



CARIBBEAN HOTEL &
TOURISM ASSOCIATION
**EDUCATION
FOUNDATION**

NEWSLETTER



Dear Friends, Sponsors and Supporters of the CHTA Education Foundation,

As the Chairwoman of the CHTA Education Foundation it gives me great pleasure to share with you our Education Foundation's achievements of 2022.

For more than three decades, the CHTA Education Foundation has supported education and training programs for our Caribbean Nationals. Never have our efforts been more important. For the past several years our region and industry buffeted hurricanes and the COVID pandemic which have highlighted the significance of our Caribbean tourism industry to the region's economies. Hospitality training and education are critical to ensure our competitiveness on a global scale as tourism destinations adapt their offerings to suit a post-pandemic world, with focus on innovation, improved communication, and information technology at all levels.

The Education Foundation is proud of our ongoing collaboration with Les Roches Global Hospitality Education to advance the management careers of our hospitality professionals. We are equally proud to have been able to bring back in-person training to the islands with our CARIBBEAN SAFE, SUPERCHARGED SERVICE! Workshop series.

None of this would have been possible without the support of our sponsors and our Caribbean hotels who so generously contribute to our auctions and raffles year after year. We cannot thank them enough and hope we can count on their continued assistance to the CHTA



Kafi Samuals, Antigua & Barbuda and
Noshane King, Jamaica

Education Foundation.


With our engaged board of trustees and our program manager Tracy Bell we are committed to taking the Foundation from strength to strength despite the challenges ahead. Our plans will include micro credentialing courses, scholarships and more regional training. Please visit our new website www.chtaef.com for regular updates. Here's to a successful and fruitful 2023!

Karolin Troubetzkoy

Chairwoman

CHTA Education Foundation

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 www.facebook.com/CHTAEducationFoundation



Montserrat Managers Training

Training

The CHTA Education Foundation, alongside local partners in Antigua, Montserrat, Aruba and Turks & Caicos celebrated a return to in-person, interactive on-island training with our new regional CARIBBEAN SAFE, SUPERCHARGED SERVICE! workshops. These workshops, delivered with their legendary passion and enthusiasm of our partners Louise and Suzanne of Talkabout-EarthSolutions.

These practical, service-focused workshops were high-energy, interactive, in-person one-day programs which empowered all participating service providers and managers and included all the exciting experiences which make up a Caribbean vacation - eco, boutique and classic resorts and hotels, off-the-beaten path hikes, underwater explorations, personalized art and craft activities and specialty food providers.

The workshops gave participants the tools to step confidently and safely through the COVID-19 transition period while continuing to wow guests with thoughtful, heartfelt, warm Caribbean service.

In Antigua, His Excellency Sir Rodney Williams, Governor-General of Antigua and Barbuda, focused on the value of each participant: "Each of you is key to providing the unique memory-bank our visitors build while in Antigua and Barbuda. Based on my years of experience in the sector, personal referrals to others directly or virtually are our nation's best advertisements. It is my hope that each of you who experienced this week's workshop now understand your vital role as important national influencers." Patrice Simon, Executive Director of the Antigua Barbuda Hotels & Tourism Association, was equally enthusiastic in her praise for this timely, relevant training.

**THANK YOU TO OUR TRAINING PARTNERS
SUZANNE SHILLINGFORD-BROOKS & LOUISE JOHN
OF TALKABOUT & EARTH SOLUTIONS**



Montserrat Training

In Montserrat, Warren Solomon, Director of Tourism, commented: "This was a fantastic programme which folks are still talking about and it's definitely helping us with our national 'Montserrat Service Read' initiative. Tip of the hat to Louise and Suzanne!"

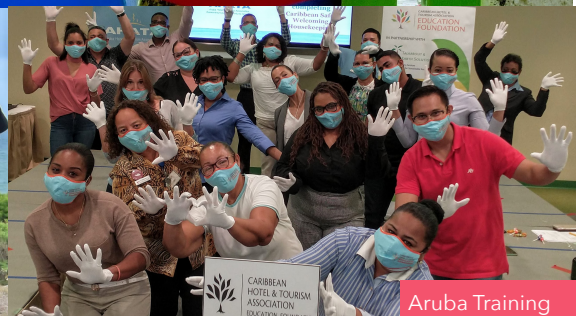
Still to come this year are two of our largest training sessions. Firstly in the Turks & Caicos (4 Oct -15 Nov) which will include more than 575 island tourism professionals, and then in Aruba (28 Nov - 14 Dec) which will host more than 330 tourism professionals. Karolin Troubetzkoy, Chairwoman, CHTA Education Foundation commented "We are delighted to join the great team at TCHTA in celebrating their 30th Anniversary serving the hospitality community in Turks & Caicos and our Aruba tourism partners by bringing "Caribbean Supercharged Service" training workshops on island. Our training seeks to give every participant a voice, to be heard, to be challenged and to practice scenarios to ensure everyone rises and delivers their confident best selves"

THANK YOU to the many companies that have registered their teams to participate. These are amount the largest single on- island trainings the Education Foundation has delivered in all our 36 years and shows the genuine commitment islanders have to their careers in hospitality." said Troubetzkoy.

COMING SOON! We are offering a new schedule of varied on-island training for 2022. Details will be announced and posted on www.chtaef.com. For more information, contact foundation@caribbeanhotelandtourism.com.



Antigua & Barbuda Training



Aruba Training

SCHOLARSHIP PROGRAMS

The CHTA Education Foundation (CHTAEF) partnered with the prestigious Les Roches Global Hospitality Education for the 2nd year to bring the new Caribbean Professional Development Program. The program is designed to propel hospitality supervisors and managers to hotel or general manager positions within two to three years. The online, interactive academic program is designed to be pursued alongside current job commitments, allowing students to accelerate their careers without interrupting them and to help develop the next generation of Caribbean hotel leaders.

