

Public Officers Recognised for Service Excellence at Star Membership Club Pinning Ceremony

Release Date: 6 May, 2026



Thirty-four public officers were recognised for their commitment to excellence in customer service during the Public Service Star Membership Club Pinning Ceremony held on Tuesday, 28 April 2026.

The ceremony celebrated public officers who received commendations through the Rate Us platform for consistently delivering professional, courteous, and high-quality service across the Virgin Islands Public Service.

Premier and Minister of Finance, Honourable Dr. Natalio D. Wheatley congratulated the honourees and commended public officers for their critical role in national development. “Today, we pause to celebrate excellence in service, excellence in professionalism, and excellence in the quiet, steady commitment that keeps our Virgin Islands moving forward every single day,” Premier Wheatley also said, “The Public Service Star Membership Programme shines a well-deserved light on public officers who consistently go above and beyond.”

Deputy Governor, Mr. David D. Archer Jr. said the Star Membership Club continues to support the wider vision of building a world-class Public Service. “The journey toward becoming a world-class Public Service is not only measured by policies, by systems, or by transformation initiatives. It is measured by the people who bring those systems to life every day. The individuals and departments being recognised have demonstrated that excellence is not an abstract goal. It is visible in how we respond, how we serve, how we solve problems, and how we represent the Government of the Virgin Islands to the people who depend on us.

Director of Customer Service, Ms. Kedimone Rubaine, said the ceremony was part of a broader effort to make service excellence a consistent and measurable standard across the Public Service. “This ceremony is part of a broader and deliberate effort to institutionalise service excellence across the Virgin Islands Public Service,” Ms. Rubaine said. “It reflects a shift from viewing good service as desirable, to establishing it as a defined and measurable standard.”

The 2026 Stephanie Benn Award for Customer Service Excellence 2025 was presented to Mr. Damien Williams, Senior Learning & Development Manager of VIPSLI. The award is one of the highest recognitions within the Rate Us Programme

and honours the late Mrs. Stephanie Benn, who was known for her professionalism, leadership, and commitment to raising the standard of customer service.

The first Deputy Governor's Award for Customer Care Excellence 2025 was presented to Ms. Shelane Penn of the Customer Service Care Centre. The award was introduced to recognise outstanding performance in frontline service delivery within the Centre's high-volume customer service environment.

During the ceremony, 13 public officers received Bronze Star Membership Pins, 11 received Silver Star Membership Pins, 5 attained Gold Membership, and 5 achieved Elite Membership. The awards were based on commendations received from 1 July 2025 to 31 March 2026.

The Government of the Virgin Islands remains committed to the acknowledgment and celebration of our Public Officers and thanks them for their continued commitment to professionalism, service, and excellence.

Bronze Members

Ms. Tyara Allick
Ms. Tashema Barnes
Mrs. Sophia Berkeley
Ms. Sherkhoya Forbes
Mr. Mervin Hastings
Mrs. Sheema Hodge-Radway
Mr. Chivoy Martin
Ms. Kamila Penn
Ms. Linette Rabsatt
Mr. Gregory Skelton
Mrs. Joann Stoutt
Ms. Portia Stoutt
Mrs. Tu-Neisha Weekes-Ebanks

Silver Members

Mrs. Nadia Demming-Hodge
Ms. Rena George
Ms. Michelle Harrigan
Ms. Sheena Huggins
Ms. Rhia Mitcham
Ms. Khrystal Padmore
Ms. Shaniqua Rhymer
Ms. Idrecia Richards
Ms. Kedimone Rubaine
Ms. Yvonne Stevens
Ms. Jennelle Thompson

Gold Members

Ms. Shannel Frett
Ms. Tangel Marquis
Ms. Felina Moss
Ms. Marylene Tyson
Mr. Damien Williams

Elite Members

Mr. Leonardo Callwood
Mr. Dwayne Cline
Mrs. Valerie Negrón
Ms. Latoya Todman
Ms. Sherryann Varlack

For Additional Information Contact:

Jaimeson Hazel
Assistant Information Officer
Office of the Deputy Governor/Governor's Group/Constitutionally Established
Departments
Telephone: 1 284-468-2350

Email: JHazel@gov.vg

Additional Documents or Media

- [press release public officers recognised for service excellence at star membership club p](#)