



CIRCULAR MEMORANDUM NO. 4 OF 2016

MY REF: GEN/4/01/01/16 (40) VOL. III
FROM: Chief Executive Officer, Ministry of the Public Service, Energy and Public Utilities
TO: Office of the Governor General, Chief Justice, Auditor General, Solicitor General, Financial Secretary, Cabinet Secretary, Chief Executive Officers and Heads of Department

SUBJECT: CUSTOMER SERVICE FRONT LINE PERSONNEL TRAINING

DATE: 9th February, 2016

The Ministry of the Public Service & Energy and Public Utilities, in partnership with the Belize Tourist Board (BTB) is pleased to announce the commencement of its Front Line Personnel Training for two hundred and forty (240) public officers from various Ministries/Departments countrywide.

This intensive three-day training will commence on the 16th February, 2016 and will run from 8:30a.m. to 4:30p.m. Participants have been divided into groups of no more than forty (40), as follows:-

Group I

Dates: 16, 17, 18 February, 2016
Venue: ITVET, Belize City

Group II

Dates: 24, 25, 26 February, 2016
Venue: ITVET, Belize City

Group III

Dates: 2, 3, 4 March, 2016
Venue: ITVET Compound, Belize City

Group IV

Dates: 9, 10, 11 March, 2016
Venue: ITVET Compound, Belize City

Group V

Dates: 16, 17, 18 March, 2016
Venue: ITVET Compound, Belize City

Group VI

Dates: 21, 22, 23 March, 2016
Venue: ITVET Compound, Belize City

Ministries/Departments who have not submitted the names of their front line personnel are urged to do so, for inclusion in another phase of this training.

Attached please find the names of participants by group. Please note that lunch will be provided on each day of the training.

Grateful if participants are duly informed of their nomination to attend this mandatory training. Kindly contact the Customer Service/Quality Assurance Unit, extension 84237 or 85195 or by e-mail at csqualityofficer@mps.gov.bz, for clarification or further information.

SHERLET R. NEAL (MS.)
for CHIEF EXECUTIVE OFFICER

c. Director, CITO

GROUP 1–16th to 18th February, 2016 – Belmopan				
	First Name	Last Name	Post	Ministry/Department
1	Elisa	Aguilar	Registry Officer II	Attorney General's Ministry/BELIPO
2	Melissa	Paraham	Second Class Clerk	Attorney General Ministry
3	Kamelia	Middleton		Attorney General's Ministry
4	June	Flores	Payroll Section	Attorney General's Ministry
5	Marina	Tucker	Senior Secretary	Audit Department
6	Teresita	Chun	Second Class Clerk	Audit Department
7	Joseph	Augustine	Asst. Conservator II	Belize Archives and Record Service
8	Lucelle	Requena	Secretary II	Belize Archives and Record Service
9	Mary	Alpuche	Archives Officer I	Belize Archives and Record Service
10	Maesha	Solis	Secretary III	CITO/Ministry of Finance
11	Shanda	Stuart	Secretary III	CITO/Ministry of Finance
12	Allen	Gabriel	Second Class Clerk	Ministry Agriculture, Fisheries, Forestry and the Environment
13	Savannah	Patnett	Secretary III	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
14	Indera	Flowers-Grinage	First Class Clerk	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
15	Sylvia	Murga	Senior Secretary	Ministry of Education, Science and Technology, Culture, Youth and Sports
16	Sharon	Young	Senior Secretary	Ministry of Finance
17	Stacy	Armstrong	Sales Tax Assistant I	Ministry of Finance
18	Melanie	Pagett	First Class Clerk	Ministry of Finance
19	Wendy	Manzanilla	Asst. Radiographer	Ministry of Health
20	Sandra	Valencia	Secretary III	Ministry of Health
21	Salome	Witz	Medical Tech.	Ministry of Health
22	Natalie	Trejo Brown	Pharmacist	Ministry of Health
23	Theslyn	Arzu	Pharmacist	Ministry of Health
24	Lizette	Baizar	Community Liaison Officer	Ministry of Human Development, Social Transformation & Poverty Alleviation
25	Feliciana	Hernandez	Secretary III	Ministry of National Security
26	Marylou	Rancharan	Scenes of Crime Technician	Ministry of National Security
27	Nilsy	Perez	Second Class Clerk	Ministry of Natural Resources and Immigration
28	Kimolin	Cain	Secretary II	Ministry of Natural Resources and Immigration
29	Sophia	Sanchez	First Class Clerk	Ministry of the Public Service, Energy & Public Utilities
30	Salome	Smith	Secretary III	Ministry of the Public Service, Energy & Public Utilities
31	Kenisha	Rodriguez	Caretaker	Ministry of the Public Service, Energy & Public Utilities
32	Sharet	Sheppard	Secretary I	Ministry of the Public Service, Energy & Public Utilities
33	Shantel	Augustine	Second Class Clerk	Ministry of Works, and Transport & NEMO
34	Florita	Franco	First Class Clerk	Ministry of Works, Transport & NEMO
35	Krishna	Montero	Second Class Clerk	Ministry of Works, Transport & NEMO
36	Marcelino	Choco	Second Class Clerk	Ministry of Works, Transport & NEMO
37	Jenny	Cayetano	Income Tax Asst.	Income Tax Department - Dangriga
38	Sade	Ford	Tax Clerk II	Income Tax Department - Dangriga
39	Patricia	Rodriguez	First Class Clerk	Ministry of Works, Transport & NEMO
40	Mr. Jamie	Brown	Records and Research Officer	National Assembly

