

HER STORY

Stephne Goddard

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Stephne Goddard is a Hospitality and Tourism Training Consultant and Etiquette Expert with over twenty five years of experience. She is known in Barbados as the local “Miss Manners”, and is the island’s finest authority on Corporate and Social Etiquette. Her skills as a Facilitator have been highly acclaimed and over the years, she has trained thousands of persons from the Private and Public Sectors, from a diverse range of industries, throughout the Caribbean region. She has conducted training in twenty five (25) of the thirty-two (32) member territories of the Caribbean Tourism Organisation.

Stephne holds an M.Sc. in Hospitality and Tourism Management (Revens University, UK) and is a Certified Hospitality Educator (CHE/AH&LA, USA) and a Certified Hospitality Trainer (CHT/HCTB, UK). She is also a Fellow of the International Management Centres Association (FIMCA).

Her consulting strength, however, comes from her successful hands-on organisational training experience. She has had the distinction of being an in-house Training Consultant with major international hotel chains, regional airlines, as well as other small and medium-sized properties, in the organisation transformation process, using the medium of Customer Care Training married with related technical disciplines, particularly in the hospitality and tourism industry. This transformation resulted in dramatic improvements in the company’s corporate image, customer satisfaction levels, and ultimately its ability to maintain competitiveness and market dominance in the hospitality industry. She always includes the importance of corporate etiquette in branding themselves as professionals.

Stephne provides a variety of employee training programmes in professionalism and customer service and other programmes to upgrade, retrain and enhance hospitality and tourism personnel, as well as other industries. She is also a popular presenter at seminars, conferences and social club meetings. In addition, for the past twenty years, she has volunteered her services in etiquette and protocol to primary, secondary and tertiary level institutions, service organisations, sports associations and churches.

She has made guest appearances on local and regional radio and television shows, and co-hosted the local T.V. show “Not Just for Women”. Stephne is a weekly columnist for the Barbados Advocate newspaper and her column is entitled “Mind Your Manners.” She was one of the three top finalists in the Pillar of Excellence Award of the Barbados Tourism Awards under the Ministry of Tourism, Barbados.

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