

**Remarks to the official launch of Hotel & Restaurant Workers Week 2003, Barbados Workers Union Headquarters, 'Solidarity House', Sunday, August 03, 2003**

**DENNIS DE PEIZA – General Secretary - CTUSAB**

Mr. Chairman ....The pleasure is mine this evening to bring greetings on the behalf of the Congress of Trade Unions and Staff Association on this occasion to mark the beginning of Hotel & Restaurant Week 2003.

It is only fitting that I extend thanks to the Barbados Workers Union through its Hotel & Restaurant Division, for the invitation extended to the Congress to participate in this evening's proceedings.

Let me at the outset Mr. Chairman, commend and congratulate Comrade LaVere Richards and his team on their continued efforts in promotion the work of Hotel & Restaurant Division of the Barbados Workers Union.

I have observed that this division is a flag bearer in promoting the ideal of regionalism, in as much that is known to extend invitations to its counterparts from across the region to participate in the annual celebrations.

Further, the Division's annual tour to a selected Caribbean island reflects its commitment towards promoting and developing a bond among colleagues across the region. It is my understanding that there are some visiting Caribbean brothers and sisters with us this evening, and so in the true Barbadian spirit, I extend a hearty welcome to you.

Turning my attention to the theme for this year's week, '**Advancement through workers excellence**', I considered it as being appropriately linked to the idea of promoting excellence in the workplace. Ladies and gentlemen, as you would recall, in the month of March this year, here in Barbados there was the celebration of the **Week of Excellence**. This idea, which was the brainchild of John Agard of the BWU, was piloted through the Congress of Trade Union.

In today's working environment where competitiveness rules supreme, there can be no doubt that **advancement is tied to excellence**. Efficiency, high quality output, a highly trained and motivated work force and best management and workplace practices, are all the main ingredients for achieving advancement through workers excellence.

It is a challenge to both workers and management to strive to achieve excellence, if meaningful advancement is to be made at the enterprise and or sectoral level.

It is important that management and workers see that advancement in the form of growth and development is tied to the way business is done.

It is therefore important that we continue to recognize **that the purpose of business is to get and keep customers**. In the business of serving people as you do in the hotel and restaurant business, this should remain at the forefront of whatever you do, as your personal economic well-being and the growth of national economy is dependent on it.

Workers therefore ought to be mindful that excellence and advancement could be achieved if people like their place of work, enjoy coming to work, enjoy working with their colleagues who cooperate and share the same goals or compelling vision, listen to and help each other, and enjoy job satisfaction.

The employer and management should be aware that advancement through workers excellence could be assured if the work environment sustains enthusiasm, promotes creativity and encourages workers to go the extra mile, and allows for staff input that is regularly sought and that is acted upon. If this is to be achieved, then there must be strong and proactive leadership, and employer accountability.

I must stress that in order to strive to achieve advancement through excellence, employers must promote ongoing training towards realizing staff learning and development. Equally so, they must provide opportunities for workers involvement and empowerment.

There must be recognition of individual and team achievement. Mechanisms ought to be put in place to stimulate productivity, develop staff morale and ensure the retention of staff. In like manner, systems should be established to develop a performance workplace, which ensures accountability for results.

Finally, I must stress the need for progressive employer – employee relations. There ought to be an environment that fosters a positive collaborative

employer – employee relationship, which addresses that all employees are treated fairly. It is through this means that trust and respect will develop.

I strongly suggest that trust and mutual respect are the fundamentals that will drive the process leading to ‘**advancement through workers excellence**’.

It is now left for me to extend best wishes to you for a productive and enjoyable week of activities.