

TALOFA WITH A SMILE - CUSTOMER SERVICE TRAINING

16th & 18th April, 2024



The Samoa Public Service Commission conducted an Engagement Session on Customer Service Facelift which is part of the Talofa with a Smile Campaign Phase 2.

The goal of this two-day course is to improve customer service and foster pleasant interactions throughout the Public Service.

These were quite the sessions promoting an attitude of excellent customer service in the Public Service.

The Ministry acknowledges with much appreciation the work carried out by the Commission in improving our customer services.

DAY 1



"Talofa is not only a greeting because it goes beyond our knowledge and blood. Serving people as public servants, not only allows us to share our eagerness for success, but also our hearts to spread the hospitality and warmth that we offer"

DAY 2



Seilala Uisa

Carpenter - Main Office

Member for 17 Years

The Ministry celebrated the life of its long-serving staff Mr. Seilala Uisa on Friday 19th of April.

Mr. Seilala started serving the Ministry under the Water Resources Division as a Field Assistant in 2006.

He later became a permanent worker on the 01st of July, 2013 as a Carpenter under the Corporate Services Division.

Seilala passed on in life, leaving behind 17 years, 4 months and 14 days of his service.

The CEO commended Seilala's life of work and devotion to his MNRE family.

Family Service - 17th April,



Initial Stakeholder Workshop

April 18, 2024



The Ministry through its Water Resources Division was able to carry out an Initial Stakeholder Workshop on the 18th April 2024 for the development of a National Drought Policy for Samoa. Seasonal droughts and extended dry spells are becoming more and more common. Drought is not as visible as other hazards with a slow on-set and consequently are not heavily documented.

Unlike with sudden weather events such as cyclones and tsunamis, it is often difficult to pinpoint when a drought has started or when it has ended. The initial effects of a drought may be difficult to identify right away, so it may take weeks or months to determine that a drought has started. The development of this Drought Policy is envisioned to provide a framework for shifting the paradigm from reactive crisis management to a proactive risk-based approach that is intended to increase the coping capacity of the country and thus create a greater resilience to future drought events.

The event was greatly supported by key partners of both the Water and Environment sectors with participation from members of both government and regional organizations, academic institutions and the private sector. This is the first of many stakeholder engagements anticipated for the formulation of this policy document. This initiative has been made possible with funding support from the European Union.

NEW RECRUITS



Name: Roman Misiluki
Position: Assistant Assets Officer
Division: Corporate Services



Name: Leeza Samasoni
Position: Records Officer
Division: Corporate Services



Name: Tui Taueva
Position: Driver
Division: Corporate Services

UPCOMING EVENTS

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

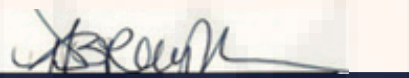
 **TSC Meeting #8**

QUOTE OF THE WEEK!

"If you're walking down the right path and you're willing to keep walking, eventually you'll make progress."

-Barack Obama

OFFICIAL SECTION



Lealaisalanoa Frances Brown Reupena
CHIEF EXECUTIVE OFFICER

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