



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

OPENING REMARKS BY NURUNESSA MOOLLA, CHIEF DIRECTOR: INTERNATIONAL RELATIONS AND COOPERATION OF THE SOUTH AFRICAN DEPARTMENT OF TOURISM AT THE SHARING OF BEST PRACTICES WORKSHOP, 2 MARCH 2021

His Excellency the Deputy Minister of Tourism of South Africa, Mr Fish Mahlalela
The Regional Director, for the Department for Africa of the UNWTO, Ms Elcia Grandcourt
The Chief Executive Officer of South African Tourism, Mr Sisa Ntshona
The Chief Executive Officer of the Tourism Business Council of South Africa, Mr Tshifhiwa Tshivenghwa,

I would like to acknowledge our distinguished delegates from:

Angola
Benin
Brazil
Malawi
Mozambique
Nigeria
Togo
Uganda
Zambia
Mexico
Palestine
Singapore
Vietnam
Venezuela

Officials from the South African Department of Tourism and our Moderator, Ms Zipho Sikhakhane who will facilitate today's workshop

Ladies and Gentleman

Welcome to this year's virtual Sharing of Best Practices Workshop. As many of you would be aware we usually host this workshop in different provinces here in South Africa to expose our delegates to our diverse country. We have 9 provinces and each one is uniquely different from the other. The session would usually be arranged over two days and we would finish it with an excursion to some of our key tourism sites to give our delegates a little taste of what we have to offer and of course hoping that this will encourage them to return for a leisure trip in the future. I am sorry that we are not able to offer you our warm hospitality this year, however, we do believe that this virtual session is an important opportunity, now more than ever, to come together, to share strategies, to learn from each other and to engage on common issues that affect the tourism sector.

This is the 8th edition of our Tourism Best Practices Workshop which is targeted at countries that South Africa has signed bilateral tourism agreements with and those that we engage with at a bilateral level. The purpose of the workshop is to exchange information, experiences and expertise in the tourism sector, particularly the management and development of tourism related projects and policy initiatives aimed at growing travel and tourism in South Africa and the rest of the continent.

Some of the areas that we have covered during previous workshops include:

- Policies and initiatives relating to tourism development;
- Tourism investment opportunities in countries;

- Management of Tourism Statistics;
- Grading and Classification Systems of Tourism Establishments and;
- Organising of mega events.

We are currently living through the most unprecedented period due to the Covid-19 pandemic and our sector is one of the worst affected. We have therefore decided to focus this year's workshop on Tourism Recovery Strategies.

We have arranged quite a diverse panel for this morning's session and we hope that you will find their presentations stimulating and insightful and that you will have an opportunity to engage them on their presentations. We also really look forward to receiving your country perspectives.

As I end, I would like to wish you an excellent workshop. I trust it will be as impactful as our previous workshops.

Ladies and Gentleman, before I leave you, I have the pleasure of introducing our next speaker, who we have been incredibly fortunate to secure for this morning's session, **the Deputy Minister of Tourism of South Africa, His Excellency Mr Fish Mahlalela**