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Mila Services, a Black Women-owned Company, Earns Prestigious Gold PMR Africa Award for Exceptional Customer Satisfaction

Johannesburg, 15 August 2023 – Mila Services, a prominent black women-owned cleaning company, has been honored with the prestigious PMR Africa Golden Arrow Award at the PMR.africa Business Excellence Awards Breakfast, held at the Royal Johannesburg Golf Club.

The PMR Africa Golden Arrow Award is a testament to Mila Services' unwavering commitment to excellence in customer service and satisfaction. The awards are the culmination of an extensive research journey in which companies and institutions are evaluated based on respondents' perceptions, with a strong emphasis on customer service quality.

Mila Services achieved this remarkable accolade by earning high ratings across a comprehensive spectrum of 27 attributes amongst other Outsourced Cleaning Companies in South Africa. These attributes include attention to detail, BEE (Black Economic Empowerment) compliance, staff attitude, compliance with regulatory requirements, consistent delivery on promises, operational efficiency, effective communication, ethical business practices, competency and reliability of staff, and punctuality, among others.

The rigorous assessment process involved thorough evaluation of cleaning companies across various domains of specialization, including commercial, educational, entertainment, healthcare, hospitality, industrial, pest control, and retail sectors. Mila Services stood out as a shining example of excellence in the cleaning industry, consistently surpassing customer expectations and delivering unparalleled quality across diverse environments.

"We are immensely honored to receive the PMR Africa Golden Arrow Award, which serves as a validation of our firm dedication to providing top-tier cleaning services and ensuring the utmost satisfaction of our valued customers," said Annemarie Mostert, CEO of Mila Services. ***"This award underscores our commitment to maintaining the highest standards of professionalism, integrity and quality in every aspect of our operations."***

Annemarie Mostert and Charlotte Khoza, the dynamic Directors of Mila Services have forged an exceptionally successful partnership that has become a driving force behind the company's achievements. Their combined leadership and unwavering commitment to excellence have propelled Mila Services to new heights in the industry. Their skills and shared dedication to empowering their team and serving their customers have been pivotal in shaping Mila into a thriving company known for its exceptional customer satisfaction.

Mila Services extends its heartfelt gratitude to its valued customers, dedicated staff members, and supportive stakeholders who have contributed to this remarkable achievement. The company remains resolute in its mission to set new benchmarks for excellence in the cleaning industry, driving forward with a continued focus on delivering exceptional customer experiences.



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About Mila Services

Mila Services is a prominent women-owned cleaning company that specializes in delivering exceptional cleaning solutions across a diverse range of sectors. With a strong commitment to customer satisfaction and operational excellence, Mila Services has emerged as a leading player in the cleaning industry.

About PMR Africa Business Excellence Awards

The PMR Africa Business Excellence Awards celebrate organizations that have demonstrated excellence and exceptional service quality in various industries. These awards are based on extensive research and evaluations conducted by PMR.africa, with a focus on customer perceptions and satisfaction.