

USVI TIMES



 **View the
DOT Events**



August 2015

About USVI Times

The U.S. Virgin Islands Department of Tourism (DOT) created The USVI Times newsletter in June 2007 to help support our local tourism industry partners and keep you informed about DOT activities.

Department of Tourism Update



- Governor Mapp, DOT lead mission to Atlanta
- USVI featured on NBC Universal Sports TV series Facing Waves
- DOT hosts media for St. John Festival
- DOT hosts media for America's Paradise Music Festival
- DOT attends DMAI Conference

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USVI in the Media



As a result of the DOT's media outreach and press hospitality program, USVI is proudly featured in the following news stories:

- [10Best.com](#)
- [Atlanta Plugged In](#)
- [Bryan Crabtree Show](#)
- [Centric](#)
- [Cruiseline](#)
- [Ebony](#)
- [Facing Waves](#)
- [Family Focus Blog](#)
- [Honest Cooking](#)
- [Islands](#)
- [Jamaica Gleaner](#)
- [N'DIGO](#)
- [Passion Passport](#)
- [Parlour Magazine](#)
- [Successful Meetings](#)
- [Travel Agent Central](#)
- [Travel Week](#)
- [TravelingMom.com](#)
- [Twenty8+.com](#)

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New Developments



- [Come Home to St. Croix Celebration](#)
- [Coral World Shark Swallows Undergoes Renovations](#)
- [Bolongo Bay Announces Paradise Wedding Package](#)

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USVI Ambassadors

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Meet St. Croix's Claude Jeremiah, creator of Passport Caribbean Clothing Co.

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Customer Service Corner



The Key To Consistent Service

Written by [Bryan K. Williams, D.M.](#)

Do all customers deserve great service? What about those who always find something to complain

about? How about those who never tip...or never say “thank you”...or never seem to smile, ever? Up to this point, most of my writing, consulting, and training have always been based on the premise that all customers deserve the best we have to offer. After a recent encounter, however, my eyes are now open and I understand a very important truth that I never fully grasped before. At some point, we have to realize that our motivation to provide exceptional service cannot be based on the customer or whether he or she deserves it or not.

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Small Hotel Update



[St. Croix: Sand Castle on the Beach](#)

[St. John: Hotel Cruz Bay](#)

[St. Thomas: Galleon House](#)

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