



Stichting duurzame Ontwikkeling Nederland Suriname

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BEST PRACTICES OF ENVIRONMENTAL SERVICES IN THE TOURISM INDUSTRY

door Luis G. Chaves,
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Twenty years of international experience and exposure to the tourism and travel industry in the areas of tourism planning and product development, marketing and operations, human resources development and training, small enterprise development, for the retail and wholesale trade, National Tourism Organizations in the specialized fields and sustainable tourism, cultural tourism, "ecotourism", "eco-ethnic tourism" other forms of "special interest" tourism.

Seven years international experience with the United Nations, World Tourism Organization, Asian Development Bank, Interamerican Development Bank, European Union, World Bank (Global Environmental Fund) systems in technical cooperation projects and their implementation in developing countries, in Asia, the Caribbean and Central and South America.

Three years consultancy experience for large organizations in North America and five years as a trainer and educator in different institutes and Universities in Europe as a senior lecturer on sustainable tourism development and today's practices. As an international consultant, presently holds the position of product development and marketing for the Bergendal eco-cultural river resort in Suriname for the Kersten group of companies and has recently completed a publication for the IDB on best practices of environmental services in the tourism Industry.