



(an association incorporated under section 21) Registration number 2000/026326/08

CLIMB THE SUMMIT

WHAT DID YOU HEAR?

Anything is possible if you put your heart to it.
When do something, do it for yourself
Plan to get to the top
Team Player
Strong Teams are made out of strong individuals
Respect
Set Goals

Set goals
Know your challenges
Be as strong as you can be for the team
Focus on the Goal
R & R
Plan the entire journey (enough to get back down the mountain)
Remember the basics

Realistic Goals
Believe in yourself/Team/Goal
Preparation and Perseverance
Believe in your personality
Big Dreams are achievable
Positive = Yes
Be strong and carry each other through
Team Spirit
Strong Individuals = Strong Team
Acknowledging challenges along the way
Beliefs and Guidance from above
Its Time
Preparation, Do not procrastinate
Small Goals first to achieve Main Objective
Time Management and Deadlines.

Hard work is part of the journey
Vision and a Goal
Planning and Preparation
We need to function differently at different levels
Need to be a team player
Need to be strong enough to assist team members
To accomplish big you need to take one step at a time
Inspire yourself

Embrace your failures to move forward
Four "R's" Reflect, Review, Rest, Recharge.

Set Goals
Team work / Commitment
Determination
Plan and Prepare
Don't give up
Accommodate all team members
Embrace failure and bounce back HIGHER
Know your Self Worth
Remember the Basics

Preparation
Journey – Define – set your goals
Not about the individual about the Team
It's okay to Rest, Reflect, Review and Recharge
Higher up function differently Growth
Strength is with your team
Follow through – goal is 50% need to get back
Focus on Potential not the past

Face the challenge
Self Motivation
Determination
Endurance
Inspiration
Preparation
Perseverance
Look Forward / Not back
Always be positive
Rely on Basics
Conquer personality Clashes
Confidence
Need to succeed
Importance of team work
Achieving goals (going forward)
Learning how to accept challenges along the way
Need time to Reflect, Review, Rest and Recharge.
Plan for the unexpected
Follow Through

Challenge – Face it
Direction – Plan your route (goals)
Be strong for the team
Give your best – Commit
Know your strengths (all members)
Reflect, Review, Recharge and rest
See it through (acknowledge accomplishment)
Do it right

Be strong for your team
Must be team player
Don't be derails by personality clashes
Challenge yourself (Define goals / stretch boundaries)
Place yourself – know when to rest
Be focused
Planning (Know what to expect)
Know the layout of the land

Good planning
Got to be strong
Set goals for “you”
Believe in yourself
Remember the basics
Try again if no success at first, retrace steps
R & R² - Rest, Reflect, review and recharge
Celebrate success – no matter how small
Respect and humility

Team is as strong as its weakest link
Plan ahead (Preparation)
Set goals to and beyond
Respect the challenge
Do your best for self and team
Strategic rest
Celebrate victories
Change of attitude.

Define Route
Strong Team
Unrealistic Goals
Reflect, Review, Rest and Recharge
Rejoice
Follow Through

Define the route – Preparation
Focus on your goal
Individual commitment
Discipline – follow through
Teamwork

Reflect, Review, Rest and Recharge
Humility
Teamwork
Set goal all the way through
Celebrate Success
Involvement
Give your Best
Preparation
Challenges – push yourself

Accept change
Face the mountain and Reality
Look at ways to find success
Going Back to Basics

WHAT ABILITIES DO YOU NEED?

Patience
Motivation
Respect
Pride
Perseverance
Celebrate yourself
Ability to Plan
Accept Failure
Be willing to plan
Be Focused
Don't give up

Have yes we can attitude
Have a vision and a goal
Have a plan how to get there
Have measurable steps
Have the ability to carry a "tired" team member
Communication – ensure everybody knows the goal
Be a leader, not a Manager

Passion/Purpose/Goals/Commitment
Focus
Respect and Humility
Faith
Rest and Relaxation and Review

Humbleness and Respect for the challenge
Teamwork
Be able to assess situation
Leadership
Need to understand individual team members abilities
Need to be able to Prioritize
Need to be able to acknowledge achievements.

Respect
Attitude
Reflect, Review, Rest and Recharge
Trust
Know yourself and Strengths
Be adaptable
Make Choice / Have a Vision
Motivate
Be able to give your best

Strategic Planning
Rejoice your success

Understand the capabilities of each member
Respect / Humility
Resilience
Bounce Back
You need to understand the basics
Acknowledge yourself – Rejoice
Push the limit – Aim Higher
Asses the goal – Plan, Prepare and adapt as there is always a way up the mountain.

Have an Action Plan
Goals in Place
Preparation
Team Players – Respect, Rejoice
Embrace failures – Turn them into positives
Strong Team is a combination of strong “individuals”

Belief in team and objectives (positively) (Vision, Know What and How)
Resources – Research and obtain and Prepare
Communicate – let people know how / what
Follow through
Honesty, trust and commitment
Ability to overcome obstacles
Know the Basics!

Physically strong
Mentally prepared
Positive attitude
Know your limitations
Define strengths and weaknesses of each tam member
Time Management
Thing outside the box
Invest in right tools and knowledge
Be prepared to deal with disappointments. Don't let it stop you reaching your Goal!

