



BUSINESS PROFILE

MAZONET T/A SISATA MANAGEMENT SERVICES

**31 Ashlar Close
The Quarry, Selborne
5214
East London**

**PO Box 8298
Nahoon
5210
East London**

**Tel: 043 726 4200
Cell: 083 236 8171
Fax: 086 619 7787
E-mail: sibongile@sisata.co.za**

**The Quarry, Selborne
5214
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**Tel: 043 726 4200
Cell: 083 236 8171
Fax: 086 619 7787
E-mail: sibongile@sisata.co.za**

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Company Overview

- Sisata Management Services** is a socio-economic development consulting company that was established to service the diverse needs of the South African community of the private sector and government in their quest to contribute towards local economic development, improved quality of business performance and skills offering.

SMME Development:
Support & Mentorship

Corporate Services:
Enterprise & Supplier
Development

Skills Development
Consulting
&
Institutional
Development: Tourism
Business Organizations

Social Facilitation
&
Special Business
Conferences
Coordination and
Management

Sisata Management Services is a 100% black owned and managed development consulting company. Sisata specializes in community economic development, SMME support services; Enterprise & Supplier Development; skills development consulting and facilitation, institutional development for traditional councils, co-operatives and tourism organizations. We pride ourselves in our ability to provide and implement expert strategies that our clients rely upon in order to take care of their unique business needs.

2. Company Vision

To be a leading company in community economic development and skills development, that is recognized for creating value and legacy for our clients.

3. Company Mission Statement

Sisata Management Services interventions and services are provided to contribute towards finding a permanent solution to South Africa's sustainable economic growth and skills development.

4. Core Values & Principles

Sisata Directors and Personnel subscribe to the highest possible level of corporate and individual integrity underpinned by:-

- Providing clients with services of high standards and quality;
- Building a long-term relationship with our clients through mutual respect and understanding;
- Strengthened corporate governance and professionalism

5. Service Delivery Model

Our business strategy does more than just differentiating our services from our competitors. It is the fine print that defines what we do and how we do it. The following pillars are reasons why we strive to be ahead of our competitors:

5.1 Customization

Each solution is meticulously informed by the varying conditions and circumstances of our clients. At the end, we only deliver what will work for the client's specific needs.

5.2 Value

Every single project or service that we render involves a team of highly specialized individuals and professionals drawn from our carefully selected established network of associates and experts.

5.3 Impact

We strive for services that bring about visible impact and change on the lives of ordinary South Africans.

6. Professional Services

Our services are structured to provide training & development support to SMMEs and communities through:

6.1

Skills Development Consulting & Facilitation

Skills Audits

Annual Training Reporting

Training Needs Analysis

Training Facilitation

Workplace Skills Plans

Mentorship

Plugging the shortage and addressing the low-level of appropriate skills and quality labour forms the core of creating a self-sufficient country. Sisata support this notion even to the extent of ensuring the design and roll-out of market-driven skills development interventions.

6.2

Institutional Development

Business Planning

Framework Design

Systems & Policies

Capacity Building

Strategic Facilitation

Fundraising

We have proven experience in the institutional framework design and establishment of co-operatives and tourism business organizations that support the effective tourism promotion and marketing of tourism products and attractions.

6.3

Social Facilitation

Social Plans

Community Mobilization

Stakeholder Liaison

Conflict Management

PSC Establishment & Training

Reporting & Handover

Sisata Managers have been in the forefront of community projects capacity building. This is the reason why we remain a player in community development and project implementation. Manage relationships between communities, traditional leaders, Ward Committees, Ward Councillors, District & Local Municipalities and funders.

6.4

Special Events

Co-ordination

Stakeholder Management

Communication

Documenting

Implementation

Evaluation

Sisata has been in the forefront of tourism enterprise development including marketing support and special events facilitation. Assisted tourism SMMEs to take part in special events like Tourism Indaba and many other local, national and international events. Facilitate stakeholder dialogue to develop agriculture as an industry in the Eastern

Ultimately, all these services are offered in an integrated fashion to ensure that our clients enjoy the full benefits of employing Sisata Management Services in their organizations.

6.5 Our Training Competencies

- Business Management
- Communication & Negotiation Skills
- Conflict Resolution & Management
- Co-operatives Governance
- Customer Care & Service Excellence
- Exhibition Training
- Establish a Tourism Association
- Human Resources Management
- Leadership
- Marketing
- Project Management
- Tourism Awareness

7. Projects Profile

Client / Project Name	International Labour Office (ILO) & ECDC: Sustaining Competitive and Responsible Enterprises (SCORE) in Tourism Training Programme
Interventions	Training, coaching and mentorship of tourism enterprises to increase service quality and efficiency, and reduce costs and waste using the SCORE tool
Status	Train and mentor Tourism Enterprises in Eastern Cape and Free State since September 2015 to date
Reference	Mr Siyanda Siko, Tel: 012 818 8000 Cell: 076 041 6432 / Mr Mpumi Fundam 083 451 1682
Client / Project	Ntinga OR Tambo Development Agency: Institutional Development Facilitation for PSJ Ward 17 Sanitation structures construction
Interventions	Community mobilization; Establish Project Steering Committee (PSC) and develop Terms of Reference (TORs) for the PSC; Train PSC members on their roles and responsibilities; Establish village labour desk; Conduct Baseline Surveys; Introduce and promote Sanitation Health and Hygiene; Facilitate employment of Community Liaison Officers; Liaise with the contractor and suppliers, and Conduct handover of completed work to the beneficiaries.
Status	To be completed in January 2017
Reference	Mr Zandisile Kanise, Tel: 047 532 5329; Cell: 072 946 2198
Client / Project	Grounded Media: Absa Financial Education
	Facilitated Absa financial education workshops in Buffalo City Metro
Duration	October – November 2016
Reference	Daphney Neke-Smith, Tel: 011 544 1900
Client/Project Name	Eskom Foundation: Business Investment Competition
Interventions	Facilitating Awareness Workshops for Eskom Business Investments Competition Facilitate Business Management Refresher Workshops Assist with Business Plan & Marketing Plan Development
Status	Ongoing since March 2013
Client/Project Name	Transnet: Rural Enterprise Development Support Programme
Intervention	Enterprise development support to rural based enterprises on behalf of Nkonki Incorporated a project funded by Transnet through the provision of Business Support Services
Status	Implemented from March 2015 – to July 2016
Reference	Mr DZ Nkonki, Tel: 011 517 3101; Cell: 083 417 6634
Client / Project	Tourism Grading Council of South Africa: Star Grading Assessment
Services	Pre Grading Advice for star grading of accommodation and conference establishments Grading Assessments
Status	Ongoing since July 2015
Reference	Louise Godwin: Tel: 021 487 8688; Cell: 083 792 2820

