

Singapore Zoo wins service excellence award

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File photo: ST, Kua Chee Siong

Singapore – Singapore Zoo has received the Singapore Service Excellence Medallion, a top honour that marks its superior guest satisfaction and organisational service excellence.

The award recognises outstanding achievements by organisations and individuals in inspiring and sustaining a culture of service excellence in Singapore.

The award ceremony was held in the presence of guest-of-honour Mr Tharman Shanmugaratnam, Deputy Prime Minister of Singapore and Minister of Finance.

Mr Lee Meng Tat, CEO, Wildlife Reserves Singapore, said: “Singapore Zoo turns 40 this year – and receiving the Singapore Service Excellence Medallion is a tribute to all the staff who have served in the Singapore Zoo and who made this wildlife attraction a national icon and internationally recognised brand.”

The accolade is organised by agencies of the national GEMS Up movement (Go Extra Mile For Service). GEMS Up Movement is represented by five agencies – SPRING Singapore, Singapore Tourism Board, Singapore Workforce Development Agency, National Trades Union Congress and the Institute of Service Excellence at Singapore Management University.