Respect and humility
Planning
Perseverance
Teamwork & support
Believe in yourself

Desire
Commitment
Know your abilities
Have your end in site
Staying Focused

Face Challenges
Planning

Respect
Courage
Passion
Back to basics
Give your best
Self discipline
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Motivation
Training
Leadership Tools
Innovation
Support – Encouragement
Follow through
Enthusiasm
Respect
Rejoice – Reward yourself!

Planning Ahead
43 Days of world cup but future growth and success
Communication
Information & Knowledge
Preparation in advance

TEN WAYS TO WIN!

Build Trust – people will only let you lead them if they trust you and look forward to the journey

Find out what makes them tick
“Catch them doing things right” (Praise and reaffirm)
Stimulate and keep it interesting
“Do no harm” – Redirect
Make sure the goal is clear
Make sure there are measurable
Get buy in – Create a compelling future
Succession plan
Lead people to the best they can be

Well trained staff (usual)
Screening of Staff (Recruitment and Security)
Availability of stock (Plan B, Quality of Stock and SAB)
Deliver Time (Order to Delivery)
Communication
Back up when machinery breaks
Stock Prices 2010
Correct Delivery

Courtesy Calls (Personal Relationship)
Research info for 2010

Reward Good behaviour (Well Done)
build Trust and Relationships
Motivation
Positive Change
Knowing individual personalities
Positive redirect
Determination
Work with staff. Get to know them as individuals
Don't dwell on negative. Focus on what went right.
Lead by Example
A person behind the name badge
Positive terms (not staff Restaurant but Team Restaurant)

Trust – works both ways
Positive actions – Praise staff immediately
Build Relationships- take time
get your hands dirty too – work with them
Sincerity – say what you mean with empathy.
Keep things interesting – Change Routine
“Fun”
Performance
Re-direct Negatives
Incentives – Bed making competition

Support
Cross training
Build trust – Get to know each other and each others needs for individual development
Positive Feedback
Be a Team Player
Lead by example
Be clear in instructions and Explain why
Pay attention to the right things
Have team building sessions / FUN
Be consistent with them
Invest time with them. Always educate on new ideas eco friendly
Comfortable work environment
Empower to be self motivating
help them set goals for themselves
Give incentives / Rewards for good work
Praise them if / when they adapt to different work environment / Redirect the negatives

Care / Leadership / Consistence
 Listening and Hearing
 Sharing / Communication (Daily briefing)
 Trust – Care about them – They can depend on you – Support them
 Acknowledgment (In a group)
 Positive follow up and feedbacks on performance standards
 Paying more interest to Rights and not wrongs (re-directing)
 Encourage progress / achievements showing interest in an individual or team
 Changing routines keeps employees (Motivated, interesting and FUN)
 Empowerment Room attendants to check their own rooms take pride in your standards (Performance Management)
 Responsibility and accountability
 Body language / Voice
 Cross training
 Reevaluate steps and redirect if needed

Feedback – Review each day
 Focus on positive
 Discuss corrective for negatives (Redirect negatives)
 Involve in decision making
 Consult
 Share knowledge
 Seek info in a 2 way manner
 Open door
 Trust
 Support and able to rely on each other

Communicate
 Clearly define expectations
 Provide Feedback
 Praise progress not just end result
 Check for hot buttons – What important to you as an individual
 Recognise, reward, praise focus on the positive
 Get involved, get back to the floor
 Show you care
 Keep it real
 Build real relationships
 Constant Change – Change routine and keep it interesting
 Cross Training
 Understanding all areas
 Follower / Leader
 Opportunity for growth
 Potential to get to another level
 Try different areas if new tasks are too difficult – Don't push if its not going to happen.

Trust – Build relations and respect
 Accountability – Feeling of belonging – Feeling of importance.

Togetherness
Trust
Sincerity & Honesty & Care
Training
Praise & Appreciation
Focus on the Positives
Redirect (if necessary) Not criticize
Recognition
Fun Environment
Understand individuals needs and wants
attention
Gratification
Equality
Effective focused Leadership
Understanding
Invest Time & Energy
Morals
Motivate – Patience

Build Relationship
Operational Credibility
Accentuate the positives
Praise good work not only end result
Patience
Redirection through affirmation of strong points
Appraisals
Understanding differences and what motivates individuals
Keep focus away from negative behaviour
WWND

Support and Praise
Build Trust
Catch them doing something right
Keep it interesting
Know their aspirations and personal goals
Lead by example
Accentuate positive
Be sincere and honest
Accept challenge
Treat everybody individually
Reward

Have patience invest time
Build positive relationships
Build trust
Connect your staff
Pay attention to issues
Change routine / redirection
Peruse for progress
identify what motivates each individual
Ask don't tell and show
Build on the positive

To Build Trust
Work with them
Praise them
Stop telling them what to do Ask (PLEASE and THANK YOU)
Get them involved in decision making
Fun in the workplace
Get to know your staff
Know the strength and weaknesses in order to put them in right position
Don't be judgmental – give positive feedback
Redirect the energies
Make change easy and less painful
Keep them informed
Build positive vibe in your work environment
Pay attention (Let's raise up)

WHAT IS OUR EXPECTATIONS

Stock on time. Clearly state delivery period.
Quality. Expiry dates
Correct deliveries to correct units and complete deliveries
Communication payments and out of stock items
What are they going to do for us?
 Discounts – Mass orders
 Special promotions
 Times of deliveries might need to change laundry.
Contract vs. relationship (Teams)
Stock break down vs. deliveries.

