



Hospitality Services

Celsius News

Procedural and Substantive Fairness

The Sectorial Determination for the Hospitality Sector (herein after referred to as the SDHS) effectively became the new Basic Conditions of Employment Act within our industry, whilst the Labour Relations Act (herein after referred to as the LRA) provides guidelines in terms of how we should treat our employees. I am often amazed when management complain about the complications of the legislation, and the onerous requirements this places on us as employers; however when ever a member of management finds him or herself in trouble, then the protection of the legislation is quickly sought. As such, it is important that both the SDHS and the LRA provide parameters in which we, as General Managers within the Hospitality Sector should operate. It is said that we should treat people the way we want to be treated, as such and within the framework of business principles, it is important that we treat both our management and staff procedurally and substantively fairly.

The LRA provides a number of parameters to define procedural fairness; these include the employees' rights within the workplace. Before any employee can be terminated, his/her rights must be stringently adhered to; In addition hereto the LRA also provides guidelines for substantive fairness.

This is to ensure that no one's service is terminated unless such a decision could be substantiated by clearly defined evidence.

In this regard the test is rather simple. (1) Was there a defined rule or standard?; (2) Did the employee have knowledge of the defined rule or standard, or could he/she reasonably have been expected to have knowledge of such a rule or standard?; (3) Did he/she break the rule or deviate from the standard? If the answer to the above is answered in the affirmative, then it is likely that substantive grounds do exist for disciplinary action.

However, Procedural and Substantive fairness goes hand-in-hand; the one can not be without the other. As such, even if you have substantive grounds to terminate the service of an employee, if the procedural fairness component is not adhered to, the company is at risk. Equally, if the procedural fairness process is adhered to but the matter lacks substantive fairness, the company is at risk.

Our Disciplinary Code reflects in detail on both the procedural and substantive side of Industrial Relations within the workplace and as such, I urge all management to ensure that we adhere to the principles of fairness. The law does not protect employees who fail in the execution of their contractual obligations, but it does protect employees from being treated unfairly.

- Hein Scheffer

The Difference Between Managers & Leaders

John Mariotti said "People who are 'managed' well may lack the inclination to put forth the kind of effort necessary for success - unless they have good leaders. Great leaders get extraordinary results from ordinary people. Great managers simply get well-planned and sometimes well-executed outcomes, but seldom the huge success that arises from the passion and enthusiastic commitment inspired by true leadership. Leaders are the architects. Managers are the builders. Both are necessary, but without the architect, there is nothing special to build." What kind of leader are you?

- John Mariotti

Argus Cycle Tour - 2008

The 2008 Pick and Pay Cape Argus was not an ordinary event. This year saw a troop of 19 Cyclists all dressed in the Celsius colours as part of a fund raising effort for the Chris Rossouw Immunology Fund, which supported a little boy called Nicolas who suffers from a Severe Combination of Immune Deficiency. This initiative was driven by the big brother winner Ferdinand Rabi, who created a lot of laughter and supported by Iron Man champion and Comrades Winner Nick Bester. Team Celsius took on the 109 km over the Cape Mountains in an effort to improve on old times and to finish the race without injury or incident. The day, and times of all participants were indeed good, whilst everyone finished without injury or major incident, that is if one discounts the painful muscles and inability to sit after more than 6 hours on a bicycle saddle, in some cases.

- Hein Scheffer

Meetings Africa Expo '08



Celsius was represented at "Meetings Africa," held at the Sandton Convention Centre from 27-29 February 2008. The aim of "Meetings Africa" is to hold an expo of all key players in the hospitality sector in Southern Africa. The Celsius stand was definitely a focus of attention with many interested parties stopping by for more information. The Celsius representatives at the show for the duration of the expo was Mr. and Mrs. Scheffer and Mr. Hennie Carstens.

- Renate Scheffer

Well Done Drostdy Hotel

"We had dinner at the restaurant tonight and I am glad to say that the service was excellent and the dishes very good; a marked improvement on what went before" - JD Parsons

"I wish to express my sincere thanks to you and your staff for the excellent service we were able to enjoy during our family lunch on the 30th March 2008" - Kosie Blom



NamPower Convention Centre (NPCC)



Since the December 2007 Newsletter, we spoke about the prospects of securing the NamPower Convention Centre in Windhoek. Subsequently we have been successful in securing this contract and have signed a nine year agreement with the NamPower authorities of Namibia. This modern facility is in the heart of Windhoek, and boasts function venues using state of the art equipment for conference delegates, from small groups to conventions of up to 600 people. In addition to the function venues, there is also the Obib room, which is a stylish waiting room for VIP's and is often used by the President of Namibia. A business centre with computer work stations, offering internet and other services is also available to conference users. The Omaere restaurant also offers patrons a delicious culinary experience, in true Celsius style with a variety of menus from traditional to modern fusion.

