GOVERNMENT OF THE VIRGIN ISLANDS

PRESS RELEASE

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Customer Service Excellence Celebrated During Pinning Ceremony

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Manager of the Customer Service Care Centre (CSCC) Ms. Abbarah Brown was awarded the Stephanie Benn Award for Customer Service Excellence during a Customer Service Star Membership Club Pinning Ceremony.

The Stephanie Benn Award for Excellence in Customer Service is dedicated to the honour of the late former Registrar General, Mrs. Stephanie Benn, who passed away in October 2022. The award is presented annually to the public officer who received the most individual commendations in the prior year. Ms. Brown received 198 commendations from internal and external clients in 2024.

The Customer Service Star Membership Club is designed to reward public officers for their commitment to excellence in customer service, and is presented based on commendations received from the Rate Us platform.

Permanent Secretary in the Office of the Deputy Governor, Mrs. Sharleen DaBreo-Lettsome, MBE commended Ms. Brown on the significant achievement stating the Stephanie Benn Award is firstly in tribute to the late Registrar General, who made incredible contributions to the Public Service and was a beacon of customer service excellence.

Mrs. DaBreo-Lettsome, MBE said, “Ms. Brown and the Customer Service Care Centre continues to set a strong standard for the level of service we believe our clients should receive. Ceremonies like these allow us to not only thank our public officers for their commitment, but give tangible evidence that we are indeed seeing results from our efforts.”

As part of the ceremony held on Friday July 11, some 37 public officers were pinned for receiving commendations and earning new star memberships.

Director of Customer Service, Ms. Kedimone Rubaine said, “Through the Customer Service Programme, we are proving that service excellence can and must be the hallmark of a modern and responsive Public Service. The Virgin Islands continues to stand as a leader in the region and beyond.”

Ms. Rubaine added, “No other public service in the Caribbean currently has a dedicated Customer Service Programme, a fully operational Customer Care Centre,

or a Director of Customer Service role driving this vision at a national level. We are charting new territory — and we are doing so intentionally."

Star Membership Club Award Recipients –June 2025

BRONZE STAR MEMBERS

1. Tashema Barnes, Inland Revenue Department - 5

2. Robelto Christoper, Inland Revenue Department - 7

3. Nadia Demming-Hodge, Immigration Department - 9

4. Sherkhoya Forbes, Lands and Survey Department (Lands Unit) - 5

5. Jennifer George-James, Dept of Labour & Workforce Development - 6

6. Felicia Louis, Civil Registry and Passport Office - 9

7 Tangel Marquis, Immigration Department - 5

8. Kamila Penn, Immigration Department - 5

9. Shaniqua Rhymer, Office of the Deputy Governor - 6

10. Delano Smith, Facilities Management Department - 6

11. Janelle Smith-Haywood, Department of Labour & Workforce Development - 6

12 Nicole Stevens, Civil Registry and Passport Office - 7

13. Rashawn Tyson, Civil Registry and Passport Office - 8

14. Amanda Vanterpool, Immigration Department - 5

15. Josette Vanterpool, Department of Motor Vehicles - 6

16 Tu-Neisha Weekes-Ebanks, Immigration Department - 5

17. Tiffany Winchester, Department of Motor Vehicles - 9

18. Jeshauna Winter, Department of Trade, Investment Promotion and Consumer Affairs - 5

SILVER MEMBERS

19. Arlet Blyden-Malone, Department of Labour & Workforce Development - 14

20. Leonardo Callwood, Department of Labour & Workforce Development - 17

21. Dwayne Cline, Customer Service Care Centre - 20

22. Sharon Dennis, Department of Labour & Workforce Development - 16

23. Shannel Frett, Civil Registry and Passport Office - 15

24. Rena George, Department of Trade, Investment Promotion and Consumer Affairs - 15

25. Tashi O'Flaherty-Maduro, Civil Registry and Passport Office - 10

GOLD STAR MEMBERS

26. Gavin August, Civil Registry and Passport Office - 22

27. Kyshlyn Meyers, Department of Motor Vehicles - 2

28. Valerie Negron, Inland Revenue Department - 27

29. Ayana Stoutt, Inland Revenue Department - 20

30. Latoya Todman, Inland Revenue Department - 27

31. Sherryann Varlack, Department of Labour & Workforce Development - 28

32. Gipsy Wells, Civil Registry and Passport Office - 21

ELITE STAR MEMBERS

33. Daphne Blyden-Smith, Customer Service Care Centre - 44

34. Kimisha Chinnery, Customer Service Care Centre - 85

35. Elise Molyneaux, Customer Service Care Centre - 34

36. Sally Penn, Department of Motor Vehicles - 33

37. Abbarah Brown, Customer Service Care Centre - 207

Gallery



