



# PORT OF PORT OF SPAIN

A Strategic Business Unit of Port Authority of Trinidad and Tobago

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## Bulletin # 231

April 6<sup>th</sup>, 2017

Dear Stakeholders,

### **RE: CHANGE IN THE BUSINESS HOURS AT CARGO ACCOUNTS**

Dear Valued Stakeholders,

Since the extension of the business hours in the Cargo Accounts department in 2013, which was brought about due to the increased demand at that time, we have been actively monitoring and analysing daily transactions at that office, both at the Cashiers' unit and the Customer Service Representatives (CSR's). Over the past year, we have noticed a declining trend in customer visits, as well as a marked decline in the number of transactions particularly during the extended period.

Consequently, we wish to advise that the business hours at the Cargo Accounts Office **will be changed to 0700 hours to 1600 hours for CSR's and 0700 to 1615 hours for cashiers, Mondays to Fridays, with effect from Monday 10<sup>th</sup> April 2017.**

If you have any queries on this matter, please feel free to contact Ricardo Gonzales, Ag. Divisional Manager Operations, at ricardog@patnt.com or 623-2901-5 Ext 257.

We thank you for your cooperation and look forward to continuing to serve you.

Respectfully,

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Ms Trudy Gill-Conlon  
CEO-PPOS (Ag.)