Celsius Namibia Open its Doors

After NamPower advised us that we were the successful bidder for the NamPower Convention Centre (NPCC), our plans were to open a branch of Celsius in Namibia. However, it soon became apparent that this would not be workable, and as such, Celsius Hospitality Services (Namibia) was born. This company, a fully fledged subsidiary of Celsius Hospitality Services (South Africa)

Woodhill County Club



Front from left to right; Jean-Pierre, Nicole Swatton, Marilyn Bredenham, Yolanda Pelzer

Back from left to right; Esmeralda v Wyk, Hennie Carstens

Celsius Hospitality Services have aspired for more than two years to secure the management contract of the Woodhill Country Club (WCC). The contract was put out for tender at the end of January 2008 and a detailed tender was submitted. Initially five candidates were considered, from which two finalists were elected. We were ecstatic when we were advised that Celsius was one of the two finalists.

paved the way for Celsius to become an "International Company" as we now operate in Southern Africa. We originally anticipated to open for business on 1 March 2008, however we were approached by the NamPower authorities who requested that we commence on 1 February 2008. Meegan Diergaardt was appointed on a fixed term contract to assist with banqueting and events coordinating, prior to my arrival in Windhoek. Hennie, Renate, Liam and Lazarus went before me to set relationships with suppliers, and to get the administrative processes in place. A detailed hand-over was done from the previous operator to Celsius and when I arrived in Windhoek on 31 January, Meegan already confirmed a number of functions for Celsius at the NPCC. In the middle of February, Lazarus Thebe also



Front Row: Samson Ajagbe, Sheree Mettler and Edward

Back Row: Megan Diergaardt, Natasha van Rooi, Jodine van Wyk, Stephanie Mohrann and James Dyer (Unit General Manager)



came to Namibia to assist with the training of staff and subsequently a full compliment of management and staff was recruited and employed for NPCC. The Management component of the NPCC consists of myself - NPCC General Manager; Sheree Mettler - Head Chef; Samson Ajagbe - Unit Financial Controller; Meegan Diergaardt - Events Coordinator; Stephanie Mohrann and Jodine van Wyk - both as duty managers, with Natasha van Rooi as receptionist. We are also supported by a variety of waitrons and bar personnel.

For those of you that have not yet had a look at this state of the art facility, please visit our website (www.chs.co.za) and have a look what my team and I are up to.

- James Dyer

Management is doing things right; leadership is doing the right thing

- Peter F. Drucker

Leaders learn by leading, and they learn best by leading in the face of obstacles. As weather shapes mountains, problems shape leaders.

- Warren Bennis

- Hennie Carstens

Should you wish to contribute to the next Newsletter forward your articles and comments to info@chs.co.za

Celsius Management and Staff Movements

Whilst we had newcomers joining the Celsius team we also had to say good bye to three members of our top management team.



Michelle van Zyl's fixed term contract for the East London projects came to an end at the end of March 2008. Michelle will now act as Independent Consultant for Celsius within the Eastern Cape. So whilst we had to say good bye to Michelle from an employee point of view, we hope to continue a mutually beneficial relationship with her into the future, as we always need human resources support and IR training for the units. So once Michelle has finalized her own plans, we hope to continue with our association with Michelle. We wish to thank Michelle for her hard work within the Celsius family and wish her all the very best for her future.

"There are only two ways to live your life, one is as though nothing is a miracle - The other is as though everything is a miracle."
- Albert Einstein

Anthony Hambleton-Jones joined Celsius initially as the Unit General Manager at the Red Chilli Inn, and was transferred to Mmabatho to take over the reigns from Michelle at the MCC. However, at the end of February, Anthony decided to look for greener pastures and as such we had to say good bye to him as well. Whilst we wish Anthony all the very best for the future, we will miss his "Have a Magic Day" trademark, at the end of his e-mails.



Liam (William-Wallace) Nortje, joined Celsius as the Group Financial Manager in February 2007 and has proven himself as a good team-player. Liam was made an offer he could not refuse and sadly tendered his resignation effective from 1 April 2008. We wish him all the very best for the future, and will indeed miss the escapades of his alter-ego, William Wallace.

Welcome to....

As the old moves on, the new are welcomed on-board.

Michiel Reinecke, formerly employed by the Pinotage Restaurant in Centurion and comes with a wealth of experience in large scale catering which he obtained on the Carnival Caribbean Cruise Liners. He joins Celsius as the new Unit General Manager for the Mmabatho Convention Centre, effective 1 April 2008 and we are confident that Michiel will be able to take the MCC to new heights. Please join me in welcoming Michiel as a senior member of our team whilst I know that everyone will support him in helping us to achieve great success into the future.