GROUP II - 24 th to 26th February, 2016				
	First Name	Last Name	Post	Ministry/Department
1	Aracely	Urbina	Secretary III	Attorney General's Ministry
2	Stacey	Pope	Secretary III	Attorney General's Ministry
3	Arlen	Ireland	Second Class Clerk	Attorney General's Ministry
4	Tyron	Francis	Registry Officer II	Vital Statistics/Attorney General's Ministry
5	Claudelle	Robateau	Secretary II	Attorney General Ministry
6	Norla	Belisle	Second Class Clerk	BELIPO/Attorney General's Ministry
7	Karen	Pascascio	First Class Clerk	Belize Archives and Record Service
8	Desiree	Montes	Secretary III	Economic Development
9	Avonly	Tamai	Second Class Clerk	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
10	Jacqueline	Harris	First Class Clerk	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
11	Sefania	Mulligan	Secretary III	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
12	Florence	Teck	Senior Secretary	Ministry of Finance
13	Stacy	Ramclam	Sales Tax Assistant I	Ministry of Finance
14	Lean	Wagner	Tax Clerk II	Income Tax Dept/Ministry of Finance
15	Arthur	Lockwood	Tax Clerk II	Income Tax Dept/Ministry of Finance
16	Zita	Lizama	Sales Tax Assistant I	Ministry of Finance
17	Elsy	Reyes	Senior Secretary	Ministry of Foreign Affairs
18	Maria	Flores	Secretary II	Ministry of Forestry, Fisheries and Sustainable Development
19	Abelio	Cho	Public Health Inspector	Ministry of Health
20	Dawn	Lopez	Practical Nurse	Ministry of Health
21	Hariet	Blanco	Data Entry Clerk	Ministry of Health
22	Lisandro	Briceno	Medical Tech.	Ministry of Health
23	Shanice	Bruce	Secretary III	Ministry of Housing and Urban Development
24	Sherrymae	Bethran	Secretary II	Ministry of Human Development
25	Doreth	Young-Flowers	Secretary I	Ministry of Labour, Local Government and Rural Development
26	Kareen	Gabourel	Second Class Clerk	Ministry of Labour, Local Government, Rural Development and National Emergency Management
27	Marceli	Magaña	Secretary III	Ministry of National Security
28	Anna	Carabante	Second Class Clerk	Ministry of Natural Resources and Immigration
29	Delia	Tamai	Secretary III	Ministry of Natural Resources and Immigration
30	Larissa	Pascascio	Secretary III	Ministry of the Public Service , Energy and Public Utilities
31	Loma	Ogaldez	Secretary III	Ministry of the Public Service, Energy and Public Utilities
32	Christopher	Villacorta	Office Assistant	Ministry of Trade, Investment Promotion, Private Sector Development and Consumer Protection
33	Angela	Hernandez	Postal Assistant	Ministry of Works, Transport & NEMO
34	Anna	Richards	Second Class Clerk	Ministry of Works, Transport & NEMO
35	Aretha	Paulino	Second Class Clerk	Ministry of Works, Transport & NEMO
36	Brandon	Peyrefitte	Supervisor Mechanical Stores	Ministry of Works, Transport & NEMO
37	Dillon	Pommells	Traffic Warden II	Ministry of Works, Transport & NEMO
38	Gilroy	Young	Senior Transport Officer	Ministry of Works, Transport & NEMO
39	Lily	Miranda	Secretary II	Ministry of Works, Transport & NEMO
40	Sandra	Wagner	Office Assistant	Ministry of Works, Transport & NEMO

