

TOURISM DEPARTMENT

Principal Secretary

Private Secretary

International Cooperation & Communication Section

Human Resource & Administration Section

Establish and maintain cooperation with international partners and local stakeholders.

Apply HR policies and procedures.

Provides administration and support services with regards to Transport, Supplies, House Keeping and IT.

Sees to the Financial Operations by providing financial management, accounting and procurement services.

Policy Development, Research Monitoring & Evaluation Section

Tourism Human Resource Development Section

Risk Management Section

Standards Monitoring Section

Product Development Section

Handle Tourism Policy Formulation, Statistics, Research, Strategic Planning and Good Governance for monitoring the activities of the Ministry and its Public bodies.

Ensure good service delivery in the industry
Assist with the creation of a sustainable pool of well trained and qualified Human Resource to effectively implement the localisation of employment in the Tourism Industry.
Promote close collaboration between government agencies and the private sector for the successful development of the tourism industry.

Conduct risk assessments within the industry and provide guidance as well as sensitize tourism service providers on tourism risks impacting the tourism sector for risk mitigation and adaptation measures.

Monitor and inspect licensed tourism enterprises based on set standards with a view to ensure that standards within the industry are maintained and raised to an optimum level.
Effectively follow up on guest complaints.
Maintain up to date inventories of all tourism products and activities and ensure same is shared with relevant partners.

Develop and establish appropriate standards and guidelines for all tourism activities.
Implement hotel grading programmes with a view to ensure that the local tourism product matches the image of the destination,
Advocate sustainable tourism development through responsible tourism practices and implementation of the SSTL
Identify possibilities for diversification of the tourism product to guide future investments in the tourism sector