Communicate delays/substitute orders directly to housekeeping about deliveries
Training on products
Communicate about stock availability
Guarantee supply – ensure delivery
Communicate any product / Packaging
Advance warning on Price changes
Honour Quoted prices
Courtesy visit by Rep's
Commitment to Service Level Agreement
Pre-plan with Housekeeping orders, stock availability, Deliveries, Back up stock, emergencies etc.

Notify outstanding invoices which impact delivery.

Communication

To deliver on time and within a certain time – Plan route / courier company

Not enough stock on hand

Expect to start with stock hold increase

Deliver correctly according to order (No back orders)

All our suppliers need to follow up from their suppliers / manufacturers

Quality control – mass production

Source locally and buy from South Africa

Training staff – Outsourced staffing

Wrong delivery for the hotel

Sufficient lead times

Forecast Quantities

Unusual requests

Product Knowledge

Serving of Equipment – 3 months before kick off

Include and Make suppliers aware of forward planning

Open Communication

Par Levels need to be increased

Diplomatic Reminders

Keeping Account up to date

Advise on accessibility

Perishable – F.O.M Goods

Crises contact and number of both parties

7 days a week.

Stock levels right – Meet new needs. Quantities, Dedicated delivery times and need their schedules

Well trained staff. (Soccer knowledge, brand and products)

Transport and meals for their staff

Proof of competence

Induction into company

Night service,

Extra delivery,

Hold prices,

No extra charges, no surcharges. Rates to stay the same.

No public holidays

Dedicated help line – Liaison 24 hour service with problems.

Schedule of services for after the world cup. (Health and Safety people)

Reliability – Product availability

Assist with storage

Container off site

Satellite in CT

Sponsorship / Co-branding / re-branding 2010 feel

Bulk orders should not compromise standards and quality.

Communication

Specific

Timeous Requirements
Accessibility
Forecasting
Delivery Requirements
Planning (Forward)
Open mind
Training the customer
Forward commitment
Product substitution

Want to know what planning they have done?
Delivering dates & Times (Nights)
Communicate delivery crises / challenges to us up front
Extra storage space / More frequent deliveries.
2010 – 24 hours help line

Availability
Quality
Sufficient Stock
Flexibility – Timing & Reliability
Deliver what we order in Time! Meet deadline!
Trustworthy
Hones – Tell us if you cannot supply
Good relationship – Respect and Patience
Open channel of communication
Site inspection to supply company
Product Training – What works in a city does not necessarily work in the Country
(eg. Warm water vs. Cold water wash)
Loyalty for delivery sample products to test for your unit needs (eg. Linen for shrinkage)
Tips: Share what works for other units. (Product Substitute)
Consistency: Don't change product without informing us
Budget – Agreed price!

WHAT WILL WE DO DIFFERENTLY?

Connecting with our people
Listen more – talk less
Inspire, innovate, create passion
Get them excited
Positive attitude

Involve in the decision making process
Lead by example
Know their dislikes and likes
Build Trust through Empowerment
Identify Individual Potential (Let them Grow)

Positive Re-enforcement

Praise
Daily positive feedback and motivation
Show gratitude
Show genuine interest
Get to know more about your staff / Empathy-Understanding

Make staff member mystery guest, pass along info and give feedback
Use guest questionnaires to redirect training

Catch people doing things right
Be Patient and invest time
Praise progress not just en result
Feedback
Keep it interesting
Build real relationships
Care
Invest time in individual actually build relations (Really get involved and spend time with each person
Make a list (start doing/Stop doing/Do more of/Do less of)
Each persons name on list
This way you spend time with each person – get to know there HOT buttons. We put in 20 and get 80 back

Develop a real relationship

Must be developed by all involved and apply to all levels from Management down

- Be at work station on time (arrive early)
- Be honest & Ethical at all times
- No excuse – no blame
- Adhere to Standard Operating Procedures
- Follow through with implementations
- Neatness – sharing a workspace
- Friendliness
- Call & Willing to be called
- The change begins with me.

Information Variable staff Requirements
Delivery Expectations
Give suppliers opportunities to advise
Feedback / Commitment Guarantees
Lead Times – Quantities, Procedures and orders
Opportunities / Education
Product and Service
Put a system in place – Recognition, Motivation – Be with them.

Acknowledge your staff – Trust, Connect and Support
Be honest and sincere – building Relationships

Give praise where due – Understand individual needs
Empower – Education & Training – Promote within - Incentives
Motivate – Lead by example (Be the most motivated person)
Pay According to skills
Uplift
Create warm, welcoming positive environment.
Reward

Be accountable – The buck stops here