



REQUEST FOR PROPOSAL

The BVI Tourist Board (BVITB) hereby solicits proposals for the provision of Management and Staffing of Greeters to provide a range of client services at Cyril E. King Airport and Edward Wilmoth Blyden IV Marine Terminal, Charlotte Amalie, St. Thomas, USVI. Proposals must be received by BVITB no later than 4:00pm AST, Friday, 15th January 2020.

Proposals will be evaluated in accordance with the following specifications:

1. Effective Date: 15th February 2020.
2. Staff and Manage 365 days Greeter Service operation on behalf of BVITB at:
 - a. Cyril E. King Airport
 - b. Edward Wilmoth Blyden IV Marine Terminal
3. Staff Greeters- responsibilities include, but are not limited to:
 - a. Identify, meet, and greet all incoming guests in transit to the British Virgin Islands (BVI) via air and sea on St. Thomas, USVI.
 - b. Manage VIP Guest reception, processing and transportation requests and arrivals as specified by BVITB
 - c. Provide the most up-to date information regarding BVI including but not limited to post – Covid 19 entry protocols, ferry services and general information as it relates to destination BVI and its product offerings.
 - d. Educate visitors about BVI Tourism product offerings and available services.
 - e. Assist guests in securing taxi/transportation services to appropriate ferries and/or offer complimentary services.
 - f. Attend specific BVITB designated training session(s).
 - g. Encourage guests to complete surveys.
 - h. Keep surrounding desk and lounge areas clean and tidy.
 - i. Gather visitor data for statistical purposes.
 - j. Liaise and establish relationships with USVI businesses and established partners on behalf of BVITB.
 - k. Communicate to BVI counterpart daily, all information directly impacting visitor travel or guest experience, i.e. ferry delays or operational challenges, long TSA

(Transportation Security Administration) lines or screenings, new or updated arrival or departure protocols, flight, or ferry cancelations, etc.

- l. Other related duties and tasks as requested by BVITB
4. Candidates suitable for Greeter Services would possess/have the ability to:
- a. Extensive knowledge of the British Virgin Islands tourism products and unique offerings.
 - b. Excellent customer service and communication skills.
 - c. Gives excellent directions/instructions to guests and colleagues.
 - d. Anticipate operation challenges and devise appropriate solutions.
 - e. Anticipates guests needs.
 - f. Works well with others and reports problems or potential issues in a timely manner.
 - g. Always presents a well-groomed professional appearance and demeanor.
 - h. Punctual and accountable.
 - i. Outgoing, reliable, and dependable.
 - j. Pleasant, hospitable, and ready to engage.
 - k. Detail oriented and consumer friendly.
 - l. Able to stand for extended periods of time.
 - m. Able to lift a maximum of 50 – 60 lbs.

Bidders must be aware that Greeters must conform to the following:

- For men: hair must be clean, neat, and appropriately styled. Facial hair should be conservative and groomed.
- For women: hair must be clean, groomed and/or styled appropriately; conservatively colored.
- Uniforms MUST be presentable and worn when executing Greeter duties.

5. **Billing Reports:** BVITB must be billed retroactively, monthly with itemized invoicing.
6. **Operations Reports:** BVITB must receive by the 7th day monthly a comprehensive report of the prior months staffing, operations, statistical data, and overall observational details relevant to enhancing services and guests experience.
7. **Amendments:** BVITB reserves the right to amend this RFP at any time up to the due date for bids. Notice of Amendment will be provided to any potential bidder who has filed a bid by the deadline.

8. **Rejection of bids:** BVITB reserves the right to reject any and/or all bids received without explanation.
9. Bidders must provide the complete name, mailing address and telephone number of the Company.
10. Bidders must provide any additional information that would assist the BVI Tourist Board in making its decision on the bid.
11. Bidders must demonstrate working knowledge of the BVI, its travelers and their ability to represent brand BVI, always using their connectivity within the USVI to foster relationships on behalf of BVITB in a professional manner.
12. Bidders must provide a list of valid qualifications and experience including licensing, good standing as it relates to taxes and social security, commercial insurance, in the USVI.
13. Bidders must provide three (3) business references and three (3) client references.
14. Submit proposals in duplicate to:
DIRECTOR OF TOURISM
British Virgin Islands Tourist Board & Film Commission
3rd Floor Geneva Place
Road Town, Tortola VG 1110
British Virgin Islands