GROUP III – 2 nd to 4 th March, 2016				
	First Name	Last Name	Post	Ministry
1	Jamir	Gutierrez	Registry Officer III	Attorney General's Ministry
2	Darlene	Cole	Second Class Clerk	Attorney General's Ministry
3	Teresita	Quischan	Registering Officer III	Attorney General's Ministry
4	Nadine	Shepherd	Exchange Operator	BDF/Ministry of National Security
5	Alfreda	Hemsley	Secretary III	Belize Family Court
6	Garland	Garcia	Clerk of Court	Belize Family Court
7	Luann	Johnson	Second Class Clerk	Belize Family Court
8	Lilly	Hynes	Secretary III	Civil Aviation
9	Shawna	Myers	Secretary II	Department of Youth Service
10	Marcia	Stephens	Assistant Foster Mother/Acting Supervisor	Dorothy Menzies Childcare Center/Ministry of Human Development
11	Myra	Mendez	Secretary III	DPP
12	Elisa	Leslie	Second Class Clerk	General Registry
13	Shari	Lopez	Second Class Clerk	General Registry
14	Aneesha	Edwards	Community Liaison Officer	Human Service Department/Ministry of Human Development
15	Indira	Slusher	Secretary III	Human Service Department/Ministry of Human Development
16	Kenrack	Robinson	Second Class Clerk	Human Service Department/Ministry of Human Development
17	Marie	Garbutt	Secretary I	Human Service Department/Ministry of Human Development
18	Shahera	Baizar	Secretary III	Human Service Department/Ministry of Human Development
19	Franiche	Dunn	Second Class Clerk	Ministry of Finance
20	Gina	Witz	Second Class Clerk	Ministry of Finance
21	Jason	Emmanuel	Ag. Sales Tax Assistant	Ministry of Finance
22	Melony	James	Secretary I	Ministry of Finance
23	Mishanti	Palmerston	GST Officer III	Ministry of Finance
24	Rochelle	Cox	First Class Clerk	Ministry of Finance
25	Melanie	Barrera	Office Assistant	Treasury Dept./Ministry of Finance
26	Jeannine	Mangar	Second Class Clerk	Treasury Dept./Ministry of Finance
27	Carlette	Alvarez	San Pedro	Tax Officer III/Ministry of Finance
28	Jamal	Kelly	Second Class Clerk	Ministry of Agriculture, Fisheries, Forestry & Sustainable Development
29	Karlee	Evelyn	Second Class Clerk	Ministry of the Public Service, Energy & Public Utilities
30	Godwin	Oshon	Senior Transport Officer	Ministry of Works, Transport & NEMO
31	Dean	Robinson	Post Office	Ministry of Works, Transport & NEMO
32	Angela	Hernandez	Post Office	Ministry of Works, Transport & NEMO
33	Lloyd	Dyer	Post Office	Ministry of Works, Transport & NEMO
34	Shenique	Michael	Second Class Clerk	Ministry of Works, Transport & NEMO
35	Kayla	Tingling	Secretary III	Ministry of Works, Transport & NEMO
36	Joycelyn	Williams	Secretary III	Registrar General's Office
37	Eloisa	Bustillos	Court Stenographer	Supreme Court
38	Jennylyn	Edwards	Court Stenographer Trainee	Supreme Court
39	Shermadine	Dennison	Court Stenographer Trainee	Supreme Court
40	Amy	Esquiliano	Senior Secretary	Treasury Dept/Ministry of Finance

