



**P.S.C.**  
**Public Service Commission**

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**CICULAR MEMORANDUM**

To : Permanent Secretaries and Heads of Departments File: 29/357/02

Subject: **Performance Appraisal Course for Drivers** Date: 21/02/08

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- 1.0 In line with the workforce training needs of the Public Service, the Public Service Commission will be conducting the Performance Appraisal Course for Drivers. The course will be conducted by a training consultant.
- 2.0 This course is part of the Commission's initiative to ensure that drivers are thoroughly aware of their roles and the relevant legislations and civil service rules and guidelines to effectively carry out their duties
- 3.0 The objectives of this course are to:
  - 3.1 Emphasise the importance of a driver's role – etiquette, rules, regulations and procedures towards meeting the organization's objectives;
  - 3.2 Examine the link between quality customer service and continuous improvement;
  - 3.3 Identify gaps in service and improve service quality;
  - 3.4 Establish mechanisms for adding emotional value to customer service;
  - 3.5 Identify time wasters and ways to improve the use of your time;
  - 3.6 Identify signs of stress in the workplace and how it affects performance.
- 4.0 The tentative programme for this one day course is as follows:
  - 4.1 Customer service techniques
  - 4.2 Motivation
  - 4.3 Work Ethics
  - 4.4 Time Management
  - 4.5 Management and Standard procedures for Government vehicles
  - 4.6 Employment Procedures for Drivers

4.7 Stress Management

- 5.0 The course will commence on 25 February 2008 for the Central Division.
- 6.0 The attendance of Ministers', Permanent Secretaries' and Heads of Departments' drivers at this course is critical and we look forward to your co-operation.
- 7.0 Any clarification required may be obtained from Ms Shannon Toutou on telephone number 3315 688 or e-mail [stoutou@psc.gov.fj](mailto:stoutou@psc.gov.fj).
- 8.0 Permanent Secretaries and Heads of Departments are requested to confirm the availability of your drivers to attend this course.



T. Tagicakibau (Mrs.)  
**Permanent Secretary for the Public Service**