

# TSEBO SUPPORTS DEVELOPMENT AND GROWTH

By Cindi du Preez

When opportunity meets a brave, hard-working individual, it results in success. I would like to introduce you to a remarkable woman and her story.

Mathapelo Makoro was born on 23 November 1983, to Benedicta Makoro. She grew up without a father, under the nurturing hands of her mother. Times were hard and although her mother was hard working, she did not have a permanent job. She shared the story of them sleeping inside storm water drains when family and friends were unable put them up for the night. She was about 7 years old at the time. Her mother was a strong woman who instilled the values of respect and care. She encouraged her to finish school and make a better life for herself. She also taught Mathapelo life skills; how to cook and how to earn money.

Mathapelo had to get up early in the mornings before school started to make 'vetkoek' batter so that her mother could prepare vetkoek. Her mom sold the vetkoek at Mathapelo's school. She was in Grade 1 at the time. During soccer matches, they would wake up very early, make vetkoek and arrived at the stadium at three o'clock in the morning. When she was 14 years old, they arrived at the soccer stadium one morning and she saw some men standing around. They told her they were there for a security job. She asked to speak to their supervisor and asked if he would consider her to work for the day, even though she was underaged. He allowed her to work for a day as a security guard and she earned R70.



Somewhat these difficult times and a strong mother formed her into a determined young woman, with respect for those around her and a passion to help others. She joined Tsebo in 2006 as a cleaner at Fourways Life Hospital. Whenever the supervisor was off sick or on leave, she would take charge and supervise for the day and so showed her manager that she embraced every opportunity to learn. She attended as many Tsebo courses as possible and this proved to be very valuable to her career growth. In 2007, she was promoted to a supervisor and in 2008 she was promoted to Junior Manager at Cliffe Dekker Hofmeyr with 26 subordinate employees. She conducted on-the-job training with all her staff. From 2010 to 2012, she was appointed Senior Manager at Emperor's Palace with 120 employees under her care, including four supervisors reporting to her. In 2014 she was asked to assist at Tzaneen Mediclinic, then was able to return to Gauteng in 2017, where she first was Cleaning Manager at Sunwards Park Hospital, thereafter at the Pretoria Urology Hospital. From 2019-2020 she worked at South Point in Braamfontein as Senior Manager, looking after 32 buildings and four supervisors.

Mathapelo completed the Management Development Programme, Level 3, offered by Tsebo Training Academy. She was then appointed Cleaning Manager at Wits Donald Gordon Medical Centre and this is where I met her. We were shooting a cleaning video at the time and her knowledge and input impressed me greatly. She had a very special way about her. When an opportunity arose, I appointed her as a training facilitator.



Her work life has not been without sacrifice. There were times when she was working in Limpopo and her mother was looking after her children. She only saw them once a month or during school holidays. This was very hard for her. Her determination to make a better life for her and her family was what drove her. She feels very proud that she was able to buy her own house in 2010 as well as a car. She was able to enroll her children in good schools. When her mother inherited a two-bedroom house from her mother, Mathapelo was able to convert it into a three-bedroom house in 2019.

Mathapelo's commitment to her own career growth, her bravery and willingness to sacrifice, a good personal support structure and her own personality has taken her far in Tsebo. She is positive and always willing to embrace opportunities to enable herself to support her family. Mathapelo is currently involved in facilitating the Supervisory Development Programme for a group of supervisors in the Inland Region. She is an example of the Tsebo values and inspires others to become the best they can be.

Benedicta Makoro, sadly passed away on 28 January 2021, but I would imagine that her daughter made her very proud. Mathapelo followed in her mother's footsteps and became a strong, hardworking woman. We are proud of having you on board the Tsebo team Mathapelo!



**MATHAPELO MAKORO**

# WORKPLACE OF THE FUTURE

By Rochelle Gouws, National Sales Manager

## What is happening in the hygiene and pest control arena?

With the increase in COVID-19 infections, the message in hygiene is clearer than ever; that no organisation can afford to compromise on the fundamentals of hygiene in the workplace. It is expected that there will be an enhanced focus on wellness and workplace readiness for hygiene products. Hygiene has evolved from a 'nice to have' to a necessity and hopefully a habit that in turn translates to long-term returns. Clients want a product and brand they can trust and that meet their expectations, with a service standard that speaks directly to their health and safety goals. Tsebo is perfectly poised to meet client expectations. It is up to us to educate our clients on the importance of good housekeeping and hygiene practices.

