

MEDIA RELEASE

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ACSA rewards Mugg & Bean employee for excellent service

On Friday, 31 July 2009, Florence Maodzeke, an employee of Mugg & Bean at the OR Tambo International Airport, was recognised by the Airports Company South Africa (ACSA) for excellent service. The event was held at the airport where different employees from all sectors inside the airport was rewarded for excellent service based on customer compliments. These awards are held every three months, recognising the people who are making a difference and making the airport a world class facility.

Among all the restaurants in the airport, Mugg & Bean outshined all by being the only restaurant awarded for outstanding customer service, demonstrated by the Manager, Florence Maodzeke, and her team. "I am very grateful and overwhelmed by this experience and believe that my hard work and passion for my job is paying off. It is a challenge to work at the airport because you are always in a rush. I am looking forward to welcome international guests to Mugg & Bean next year," said Florence.

"Rewarding and recognising is what we like to do best at O.R Tambo International Airport, so this month's rewards ceremony hosted by Customer Care was every bit as exciting as was expected. With 35 airport staff being rewarded this month, it really goes to show that going the extra mile really does pay," said Claudia Crooney from ACSA Management. ACSA's strategy is to build both an efficient and customer-focused business in line with its vision of being a world-leading airport business. In light of this vision, the Customer Care Department strives to recognize staff whose actions are congruent with our vision on becoming customer centric.

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