

2010

FOUNDATION

Outsourced Hospitality Solutions

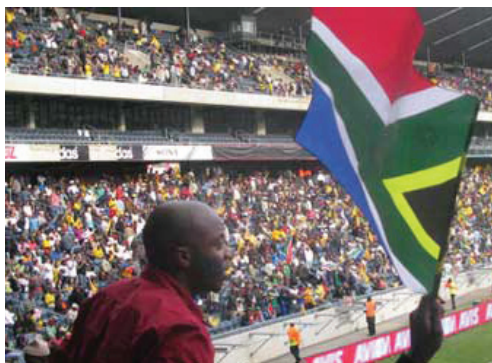
Newsletter

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Get Excited About Soccer!

Get out your vuvuzela, wave your flag and get ready to welcome football fans from around the world when their teams play in Jozi.

With a total of 15 of the 64 matches of the 2010 FIFA World Cup™ being played in Johannesburg - 10 matches in the group stages, two rounds of 16 matches, two quarterfinals and the final match - there will certainly be plenty of action for local fans.

"We will host the opening match where Bafana Bafana will play against Mexico. We urge all South Africans to rally behind the national team during this game," says Linda Ngwenya, the director 2010: bid book compliance.

According to Foundation National Head of Operations - COO, Brent Gamley, training and operational plans are currently rolling out to all staff and the excitement is starting to mount. *"It's great to see the passion that is being*



displayed in all the training sessions and there is a great sense of national pride about hosting one of the world's largest sporting events."

The Foundation Group will be involved in many events and activities during the month-long soccer spectacular and the focus of the training and information sessions has been to ensure world-class service. *"It is not only the host cities that will be on show but the whole country,"* adds Brent, *"and we are determined to play our part in showcasing the highest standards of service and delivery throughout the event and all the activities that we are involved with."*

High Demand for SA Conference Centres during 2010

Conference centres across the country are reporting a high demand this year as local businesses try to squeeze in conferences ahead of the 2010 FIFA World Cup.

Conference bookings in Gauteng alone are expected to exceed R1 billion. Liza van Wyk, owner and CEO of the AstroTech Conference Centre in Parktown said: *"The year started off fast and very busy with a significant number of queries from foreign and South African companies booking conferences and events."*

She said there has been significant interest from foreign organisations that are having events because of the World Cup.

"South African companies seem to be concerned about high travel prices during the Soccer World Cup and the fact that universities will close during that time, so we are moving bookings forward."

Another trend that seemed to be emerging was many companies scheduling increased staff training during June and July.

Demand for South Africa's conference centres have also been fuelled by South Africa being named as a top 10 destination for 2010 in the highly influential British ABTA Travel Trends Report.

ABTA, which represents more than 500 travel associations and more than 9 000 travel agents in the British Isles alone, has hailed the quality of South Africa's

conference destinations.

Lebo Mokhesi, country manager for South African Tourism in the UK said: *"We thank ABTA for this recognition, and are gearing ourselves up for what they quite rightly predict is going to be a very busy 2010."*

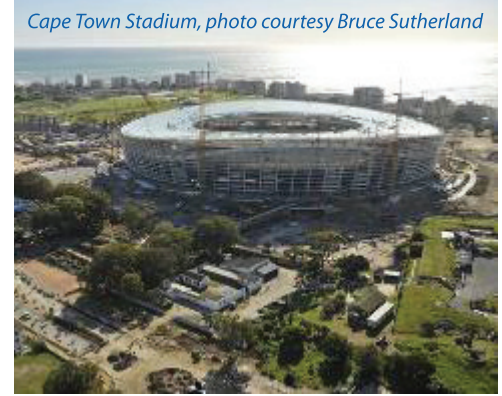
"We are delighted to see that the World Cup is not only throwing the spotlight onto our world class sporting facilities, but that it is highlighting new experiences to first time and repeat visitors alike."



South Africa is NOT out to take 2010 tourists for a ride

Local and international media have recently reported that South Africa plans to dramatically increase prices during the 2010 FIFA World Cup™. According to news reports, South African airlines and accommodation providers are planning to fleece tourists visiting the country for the international soccer extravaganza. Minister of Tourism Marthinus van Schalkwyk has responded to the allegations, pointing out that no radical increases have been detected. He has also encouraged tourism and related industries to respect South Africa's solid reputation of providing good value for money. In UK media, Cape Town has been in the spotlight with regard to alleged price hiking. The wide variety of top-end products and services on

offer in the world-class city has led people to believe that ridiculous overpricing will occur during the World Cup. In response to the reports, Cape Town Tourism CEO Mariëtte du Toit-Helmbold said, "Like many other top world cities, Cape Town does have some high-end, luxury products like private, serviced villas located in exclusive areas and on the edge of the ocean, and these properties do appeal to the prestige visitor at the top end of the market. On the whole, Cape Town's pricing strategy is well balanced for the duration of the 2010 FIFA World Cup™." Though South Africa and all of its host cities will take advantage of the wonderful economic opportunity presented by the rush of international guests, there are no plans



Cape Town Stadium, photo courtesy Bruce Sutherland

in place to over-capitalize and abuse the privilege of hosting such a prestigious event. As highlighted by Du Toit-Helmbold, pricing is well balanced and everything is in order for the exciting year to come.

Honesty IS the Best Policy!



Gino Mathee and Francisco Thomas, Porters, Table Bay Hotel, both showed their commitment to excellent customer service recently.

Gino spotted a shiny objet in the pathway and when he realized it was a bracelet, he handed it to his supervisors who took it to security for Safekeeping. It turned out to be worth more than R20 000 and had great sentimental value for the owner who rewarded Gino for his honesty.

