



Fiji Islands Revenue and Customs Authority

PRESS RELEASE

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Phone: 3301 551

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Fax : 3315 537

FIRCA Improving Customer Focus at Nadi Airport

The Fiji Islands Revenue and Customs Authority (FIRCA) in its efforts to improve efficiency and customer services at Nadi airport held a workshop in Nadi for its frontline staff as well as immigration and quarantine staff.

The five day course conducted by Training and Productivity Authority of Fiji (TPAF) began on Tuesday October 27 at the Custom's Training Room in Nadi. The workshop was officially opened by the FIRCA Chief Executive Officer, Mr. Jitoko Tikolevu.

In his opening address he reminded the participants the importance of their work since they are the first people to welcome our visitors. He thanked Mr. Patrick Wong of Tourism Fiji as well as Mr. Dixon Seeto for their assistance to ensure the organising of the workshop with the appropriate tourism flavour.

Mr. Tikolevu stressed their service delivery in port of entries has been under fire for both laxity and poor customer service.

“Lately our port of entries in the West has been under the spotlight for the wrong reasons, this workshop on customer service is the first of many steps to improve our service delivery on the ground,” he said.

Mr. Tikolevu told the participants that improving service delivery and efficiency was part of government's vision and as a statutory body FIRCA is mandated to ensure that this happens.

After the conclusion of the workshop more than 100 personnel attained a certificate on Customer Service from TPAF.

JITOKO TIKOLEVU
CHIEF EXECUTIVE OFFICER