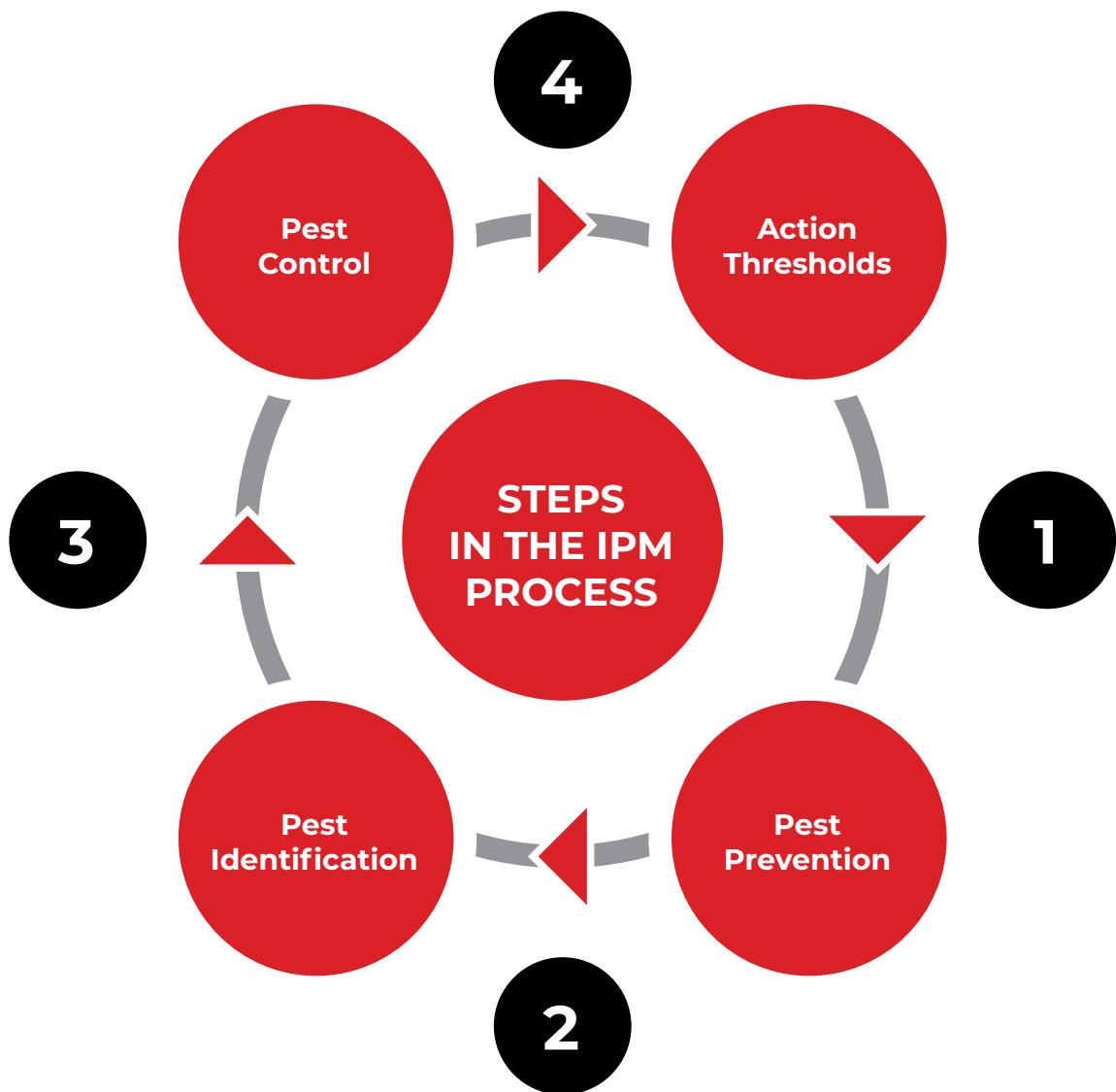
Remember: "Price is only ever an issue in the absence of value." We do not sell hygiene products, we sell solutions. Showing value and that we can truly minimise the impact of COVID-19 on our client's businesses is the language we should be talking. The impact has been significant across sectors. Without proper hygiene protocols in place, the impact will be far greater. We need to continually strive to be better, to give great advice and follow this up with excellent service. We will write our name down in history books as a company that truly partnered with clients and assisted them through these turbulent times.

No business can afford to close their doors for prolonged periods. A way to avoid this scenario is to place hygiene and employee safety at the very top of the priority list. By keeping their employees safe, the employers are significantly mitigating the risk of office and business closure and their operations can continue to contribute to the economy.

Our clients will be looking at us as solution specialists to assist them with creating a culture within their businesses that follow hygiene protocols, getting the employees to buy in and manage the change. It is important that Tsebo representatives buy into this culture as well for it to trickle down to service delivery level. Each and everyone can contribute to this long-term plan and partnership approach with our clients.

**Change starts with you!**





## Hygiene tips

- Regular washing of hands with available soap and water.
- Seventy percent alcohol-based hand sanitiser dispensers strategically placed for regular and frequent sanitising of hands.
- Clean and disinfect surfaces frequently, especially those that are regularly touched, such as door handles, faucets and phones.
- Regular deep cleaning of ablutions.

## Pest control

COVID-19 may have hidden another contributor to illness that is just as important, if not more, when taking the current pandemic into account. No one, sick or healthy can afford falling ill now as statistics have proven that compromised and failing immune systems puts a person at greater risk of severe COVID-19 symptoms.

To have a pest control service in place provides protection from harmful bacteria, sickness, and illness from carriers such as rodents, cockroaches and flies. Not only do they carry diseases but can cause costly damages to your property as well. Clients can ill afford even more expenses during these trying times.

