



MEDIA INVITE

## SERVICE EXCELLENCE LEGACY COMMITTEE TO ENHANCE TOURISM IN BERGVILLE KWAZULU NATAL

20 March 2023

The Department of Tourism in collaboration with the KwaZulu Natal Department of Economic Development Tourism and Environmental Affairs (EDTEA), and the Okhahlamba Local Municipality will host an event to celebrate the successful implementation of the Service Excellence Campaign in the tourist town of Bergville in the KwaZulu Natal Province.

Deputy Minister of Tourism Mr. Fish Mahlalela and the executives from KwaZulu Natal province will officiate the event where the members of the Service Excellence Legacy Committee, who will champion initiatives to improve service levels in Bergville area, will be announced.

The town of Bergville is one of a number of towns that has been selected to participate in the Department's Service Excellence initiative. The program assists tourism products and community members to develop a culture of service excellence in their operational processes through the Service Excellence Strategy and Standards SANS 1197:2012.

The event takes place as South Africa commemorates Human Rights Month in March under the theme "Consolidating and Sustaining Human Rights Culture into the Future". The Service Excellence celebration will acknowledge the strides gained in fostering improved service levels in the sector, and the value of the SANS 1197:2012 standards in promoting respect for basic human rights, and in upholding human dignity in line with the country's Bill of Rights.

### **MEMBERS OF THE MEDIA ARE INVITED TO ATTEND:**

**DATE:** Thursday, 23 March 2023  
**VENUE:** Drakensberg Sun Resort – KwaZulu Natal Province  
**TIME:** 08h30 for 09h00

**RSVP:** Kindly confirm your attendance by no later than **14:00 on 22 March 2023** to: **Ms. Sindi Zwane – Media Liaison Officer (DT)** via Cell/ WhatsApp: 0812674665 or e-mail: [szwane@tourism.gov.za](mailto:szwane@tourism.gov.za)

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Department of Tourism

