



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

SANS 1197: Tourism Service Excellence Requirement

The National Department of Tourism, especially the Service Excellence Directorate, would like to thank you for your valuable contribution and support during the development of the Tourism Service Excellence Requirement. It is with great pleasure to announce that the requirement is now in the public enquiry phase and will be circulated as a Draft South African Standard (DSS). The document will be available for public comments from 2011-12-27 to 2012-02-27.

Please note that the above mentioned document will also be available for sale from SABS information services department at info@sabs.co.za or from the website by clicking on the provided link from the 2011-12-27

<http://www.sabs.co.za/index.php?page=standardspurchase>

Please feel free to go to the above link for comments.

Regards,