GROUP IV 9 th to 11th March, 2016				
	First Name	Last Name	Post	Ministry/Department
1	Jaime	Santos	Clerk Interpreter	Attorney General Ministry
2	Teresa	Calderon	Telephone Operator	BDF/National Security
3	Geraldine	Garbutt	Secretary I	Belize Family Court
4	Tanya	Craig	Second Class Clerk	Belize Family Court
5	Evangelina	Arcurio	Second Class Clerk	Community Rehabilitation Department
6	Sherlet	Young	Secretary III	Community Rehabilitation Department
7	Karima	Adderly	secretary III	Conscious Youth Development Program/Ministry of Human Development
8	Tanisha	Dennison	Receptionist	Counselling Service/Ministry of Human Development
9	Genevieve	Gladden	Secretary I	Elections & Boundaries
10	Diana	Gibson	Second Class Clerk	General Registry
11	Shawna	Swift	Legal Assistant	General Registry
12	Hayward	Hulse	Office Assistant	Human Service Department/Ministry of Human Development
13	Jennifer	Craig	Welfare Officer	Human Service Department/Ministry of Human Development
14	July	Gomez	Second Class Clerk	Ministry of Agriculture, Fisheries, Forestry, the Environment and Sustainable Development
15	Gail	Garcia	First Class Clerk	Ministry of Finance
16	Patricia	Hinkson	Administrative Assistant II	Ministry of Finance
17	Shandale	Pitzold	First Class Clerk	Ministry of Finance
18	Serapio	Nicasio	Sales Tax Assistant I	Ministry of Finance
19	Daisy	Torres	Sales Tax Assistant I	Ministry of Finance
20	Keisha	Griffiths	Tax Clerk I	Ministry of Finance
21	Darren	Garcia	Tax Officer III	Ministry of Finance
22	Nicole	James	Tax Officer III	Ministry of Finance
23	Barbara	Roches	First Class Clerk	Sub-Treasury/Ministry of Finance
24	Amy	Esquiliano	Sr. Secretary	Sub-Treasury/Ministry of Finance
25	Tesa	Underwood	Secretary III	Sub-Treasury/Ministry of Finance
26	Isani	Vicente	First Class Clerk	Ministry of Finance, Customs Department
27	Diana	Bol-Noble	Acting Chief Forensic Analyst I	Ministry of National Security
28	Renie	Moh	Exhibit Manager	Ministry of National Security
29	Maria	Puga	Second Class Clerk	Ministry of Natural Resources and Immigration
30	Dale	Buckley	Traffic Warden II	Ministry of Works, Transport & NEMO
31	Dedra	Samuels	Second Class Clerk	Ministry of Works, Transport & NEMO
32	Diedra	Lopez	Secretary III	Ministry of Works, Transport & NEMO
33	Jahmel	Young	Postal Clerk II	Ministry of Works, Transport & NEMO
34	Lloyd	Crawford	Postal Clerk I	Ministry of Works, Transport & NEMO
35	Merlene	Diego	Traffic Warden I	Ministry of Works, Transport & NEMO
36	Saphira	Felix	Postal Clerk II	Ministry of Works, Transport & NEMO
37	Yvette	Bradley	Secretary I	Policy and Planning Unit/Ministry of Human Development
38	Elvia	Cowo	Court Stenographer	Supreme Court
39	Laverne	Staine	Court Stenographer Trainee	Supreme Court
40	Pauline	Wright	Court Stenographer Trainee	Supreme Court
41	Matilda	Garnett	Second Class Clerk	Vital Statistics Unit

