

Sun International casino wins Diamond Arrow Award

Sun International's Carnival City Casino and Entertainment World has been awarded top regional honours in the casino and entertainment category by PMR Africa.

The complex has been presented with the Diamond Arrow Award, the highest in the category, representing business competitiveness, effectiveness, excellence, leadership, resilience and service and indicating customer satisfaction.

Carnival City's GM, Derek Panaino, said: "We focus on providing top-quality service and facilities for our customers. We do this by investing in the most innovative technology available and by offering rewarding careers and developing staff to their full potential. We also put great store in uplifting and developing our local community. Specific to the casino sector, Carnival City operates in one of the most regulated industries in the world and in issues of compliance and meeting licence conditions we enjoy an excellent track record."

Annual survey

The PMR award is based on the results of an annual survey measuring companies, institutions, government entities and individuals in various regions throughout the country.

The five criteria that companies and institutions were rated against include: enhancing economic growth and development of its municipal area over the past 12 months, levels of managerial expertise, implementation of corporate governance, brand awareness, and levels of innovation.

The survey was conducted by means of telephonic interviews, between August and October, among a random sample of 150 respondents. The sample included CEOs, MDs, business owners, company directors, managers and senior government officials.