



Government of Antigua and Barbuda
Ministry of Tourism & Civil Aviation
Queen Elizabeth Highway
St. John's, Antigua
Tel#: 1-268-462-0651/462-0787/463-9522/3
Fax#: 1-268-462-2836/1-268-462-6398

November 22, 2006

Debbie Thomas CSEP
Certified Special Events Professional
Hospitality Trainer and Catering Consultant

Dear Debbie:

Thank you so much for the superb job you did in delivering and facilitating the recently held training programme targeting our Food and Beverage employees – Managers, Supervisors, Owners of Independent Hotel/Restaurant and Independent Caterer.

A quick review of the completed Evaluation Forms revealed that the participants were very complimentary of the programme and the manner in which it was delivered. Their verbal feedback gave me a strong sense of satisfaction and much optimism as it relates to their commitment to raise the bar in the delivery of service and to continue their relationship through the process of networking.

I received your recent e-mail with attachments including your Report on the School for the Service Arts, F&B Training Programme. Thank you so much for your feedback.

Debbie, it was a real joy meeting you and to have had the opportunity to sit through and be an actual participant in some of the hands-on-exercises during the training programme. I have increased my knowledge and skills in the area, and feel confident enough to share such new information gained.

I will be following-up on the participants' proposal to keep together and meet regularly as to discuss their challenges and find solutions as they strive towards managing and delivering quality service to enhance the tourism product of our Antigua and Barbuda.

Best wishes

Cynthia G Simon
Manager
Tourism Education, Training and Awareness

cc: Ms. Kim Osbourne, Director, Tourism Unit, OAS Washington Office
Ms. Lorraine Headley, Director General of Tourism
Hon. Harold Lovell, Minister of Tourism and Civil Aviation