### The following measurements will protect staff and assets:

- Rodent bait stations
- Insect light traps
- Regular routine treatment available in various methods to combat the signs of ants, cockroaches, and any other crawling insects.

# NEWS FROM THE REGIONS

**What we've been up to.**

## TCS STAFF'S EXCEPTIONAL SERVICE AT BUHLER

**REGION:** Inland

**SITE:** Buhler Honeydew - Gauteng

On 8 April 2021, while cleaning the office areas, one of our staff members based at Buhler found R1400 wrapped in a tissue paper.

She immediately handed the money over to the site's facility manager. Upon investigation, it was ascertained that the money belonged to one of our other cleaners who had withdrawn the money to pay off school fees and other accounts on the day.

This act of honesty and integrity in today's day and age speaks volumes for Nomusa's character. Her actions have had a positive impact on the staff member who lost the money as it helped her to pay her accounts within her budget constraints.

Well done to Nomusa on living our values!



From left, Shawn Martilouw (client), Nomusa Pleasure Makhubu, Kubashnie Naidoo Regional Director and Gradwell Basson (client).

## TEAM LEADER, BUHLER HONEYDEW

**REGION:** Inland

**SITE:** Buhler Honeydew - Gauteng

Judith was based at Buhler as a team leader. She subsequently applied for a learnership with Buhler and among all entrants, she was selected. Further to this, and based on Judith's experience on the site, her willingness to always assist the client with ad hoc responsibilities while ensuring that her main job was always completed, the client thereafter offered her a trainee contract position as a receptionist.

Judith subsequently resigned from Tsebo and is now a proud Buhler staff member. These actions clearly prove that our staff are always being monitored and due to their abilities, passion, determination and dedication, they are able to secure jobs and career growth if they excel in all areas of their work.



Shawn Martilouw (client) and Judith Ramatsoha.

# MEDICLINIC PIETERMARITZBURG PASSED A DEPARTMENT OF HEALTH AUDIT WITH 100 PERCENT

**REGION:** KwaZulu-Natal

**SITE:** Mediclinic Pietermaritzburg

**The Department of Health conducts random audits at healthcare facilities.**

When they visit a site, they check cleanliness, compliance to standards, related files and paperwork. This is for all divisions present on a site, namely Nursing, Laundry, Catering, Cleaning, and Security. The department performed an audit at Mediclinic Pietermaritzburg and the cleaning division received a score of 100 percent. The client congratulated the cleaning staff and they all received easter eggs as a gesture so say, "Thank you!".



Staff receiving their easter eggs as a thank you gift.

## KZN REGIONAL OFFICE TEAM

**REGION:** KwaZulu-Natal

**SITE:** Mediclinic Pietermaritzburg

The team in KZN wearing their new uniforms



KZN Management team: Deon Reddy (Divisional Manager: Commercial and Hospitality), Shaun Lee (Divisional Manager: Specials), Natalie Scholtz (Divisional Manager: Healthcare), Carmen Gaillard (Regional Director: KZN) and Malani Subramoney (Divisional Manager: Commercial)



Natalie Scholtz, Rozana Naidoo, Deon Reddy, Chantel Pakkiri, Rudolph Terblanche, Malani Subramoney, Shaun Lee, Simmie Sitalparsad, Artwell Bhala, Rosalind Chetty, Carmen Gaillard, Usha Santhlal and Sbusiso Mbambo

## WINDERMERE SHOPPING CENTRE - IN RECOGNITION OF STAFF HONESTY

**REGION:** KwaZulu-Natal

**SITE:** Windermere Shopping Centre

A shopper left her laptop in the public ablutions. The cleaner found the laptop and handed it in to Security in case the shopper returned. The shopper then returned and placed this article on social media.



Buhle receiving a thank you for her honesty.



**Lee-Ann Albers** is at **Windermere Centre**



1h · Durban, KwaZulu-Natal ·

I just left my laptop in the rest room at [Windermere Centre](#) and when I realised I was almost at my office. I called centre management who promptly told me the cleaner had handed it in and I could come collect it. So grateful to Buhle the cleaner for being a beautiful and honest individual



God is good all the time!  
What an honest group of staff Windermere centre has! Well done to Jocelyn and her team

## PATIENT FEEDBACK

**PROJECT:** iCare: My Customers

**CLEANER:** Natasha Barnes

**HOSPITAL NAME:** Durbanville Mediclinic, Western Cape

Natasha has been working as a hostess at Durbanville Mediclinic for four years. As part of the iCare training module that was rolled out in March 2021, the compliment from the patient fits in well with the training received.

Direct words quoted by patient:  
“Compliments to Natasha for her care, compassion and lovely meals she serves me every day, and lovely tea! Thank you!”.



## SPECIALISED CLEANING, CAPE TOWN

**PROJECT:** Window cleaning

**CLEANER:** Sinethemba Howard

Our specialised team in Cape Town recently got geared up to start high-level window cleaning. This opens various business opportunities. Here our team is busy cleaning the Western Cape Head office windows.