A few days later, Francisco saw a guest drop some money. He quickly retrieved it – R700 – and returned it to its owner who was very impressed and rewarded Francisco. Both Gino and Francisco received a special thanks and a bronze pin at the general staff meeting.

"The Table Bay Hotel is proud to be associated with Foundation Hospitality – the business partner who employs both men – and thanks them for employing staff of such high calibre with the integrity needed to embrace the Table Bay's value."

Well Done Gino & Francisco!



Academy Award Winning Actress, Charlize Theron with some of the Foundation Team at The Table Bay hotel after the recent World Cup Draw.

What a fantastic year 2009 has been!!! We have had so many great comments and remarks about our staff and their fantastic performance. Foundation was awarded Sole Service Provider Status at the C.T.I.C.C and continues to strive for service excellence with all our prestigious contract sites!!

To reward our staff for such a great job done, we ran two competitions.

"Guess How Many sweets in the cookie jar"..... the jar was placed at the Foundation Regional Office in Cape Town. All active staff members could take part in this fun competition. All you had to do was guess how many sweets there were in the cookie jar. The person who guessed the closest number would be awarded a food hamper to the value of R500!!!!!!!!!!!!!! This food hamper consisted of maize meal, rice, sugar, cleaning products, oil, salt, canned goodies, sweets, chips, potatoes, onions, cool drink, biscuits, pasta and much more.

Congratulations to Babalwa Yawa who guessed 720 – THERE WERE 726 in the jar!

"I am a Service Ambassador".... All active staff members who attended at least three days of training between March and November 2009 were put into a lucky draw. Dean Marsberg, the GM of Foundation Cape Town put his hand into the hat and made the draw..... The prize also being a R500 food hamper.

Congratulations to Saeed Davids who won this fantastic competition!

We wish all our staff and clients a successful, prosperous and safe new year. 2010 is going to be magical and we would like to add to that magic by **LIVING IT!!! LOVING IT!!!** And **DOING IT LOUDER!!!**

Disciplining Misconduct Outside the Workplace

Where an employee behaves in an inappropriate manner at a work function or makes himself/herself guilty of misconduct during a work function, it may seem as though no disciplinary action may be taken by an aggrieved employer, as the employee has technically not committed the misconduct "during working hours". The question is therefore whether an employer is entitled to exercise his/her right to discipline based on a standard of conduct, where misconduct is committed outside of working hours or outside the workplace.

The standard rule pertaining to discipline and dismissal for misconduct is set out in Schedule 8(7) of the Code of Good Practice relating to dismissals. Section 8(7) prescribes the following:

Any person who is determining whether a dismissal for misconduct is unfair should consider-

(a) Whether or not the employee contravened a rule or standard regulating conduct in, or of relevance to, the workplace...

It has been confirmed in various cases that the standard rule applies to misconduct committed during working hours or at the employer's premises. However, in some instances the CCMA, Labour Court and Labour Appeal Court have deviated from this standard rule as illustrated by the following cases:

In *National Union of Mineworkers & others v East Rand Gold & Uranium Co Ltd* (1986) 7 ILJ 739 (IC) certain employees assaulted a fellow employee on a company bus which transported them home one night. It was held that a dismissal may occur even where the assault took place outside working hours, or/away from the work place or/in circumstances which the employee who perpetrates the assault is not acting within the course and scope of his employment duties.

In *Van Zyl v Duvha Opencasr Services (Edms) Pty* (1988) 9 ILJ 905 (IC), the Industrial Court held that where an employee assaulted his superior outside of working hours and off the working premises, the employee's misconduct was sufficiently related to his work to hold a disciplinary inquiry and his subsequent dismissal was fair.

In *Scaw Metals Ltd v Vermeulen* (1993) 14 ILJ 672 (LAC) the employee had been dismissed because he threatened to shoot a fellow employee. The threat was made outside the working premises. The Labour Appeal Court held that the appellant (employer) was entitled to determine the standard of conduct it demanded from its employees and the court could only intervene if the standard resulted in unfairness in a specific situation.



In *SA Polymer Holdings (Pty) Ltd t/a Megapak v CWIU & others* (1994) 5 (3) SALLR 18 (LAC) and *Hoechst (Pty) Ltd v CWIU & another* (1993) 14 ILJ 1449 (LAC), the Labour Appeal Court held that misconduct that does not necessarily fall within the express terms disciplinary code and that is perpetrated away from their premises may very well lead to disciplinary action against an employee depending on a multi-faceted enquiry that would include, amongst other:

- the nature of the misconduct;
- the nature of the work performed;
- the employer's size;
- the nature and size of the employer's workforce;
- the position which the employer occupies in the marketplace and its profile therein;
- The nature of the services rendered by the employer, and
- The impact of the misconduct on the workforce as a whole as well as on the relationship between the employer and employee to perform his job.

This was confirmed by the CCMA in *Visser v Woolworths* (2005) 26 ILJ 2250 (CCMA).

In light of the case law as discussed above, it seems as though an employer can indeed discipline an employee for misconduct committed off the premises and outside of working hours. The employer must assure that all of the factors, as listed above, are properly considered and most importantly, it must be established that the employee's conduct had the effect of destroying, or seriously damaging, the relationship of employer and employee.

Hug a South African in Korea

A group of South Africans living in Korea have started a project called "Hug a South African" to help promote Africa's first football World Cup in June.

The project was started by ten South Africans. They wear T-shirts with the

Fifa 2010 World Cup logo and give out pamphlets on the streets of Seoul, informing people about the World Cup.

They carry placards that say, "Hug a South African" and hug any interested individuals that approach them.

