



Global University for Lifelong Learning
Enabling YOU to make a difference in OUR world ...



Jamaica & Turks & Caicos Islands
February, 2008

Where is GULL working in Jamaica?



Above: Dr Lee Bailey, GULL Elder



Lee's office in Montego Bay, Jamaica

How does GULL operate?

Below: A start-up meeting at the GULL Caribbean administrative centre.



Above: GULL Caribbean team members Burchell James and Claudette James.

What is GULL planning in the Caribbean?

GULL is currently planning start-ups for tourism and other industry workers in Jamaica.



Above: A GULL start-up at the Wexford Hotel, Montego Bay, Jamaica

Below:

GULL is seeking to provide access to GULL for ALL Jamaicans



GULL endorsements:

(1) Sir Howard Cooke

GULL Caribbean's work is endorsed by the former Governor General of Jamaica, Sir Howard Cooke

Pictured:

Dr Lee Bailey

Sir Howard Cooke (centre)

Dr Richard Teare

President, GULL



GULL endorsements:

(2) Business, Industry & Commerce, Jamaica

GULL is also supported by a variety of business groups in Jamaica.

Below:

Members of the Rotary Club,
Montego Bay, Jamaica



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Above:

Ms Pauline Reid, President,
Chamber of Commerce,
Montego Bay, Jamaica, with
Dr Lee Bailey, past President.

GULL's Professional award framework

There are 15 levels with 3 development pathways:

- (i) Younger people (5 levels to Prof. Bachelor);
- (ii) Mature people (5 levels to Prof. Master) and
- (iii) Senior leaders (5 levels to Prof. Doctor)

Professional B Level At entry: age 18-25	Prof. M Level At entry: age 26+	Prof. D Level At entry: 30+
B level 1: Entry (B Entry) (Pass)	M level 1: Entry (M Entry) (Pass)	D level 1: Proposal (D Entry) (Pass)
CERTIFY/PROGRESS	CERTIFY/PROGRESS	CERTIFY/PROGRESS
B level 2: Certificate (B Cert) (Pass)	M level 2: Certificate (M Cert) (Pass)	D level 2: Certificate (D Cert) (Pass)
CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE
B level 3: Diploma (B Dip) (Pass)	M level 3: Diploma (M Dip) (Pass)	D level 3: Diploma (D Dip) (Pass)
CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE
B Level 4: Prof. Associate degree (B Assoc) (Pass)	M level 4: Advanced (Adv.) Diploma (M Dip A) (Pass)	D level 4: Adv. Diploma (D Dip A) (Pass)
CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE	CERTIFY & PROGRESS / PAUSE
B Level 5: Prof. Bachelor degree (B Prof / B Mgt) (Graded)	M level 5: Prof. Master degree (M Prof / M Mgt) (Graded)	D level 5: Prof. Doctor degree (D Prof / D Mgt) (Pass)
EXTERNAL REVIEW & CERTIFY	EXTERNAL REVIEW & CERTIFY	EXTERNAL REVIEW & CERTIFY

Notes: B Mgt for junior managers, M Mgt and D Mgt for senior managers B Prof / M Prof / D Prof - for all other applicants.

What else is GULL doing in the Caribbean?

The Turks & Caicos Islands are leading the way ...



Below:
Dr Shelly Whitely,
GULL Elder with Dr Ben Henry

Above:
Turks & Caicos learners



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Example: Team project (1):

The project: The piloting of a self review framework to assist team members and the restaurant management teams at Beaches, Turks & Caicos to enhance service performance.

The aim: To create a self review framework as an internal mechanism for gathering feedback on operational variances and identifying corrective action so as to improve online customer satisfaction scores.

Team 1:

Fitzroy, Eversley, Nadia
Stanley & Basil



Example: Team project (2):

The project: ‘Operation heart of the house’: Enhancing staff facilities and safety as a mechanism for staff retention and development.

The aim: To review, repair and enhance the back of house services and facilities for staff members and the management of goods received and waste management and recycling.

Team 2:

Devon, Jermaine, Jasset,
Michael, Mark, Lincoln



Example: team project (3):

The project: To review and improve the accounting procedures for managing and reducing charge backs for guest services.

The aim: To develop procedures to reduce and resolve the replacement cost of bath robes provided for guests to use at the resort (but taken by guests on departure) and ensure that the correct charges for ancillary guest services (e.g. babysitting) are posted prior to guest departure.

Team 3:

Orian, Keva, Wal, Tanya, Courtney.



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Example: Team project (4):

The project: Sea shore excursions.

The aims: To increase sales through the Beaches, Turks & Caicos tour desk; Increase revenue opportunities through cross-promotion and enhance the guest's vacation experience on tours by fostering family experiences.

Team 4:

Raluca, Venroy, Nadege, Teri & Joel





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