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Palau Visitors Authority
Medalaih, Koror
Palau 96940

TO: DIAZ BROADCASTING/ EPFM87.9 / PWFM 89.9 / KRFM 88.9 / Tia Belau / Kambes Kesolei / Bernadette Carreon

In efforts to further progress and enhance Palau's service industries, two free trainings covering emergency response and customer service were conducted on December 27th at Palau Community College (PCC).

Mr. Darren Burrier and Mrs. Tes Reyes- Burrier, husband and wife team with over 35 years of experience traveled to Palau to provide free trainings on First Aid, Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), and Customer Service. Mr. Burrier is an Assistant Fire Chief of the Guam Fire Department and Mrs. Reyes-Burrier is the Director of Food and Beverage at the Lotte Hotel Guam.

This one-day event brought forth the fundamentals of customer service, first aid, CPR, and AED, accompanied with real-life experiences. The trainings brought over 40 participants from the Bureau of Customs & Border Protection Officers, Palau Public Utilities Corporation (PPUC), Palau Visitors Authority (PVA), Environmental Quality Protection Board (EQPB), VIP Hotel, Rock Island Café, Coconut Hut, Palau Royal Resort, Palau Tourism and Hospitality School of Excellence, Airai State representative and tour guide, Ngarchelong State representative, and Ngaraard State representative.

These trainings were achievable thanks to the collaborative effort of various organizations: PATA Micronesia Chapter, Palau Community College, United Airlines, SBDC Palau, Palau Royal Resort, Guam Visitors Bureau, and Palau Visitors Authority. We express our deep appreciation to all who made this event possible most especially, Mr. Daren Burrier and Mrs. Tes Burrier for their support, time, dedication, and sharing over 35 years of knowledge, to which holds tremendous value to Palau's growth and development in the service industry. What a way to end 2018 and welcome this new year!

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