



recently chosen to supply motorcade vehicles to such visiting luminaries as the Prime Ministers of England and Japan, and Princess Anne of Great Britain. “We train our staff,” he says. “When you’re approached by one of our staff, it’s a pleasant and professional experience.” One of the things de Lisser would like to do, and which he believes would help fine-tune his employees’ customer service skills even further, is to have them go through the government’s Team Jamaica program, a two-week training exercise which is now mandatory for all workers in the country’s tourism trade.

Budget Jamaica’s sustained growth over the previous five years, according to de Lisser, has been due to a combination of re-energized tourism, astute marketing, and plain “hard work.” But he’s not content to sit still now, admitting that he’d like to see the agency expand to “six or seven hundred units” over the next few

years. All of Budget Jamaica’s cars are bought from island dealers; de Lisser rotates cars out of the fleet when they are between 24 and 36 months old, so that they can be replaced by newer models. Some retired vehicles can be purchased onsite.

While customer service is a key component of his company’s business model, most important to de Lisser is that those customers have confidence in Budget Jamaica’s guarantee that the cars they are renting are “in good running order, and what they expected to get.” Being a part of the Stewart Automotive Group, with its many repair and maintenance services, undoubtedly helps Budget Rent a Car Jamaica achieve that worthy goal.

PREFERRED VENDORS

BDO Jamaica - www.bdo.com.jm