

## Service Excellence virtual dialogue

**24 March 2021**

The Department of Tourism, in collaboration with Gauteng Tourism Authority (GTA), will host a virtual dialogue on Service Excellence that will bring together sector partners and stakeholders to share information and expertise on the approaches and models utilised to improve service levels in the tourism sector.

Since the development of the Service Excellence Standard (SANS 1197) in 2012, the Department has done extensive work to inculcate a culture of service excellence, and address service delivery and customer centricity values challenges in the tourism sector.

The inculcation of service excellence and the promotion of the standard through capacity building initiatives, learning networks, and importantly consumer feedback continue to play a pivotal part in empowering and guiding tourism products to improve, offer and provide service of the highest standard. Join the conversation as we highlight the strides gained in the implementation of the National Tourism Service Excellence Strategy in the Gauteng Province.

### **EVENT DETAILS**

Date: **Thursday, 25 March 2021**

Time: 10h00 until 13h00

Virtual link:

<https://tourism.zoom.us/j/95716171286?pwd=QINpQkp5TWhhTU1OWEI2V0RjdWZXUT09>

**Meeting ID:** 957 1617 1286 **Passcode:** 693236

**The dialogue will be broadcast on Facebook: @Departmentoftourism**

PROGRAMME - SERVICE EXCELLENCE DIALOGUE	
Thursday, 25 March 2021 [10h00 until 13h00]	
Moderator: Anele Mdzikwa	
TIME	ACTIVITY
10:00 - 10:15	<b>DT: Welcoming Remarks &amp; Introduction of Service Excellence Concept</b> Ms. Lizzy Mathopa, Chief Director: Tourism Visitor Services – Department of Tourism
10:15 –10:30	<b>Service Excellence in relation to consumer protection and redress</b> Ms. Thezi Mabuza, Acting Commissioner - National Consumer Commission (NCC)
10:40 -10:42	<b><i>Play 2 min video Show casing Gauteng offerings</i></b>
10:42-13h00	<b>Keynote Address - Mr. Barba Gaogamediwe , Acting CEO Gauteng Tourism Authority (GTA)</b> <b>Service Excellence in relation to personnel development.</b> <ul style="list-style-type: none"> <li>● Mr Mbuyiselo Kona - Gauteng service excellence legacy team</li> </ul> <b>Gauteng service excellence beneficiaries</b> <ul style="list-style-type: none"> <li>● Mrs. Lucille Cremen: City of Johannesburg Cresco Tours</li> <li>● Mrs. Grace Hinana: City of Tshwane; Noxolo Guest House</li> </ul>
	<b>Way forward – Acceptance of the Report by ACEO</b>
	<b>Closing Remarks – Moderator</b>

### **Media enquiries:**

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