracting quality visitors from abroad as well as repeat tourists. For many tourists, taxi drivers are their first point of contact and as such it is important that taxi drivers are able to share knowledge and accurate information in a professional and friendly manner. The service provided by taxi drivers reflects on the image of the destination.

In this context, the HRDC has identified a training programme targeting 89 taxi drivers at the airport who would be empowered with skills other than driving. The training would help elevate the airport's taxi drivers from a point-to-point service to one in which drivers would be the "ambassadors" for Mauritius. With the opening of the new passenger terminal at the SSR International Airport, the training of airport taxi drivers will add to revamping of the airport services.

The training programme was designed and run in collaboration with Sir Gaetan Duval Hotel School from 17 August 2013 to 13 September 2013. The course content covered topics ranging from self management – grooming and appearance to customer care; basic first aid; routes and landmarks; rules and regulations; and defensive driving.

An award of certificate ceremony was organised on Thursday 19 September 2013 at Preskil Beach Resort, Pointe Jerome, Mahebourg for taxi drivers who have successfully completed the training. Dr. The Honourable Vasant Kumar Bunwaree, Minister of Education and Human Resources, was the Chief Guest.

Human Resource Development Council

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