

Signature of a MoU between AML and MITD

12th September at SSR Airport.

A Memorandum of Understanding (MoU) aiming to enhance service excellence initiatives at the Sir Seewoosagur Ramgoolam International Airport (SSRIA), was signed in presence of the Minister of Labour, Human Resource Development and Training, Mr Soodesh Satkam Callichurn.

It is an initiative of the AML in collaboration with MITD and Ecole Hôtelière Sir Gaëtan Duval. The MoU targets more than 400 employees of the AML and the ATOL and will help enhance service delivery standards through a series of training programs designed specifically for the staff.

In his speech, Minister Callichurn said that this will align AML's strategic objectives with industry best practices in hospitality and aviation, positioning Mauritius as a competitive and attractive destination for travelers and airlines.

The signing of the MoU, he stressed, proves Government's commitment to elevating standards, fostering excellence and nurturing the next generation of professionals. It includes conducting a Training needs analysis, develop, deliver and evaluate training in grooming, communication and customer care so as to enhance the service delivery processes which will help employees learn from best practices in the hospitality industry.

Minister Callichurn mentioned that the airport infrastructure remains a vital gateway that connects Mauritius to the world. For his part, Mr Baichoo (CEO of Airports of Mauritius Ltd) pointed out the importance of training in the face of evolving and competitive landscape of the industry adding that the aim is to ensure that the airport remains a beacon of hospitality, efficiency and world-class service.



