

# Committed to customer care



*The following is the New Year's message by Postmaster General Michael Gentles, who is also chief executive officer of the Postal Corporation of Jamaica.*

THE NEW Year begins with my kudos to the postal team regarding their efficiency over the recent Christmas holiday. This results from a dedicated staff as well as our involvement in the Caribbean Postal Union's special Christmas mail project. Thus, our global arrangements augur well as our core business is mail communications.

## FURTHER DEVELOPMENTS

Further developments are being pursued within international arenas that are expected to significantly develop our capabilities. These will

be outlined in due course.

We remain committed to revising and devising strategies that positively impact operational efficiency. The focus on high-quality customer service has been reaping benefits, so do not be surprised if, upon visiting us this year, a customer service representative asks for your feedback regarding our service.

The human resource element is a critical factor in delivering service quality. Our dedicated staff is led by capable senior managers. The alliance with training entities – especially the Management Institute for National Development and training agency HEART/NTA – has already begun to pay dividends. Based on positive feedback regarding the improvement in customer care, the emphasis on staff training will therefore continue.

Scotiabank's recent announcement of a special mortgage provision for government workers is commend-



GENTLES

able, and the bank's management is to be heralded for this bold step. Further to this, however, it is hoped that efforts to create other benefits for postal workers, such as a special schemes and mortgage rates from the National Housing Trust, discounts on tuition fees at universities and other tertiary institutions, among other pursuits, may bear fruit.

Jamaica's postal service is ready to provide its range of services to

more businesses, and will be expanding its offerings throughout 2007, with the soon-to-be-introduced 'ZIP'-branded courier service.

Thanks to the Gleaner Company – one of our larger customers – for believing in us enough to continue publishing this feature, and we hope to benefit from acceptance by other private-sector entities – as customers and for special projects. I wish everyone a happy New Year.

## PUBLIC AUCTION SALE

D.C. TAVARES & FINSON  
REALTY LTD.

At Our Auction Room Situated At 1 Belmont Road, Kingston 5.  
Under Powers Of Sale Contained In A Mortgage On

THURSDAY  
JAN. 25<sup>th</sup> 2007  
AT 11:00 am

Lot #75 Cove Hill Drive, Hellshire Heights,

In The Parish of Saint Catherine.

Volume 1299 Folio 427

Land Area Approx.: 202.740 M2 [2,180 Sq. Ft.]

Semi-Detached Residence Consisting Of: Two Bedrooms, One Bathroom,  
Living/Dining, Kitchen, Verandah, Etc.

Gross Floor Area Approx.: 64.449m2 (693 Sq. Ft.)

\*Deposits payable immediately on all successful bids,  
by certified cheque.



For further particulars and conditions of sale contact:

D.C. TAVARES & FINSON REALTY LTD.