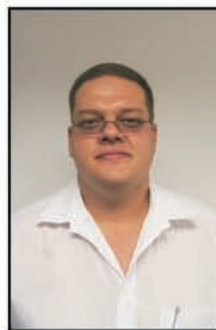
Agnes Daka joined the Celsius Team on 7 January 2006 at Tusk Mmabatho and was appointed at Mmabatho Convention Centre in the 7th February 2008, when she transferred to this unit after the closure of the Tusk contract. Agnes is a remarkable Pastry Chef and we are very happy that we could retain her skills and talent.



Vuyie Crookes was appointed as the Head Office Executive PA and started with the company in December 2007. Vuyie is the friendly voice we hear every time we phone Head Office and is also responsible for the managing of the diaries of our Executive Team.



Marilyn Bredenhann joined Celsius on 7 April 2008 as the newly appointed Head Office Sales and Marketing Coordinator. Her primary task is to grow business for all the units within South Africa and abroad. She will also play a coordinating role between units in terms of our respective unit marketing plans and will assist both the unit and Head Office to ensure that we improve on revenues.



José Schulze-Messing, formerly the Financial Manager at Tusk Mmabatho will join Celsius as the new Group Financial Manager succeeding Liam. Jose has a wealth of experience within the hospitality sector, holds both a National Diploma in Marketing and a National Higher Certificate in Accountancy and has more than eleven years of financial accounting experience. Whilst his bellowing laugh might be intimidating at first, this gentle accountant knows what financial management is all about. Peer-

mont's loss was indeed our gain and we are delighted to welcome Jose as a member of our team.

THANK YOU TO LEANDA VAN WYK, who has worked diligently on the first three Newsletters for Celsius. However, with the MCC now completed there is much to do, as such, Léanda will hand over her responsibilities to Vuyie Crookes, who will make sure that our Newsletter is published on a Quarterly basis. Please submit all articles and news in future to Vuyie at info@chs.co.za

News from Drostdy

Following the semi-refurbishment of some of the rooms within the Drostdy Hotel, Historical Homes commenced with the next phase of upgrading the remaining rooms. To date 21 rooms have been renovated, whilst the contractors commenced on the next 13 rooms. The style will not deviate from the theme and style of the hotel and is defined as "old vintage" integrated with modern fixtures and fittings. It is the aim of both Celsius and Historical Homes to ultimately have the Drostdy Hotel graded as a four star facility.



The Swimming Pool area has also undergone a total "facelift". The team from Port Elizabeth emptied the pool, cleaned it, sealed it and fiber-glassed it so to restore it to its original beauty. More photo's will be provided of the completed pool area in the next newsletter, so watch

this space...

On the 11th of March 2008, the beautiful Nqweba Dam, on the outskirts of town overflowed for the first time in 22 years. This happened on the Tuesday after the town celebrated a very successful "Dam Day". The banks are now totally submerged.

The Drostdy Hotel in Graaff-Reinet was host to a spectacular array of vintage vehicles, which event took place on the 16th of March 2008. The event, called the Ralley L'Impèrial, utilized the Drostdy Hotel as the 2nd stop on their two week tour of the Southern Cape.



New Food and Beverage Manager



In addition to all the excitement at the Drostdy Hotel we are also very happy to welcome Sam Silal back as part of the Celsius team. Sam was appointed Food and Beverage Manager, 1 February 2008 after he left the company for a short period of time. Sam settled in very well and has already made a remarkable difference in terms of standards and controls within the hotel.

Watch this space as wedding bells are about to ring for a couple from the Drostdy Hotel.....but more about them and their wedding in the next News Letter.

- Rudi Vertue



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The Newly Revamped Mmabatho Convention Centre



During 2007 the North West Government embarked on a R22mil revamp of the Mmabatho Convention Centre (MCC). This resulted in Celsius having to achieve short of miracle to ensure that we retain business levels, whilst contract workers were all over the facility. The good news is that MCC is almost complete with only a little electrical work still to be done.

However, the facility is truly fantastic, and the new foyer with its brand new tiles and pillars is just a glimpse of what this state of the art facility looks like today.

We remain confident that we will make up the lost time of 2007 during the coming years. Management based at MCC won both the awards with in Celsius last year, watch what we intend to do this year.

- L van Wyk

We would like to thank the Mmabatho Convention Centre, under the umbrella of Celsius Hospitality Services for the outstanding services that you rendered to us during the Provincial Budget Speech of the Department of Finance on the 4th March 2008. All décor and food was exactly what we requested. Your staff have been unbelievable helpful.. Thank you again. - Sherril Fry PA to the MEC Dept of Finance