The first year the program met with an overwhelming response with over 150 applicants. Ten candidates were selected from across the Caribbean and included hospitality professionals from both independent hotels and globally recognized branded hotels. Furthermore, Les Roches was so impressed with the caliber of the candidates, they offered 15 additional scholarships to candidates whose professionalism impressed the interviewers.

This first Caribbean Professional Development program class graduated this July 2022 and included candidates from Anguilla, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bermuda, Dominican Republic, Jamaica, Puerto Rico, St Kitts & Nevis, St Lucia, Trinidad & Tobago and Turks & Caicos. The varied professional and career backgrounds of this group bring diverse experience and professional capabilities which enhance this program and make it so valuable.

Atlantis Paradise Island in The Bahamas and St. Lucia's Ladera and Bay Gardens Resorts added to the roster of scholars by supporting additional candidates for the program in the future, while

Sandals Foundation committed a grant toward the overall sustainability of the program, supporting some of the most deserving candidates across the region's hospitality sector.

"The support of the CHTA member hotels, who have encouraged their staff to apply to this executive postgraduate online program, demonstrates their commitment to quality tourism and excellence for this destination," said Carlos Díez de la Lastra Buigues, managing director of Les Roches Marbella.

The 2022 Caribbean Professional Development Program class has been finalized with 20 candidates from Antigua and Barbuda, Bahamas, Barbados, Guyana, Jamaica, Puerto Rico, Saint Lucia, St Martin, St Vincent & the Grenadine, Trinidad & Tobago, Turk and Caicos and classes began last month.

For more information contact Tracy Bell (foundation@caribbeanhotelandtourism.com), or Patricia Corcoran, Assistant Director of Admissions at Les Roches (patricia.corcoran@lesroches.edu).



Thank you to our training partners!





CHTAEF Donates Electronic Tablets to Students and Tourism Frontline Workers in Grand Bahama

Representatives of the Caribbean Hotel & Tourism Association Education Foundation (CHTAEF) were in Grand Bahama to celebrate the handing over of electronic tablets to 250 tourism workers. The tablets provide the recipients with the tools to access continuing educational resources, virtual training opportunities, and other online skills enhancement modules.

CHTAEF worked in partnership with the Grand Bahama

Island Tourism Board (GBITB) and the Bahamas Hotel and Tourism Association (BHTA) to identify the resources most needed and the beneficiaries of the tablets. ALIV joined the partnership by ensuring that each tablet was loaded with two months of service. This initiative focused on Grand Bahama and Abaco, as these two islands were hardest hit by Hurricane Dorian.

Auctions and Raffles

For more than three decades, CHTA Member hotels have generously donated to our annual Caribbean Travel Auction which has helped transform the lives and careers of Caribbean hospitality professionals and supported our bread-and-butter industry. for the Caribbean region. Despite a challenging few years, many generously donated to our 2021 auction, providing an amazing array of hotels and resort stays. Launched on "National Make a Difference Day" on October 23, 2021, we raised nearly US\$50,000 thanks to more than 30 accommodation providers.

Additionally, we added a number of raffles to our fundraising program. Thanks to Secret Bay, Dominica; BodyHoliday, Saint Lucia; True Blue Bay Boutique Hotel, Grenada; Jade Mountain, Saint Lucia; and Curtain Bluff, Antigua, Round Hill Hotel, O2 Beach Club, Barbados and Villas,

Jamaica and Anse Chastanet, St Lucia for helping us raise over \$55,000 for our programs. We look forward to adding several more raffle partners in 2023.

Our auction & raffles help fund all training and educational programs we support and develop. Programs include scholarships for full-time students starting in the industry; training programs for our existing staff and tourism champions; and developing new initiatives to build and develop the next generation of Caribbean leaders. Over the years, our auction has raised over \$2.5million for these programs, making the CHTA Education Foundation one of the largest regional tourism industry foundations.

Our gratitude to our donor hotels cannot be expressed enough and we hope you will continue to support us for our 2022 auction which will be held at the New York International Travel Show 28-30 Oct.

Thank you!

THANK YOU TO ALL OUR 2021 DONOR HOTELS!

ANGUILLA

Belmont Cap Juluca

ANTIGUA

Blue Waters Resort & Spa
Carlisle Bay
Hermitage Bay

BAHAMAS

Breezes
Comfort Suites Paradise Island
SLS Baha Mar

BARBADOS

Coral Reef Club
Sea Breeze Beach House
Tamarind by Elegant Hotels
The Crane Resort
The Sandpiper Hotel

BERMUDA

Grotto Bay Beach Resort

CURACAO

Dreams Curaçao Resort, Spa & Casino

DOMINICAN REPUBLIC

Punta Cana Resort & Club
Dreams Dominicus La Romana
Secrets Royal Beach
TRS Turquesa Hotel

GRENADA

True Blue Bay Boutique Resort

JAMAICA

Jamaica Inn
Secrets St James Montego Bay

MEXICO, Cancun

Dreams Riviera Cancun Resort & Spa
Secrets The Vine Cancun

PUERTO RICO

El Conquistador Resort
Fairmont El San Juan Hotel

ST. LUCIA

Anse Chastanet
Bay Gardens Resort & Spa
Cap Maison
Fond Doux Eco Resort
Harmony Marina Suites
Rabot Hotel St. Lucia from
Hotel Chocolat
Jade Mountain
Ladera
The Landings Resort and Spa

ST. MAARTEN

Belair Beach Hotel

USVI, St. Croix

The Buccaneer Beach and Golf Resort

Please donate to our 2022 Auction, contact foundation@caribbeanhotelandtourism.com or download the donation form from <http://www.chtaef.com/auction/>