GROUP V – 16 th to 18th March, 2016				
	First Name	Last Name	Post	Ministry/Department
1	Yobani	Aguilar	Archives Officer II	Belize Archives and Record Service
2	Lorena	Menjivar	Secretary	Belize Companies Registry
3	Anna	Myvett	Senior Secretary	Ministry of Agriculture, Forestry, Fisheries, the Environment & Sustainable Development
4	Sherilee	Ovado	Supervisor Daycare	Ministry of Agriculture, Forestry, Fisheries, the Environment & Sustainable Development
5	Suzette	Juan	Second Class Clerk	Ministry of Agriculture, Forestry, Fisheries, the Environment & Sustainable Development
6	Mercelyn	Palacio	First Class Clerk	Ministry of Agriculture, Forestry, Fisheries, the Environment & Sustainable Development
7	Cherrymae	Coleman	First Class Clerk	Ministry of Agriculture, Forestry, Fisheries, the Environment & Sustainable Development
8	Lizbeth	Chulin	Second Class Clerk	Ministry of Economic Development, Petroleum, Investment Trade and Commerce
9	Ana	Mahmud	Senior Secretary	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce
10	Juanita	Gentle	Office Assistant	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce (Geology)
11	Faye	Coleman	Secretary III	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce (Geology)
12	Therese	Phillips	Senior Secretary	Ministry of Economic Development, Petroleum, Investment, Trade and Commerce (Geology)
13	Martha	Perez	First Class Clerk	Ministry of Education, Science and Technology, Culture, Youth and Sports
14	Carol	Smith	Sales Tax Asst I	Ministry of Finance
15	Rachel	Joseph	Sales Tax Officer III	Ministry of Finance
16	Delcia	Avila	Secretary III	Ministry of Finance
17	Mario	Caliz	Sales Tax Asst I	Ministry of Finance
18	Diona	Bell	Tax Assistant	Ministry of Finance
19	Kimika	St. Clair	Tax Officer II	Ministry of Finance
20	Darena	Martinez	Secretary III	Ministry of Finance
21	Cindy	Aguilar	Secretary II	Ministry of Foreign Affairs
22	Allina	Hernandez	Secretary III	Ministry of Forestry, Fisheries and Sustainable Development
23	Delonie	Young	Secretary III	Ministry of Forestry, Fisheries and Sustainable Development
24	Tamara	Henry	Second Class Clerk	Ministry of Health
25	Alithia	Matute	Secretary II	Ministry of Health
26	Cheryl	Gonzalaz	Receptionist	Ministry of Health
27	Uriel	Briceno	Assistant Radiographer	Ministry of Health
28	Julin	Diego	Receptionist	Ministry of Housing and Urban Development
29	Cherryl	August	Secretary I	Ministry of Housing and Urban Development
30	Brenda	Pacheco	Secretary III	Ministry of Human Development
31	Susie	Joseph	Second Class Clerk	Ministry of Natural Resources and Immigration
32	Adelita	Diaz	Secretary II	Ministry of Natural Resources and Immigration
33	Candice	Garcia	Second Class Clerk	Ministry of Natural Resources and Immigration
34	Dominique	Grant	Secretary III	Ministry of Natural Resources and Immigration
35	Jimmy	Rudon	Second Class Clerk	Ministry of Works, Transport & NEMO
36	Shane	Moses	Post Office	Ministry of Works, Transport & NEMO
37	Terrence	Bermudez	Post Office	Ministry of Works, Transport & NEMO
38	Claudia	Flores	Post Office	Ministry of Works, Transport & NEMO
39	Abraham	Shal	Store Keeper	Ministry of Works, Transport & NEMO
40	Angel	Castellanos	First Class Clerk	Ministry of Works, Transport & NEMO

