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## DIRECTORATE: CORPORATE COMMUNICATION& ICT

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### Media Statement

**08 August 2016**

### **NW Tourism focuses on universal access for effective service excellence.**

**Mmabatho** - In its endeavor to strive for service excellence within the Tourism fraternity, the North West Department of Tourism conducted a workshop together with the National Department of Tourism and other tourism various product owners in the Ngaka Modiri Molema District to tackle issues that impact on tourism development, universal access and service excellence.

One of the focal points of the workshop was to share in depth knowledge and provide clarity to different product owners and stakeholders with regards to universal access.

Bekithemba Langalibalele from the National Department of Tourism said that Universal Accessibility Programme was created four years ago and was aimed at ensuring universal accessibility of tourism and hospitality establishments.

“Tourism should be accessible to all and this should be taken into consideration when making configurations within the sector itself. In order for us to reach our goals by 2020 we need to ensure excellent services and universally accessible tourism establishments”, he said.

Deputy Director for Tourism Sector Transformation Obakeng Motlhanke said that his department is currently on a road show ensuring and if necessary assisting tourism & hospitality establishments within the province to comply with various tourism regulations and innovations.

“We are currently going district to district hosting workshops with our tourism product owners to ensure that they fully comprehend the importance of universally accessible establishments. We will rationalise efforts and develop strategies that will guide service excellence in the sector; and create an enabling environment in developing a positive customer service culture. It is also important for people of all background or creed to be able to access any tourism hospitality establishment in the province”, he said

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