

Eswatini Railways wins award in Service Quality in Large Enterprise Category

It is with excitement and awe to inform you that we have done it again this year, ESR won the local competition for service excellence. This was at a function held on the 9th November, 2018 at the Royal Swazi Convention Centre under the auspices of the Ministry of Commerce, Trade and Industry. The occasion was graced by His Excellency The Right Honourable Prime Minister, Her Excellency the EU Ambassador and Honourable Ministers.

ESR got recognition for being one of the 40 participants in this completion, we were awarded a participation certificate. We then won the top prize in the large enterprises service category, we went further and was crowned the overall winner of the competition, so we brought home 3 certificates and 2 trophies. In 2017, we won the local competition and also won the SADC competition announced in March this year, by winning the 2nd time in a row shows that we are grounded in providing quality service.

As the CEO I am proud to lead a workforce that is dedicated to providing excellent service, we could not have done it without you because you are at the forefront of delivering superb service to our clients. We now have the challenge to maintain the high standard, therefore, I urge you to leave no stone unturned in the pursuit of service excellence.

SPECIAL APPRECIATION

I applaud the SHEQ Section under the leadership of Mr. Wilson Mavela Vilane for the passion they have demonstrated in pursuit of service quality excellence even during trying times of limited resources. They have done us proud for preparing all the documentation required for the competition and convincing the judges that what is on paper is what we do on a daily basis, that is, service excellence is our way of doing business.



We know that our strength, knowledge and ability to achieve excellence is a gift from God, therefore, we say praise be unto the Lord our God Almighty.

!!!IF WE PULL TOGETHER WE WIN TOGETHER!!

S.Z. Ngubane

Chief Executive Officer