GROUP VI - 21st to 23rd March, 2016				
	First Name	Last Name	Post	Ministry/Department
1	Lucia	Lopes	Clerk Interpreter	Attorney General Ministry
2	Miriam	Montero	Registering Officer I	Attorney General Ministry
3	Jemma	Williams	Second Class Clerk	Audit Department
4	Karen	Moguel	First Class Clerk	Belize Family Court
5	Svetlana	Toledano	Secretary III	Department of Youth Service
6	Darlene	Fuller	Secretary II	Elections & Boundaries/ Ministry of the Public Service, Energy & Public Utilities
7	Dana	Ferrel	Second Class Clerk	Human Service Department/Ministry of Human Development, Social Transformation & Poverty Alleviation
8	Rose	Tillett	First Class Clerk	Ministry of Agriculture, Fisheries, Forestry, the Environment and Sustainable Development
9	Giselle	Cajun	Second Class Clerk	Ministry of Economic Development, Petroleum, Investment Trade and Commerce
10	Karla	Rancharan	Sales Tax Assistant II	Ministry of Finance
11	Jacqueline	Jones	Sales Tax Asst. I	Ministry of Finance
12	Yolanda	Petillo	Sales Tax Assistant II	Ministry of Finance
13	Carolee	Waight	Income Tax Asst. I	Ministry of Finance
14	Jolene	Dawson	Second Class Clerk	Sub-Treasury/Ministry of Finance
15	Ida	Meggs	First Class Clerk	Sub-Treasury/Ministry of Finance
16	Felicia	Leslie	Tax Clerk 2	Ministry of Finance
17	Phillis	Hamilton	Tax Clerk I	Ministry of Finance
18	Therese	Trapp	Secretary III	Ministry of Forestry, Fisheries and Sustainable Development
19	Nicole	Clother	Dental Assitant Clerk	Ministry of Health
20	Viola	Tuyud	Environmental Asst.	Ministry of Health
21	Cynthia	Nunez	Receptionist	Ministry of Health
22	Analia	Rash	Medical Technologist	Ministry of Health
23	Ruby	Contreras	Assistant Pharmacist	Ministry of Health
24	Clarine	Budna	Pharmacist	Ministry of Health
25	Minerva	Marin	Intake Officer	Ministry of Human Development, Social Transformation and Poverty Alleviation
26	Carolyn	Romero	Secretary III	Ministry of Labour, Local Government, Rural Development
27	Angella	Wiltshire	Basic Scenes of Crime Technician	Ministry of National Security
28	Karen	Wade	Records Officer	Ministry of National Security
29	Lorena	Ojeda	First Class Clerk	Ministry of Natural Resources and Immigration
30	Tamara	Williams	Second Class Clerk	Ministry of the Public Service, Energy & Public Utilities
31	Vernel	Guzman	Office Assistant	Ministry of Works, Transport & NEMO
32	Shajidah	Wade	Post Office	Ministry of Works, Transport & NEMO
33	Tania	Gladden	Post Office	Ministry of Works, Transport & NEMO
34	Kendale	Nicholson	Post Office	Ministry of Works, Transport & NEMO
35	David	Moody	Post Office	Ministry of Works, Transport & NEMO
36	Crystal	Dacoff	Secretary III	Nation Youth Cadet Service
37	Simone	Hamilton	Court Stenographer Trainee	Supreme Court
38	Pamela	Joseph	Court Stenographer Trainee	Supreme Court
39	Tesa	Underwood	Secretary III	Treasury Dpt/Ministry of Finance
40	Christa	Gutierrez	First Class Clerk	Treasury Dpt/Ministry of Finance