Client / Project	Azile Financial Services CC t/a FF Business Consultants: Strategic Planning Session
Intervention	Sub-contracted to conduct a Strategic Planning Session & Strategy Review for Ntinga OR Tambo Development Agency
Status	Completed in July 2016
Client / Project	Azile Financial Services CC t/a FF Business Consultants: Co-operatives Baseline Survey on behalf of Amathole District Municipality
Intervention	Sub-contracted to conduct a Co-operatives Baseline Survey on behalf of Amathole District Municipality
Status	Completed in May 2016
Reference	Ms Maqwati; Tel: 043 722 0686, Cell: 079 504 1764
Client/Project Name	Xoliswa Tini Training Academy: Training in Real Estate
Interventions	Trained Real Estate Learners on Business Plan Development, Presentation & Communication Skills & Marketing
Status	Completed in July 2015
Reference	Mrs Xoliswa Tini; Tel: 043 726 0541; Cell: 083 601 1775
Client/Project Name	Azile Financial Services CC t/a FF Business Consultants: ISD
Interventions	Sub-contracted to provide Institutional Development Facilitation (ISD) during the construction of VIP sanitation structures for 1 137 households under the Ntabankulu Municipality performing Community mobilization; Establish Project Steering Committee (PSC) and develop Terms of Reference (TORs) for the PSC; Train PSC members on their roles and responsibilities; Recruit and train village workers; Conduct Baseline Surveys; Introduce and promote Sanitation Health and Hygiene; Conduct Health and Hygiene (H&H) training; Facilitate implementation of Health, Safety & Hygiene; Facilitate employment of Community Liaison Officers; Liaise with the contractor and suppliers, and Conduct handover of completed work to the beneficiaries.
Status	Completed
Reference	Ms Maqwati; Tel: 043 722 0686, Cell: 079 504 1764
Client/Project Name	PriceWaterhouseCoopers (PwC): Establishment & management of a Rural Economic Development Implementing Organization
Interventions	Framework development; strategy planning and implementation; systems development; resource mobilization; fundraising; project conceptualization; business model design; commercialization and capacity building.
Status	Completed July 2012
Reference	Mr Jacques Eybers, Tel: 043 707 9869; Cell: 083 325 2122
Client/Project Name	Kula Business Development Solutions: Eastern Cape Macadamia Summit
Intervention	Summit conceptualization; fundraising; stakeholder mobilization & management; co-ordination; response handling; summit facilitation and documentation
Status	Completed in July 2014

Reference	Mr Mkululi Pakade, Tel: 043 727 0094; Cell: 082 562 6996
Client/Project Name	Border Rural Committee: Community Property Association (CPA) Capacity Building
Interventions	Training of Cata Community Property Association (CPA) members on Women's Rights
Status	Completed November 2013
Reference	Ms Nomonde Feliti; Tel: 043 742 0173; Cell: 079 793 0593
Client/Project Name	Standard Bank: Inclusive Banking: Bank Shop Channel
Interventions	Training workshop facilitation on the following modules: Work Orientation; Fraud; Product Knowledge; Account Opening; Account Transacting
Status	Completed October 2011
Reference	Ms Daphney Neke-Smith; Tel: 011 544 1900
Client/Project Name	Buffalo City Municipality: Emerging Tourism Entrepreneurs Business Skills Training
Project Description	The <i>goal</i> of the programme is to provide training, capacity building and mentorship for individuals who operate tourism businesses within Buffalo City Municipality.
Interventions	Customer Care Training Workshop Facilitation
Status	Completed in June 2011
Reference	Ms Phindiwe Mavundla; Tel: 043 705 1117 ; Cell: 084 626 0219
Client/Project Name	Border Rural Committee: Cata Forestry Company Capacity Building
Interventions	Corporate Governance Training for Board of Directors
Status	Completed October 2011
Reference	Ms Gail Kirchmann; Tel: 043 742 0173; Cell: 083 415 0492
Client	University of Fort Hare Transversal Training Management Agency in partnership with the Department of Social Development: NPOs Training & Mentorship
Intervention	Training Workshops Facilitation and Mentorship for NPOs on Financial Management; Governance; Marketing; Project Management
Status	Completed March 2011
Reference	Ms Nombeko Nontshokweni; Tel: 040 608 5300
Client/Project Name	Eastern Cape Parks & Tourism Agency: LTO Capacity Building
Interventions	Training Tourism SMMEs on: How to establish a Tourism Association; Roles of Office Bearers; Team Building
Status	Completed November 2011
Reference	Ms Keketso Kostile; Tel: 043 705 4400; Cell: 082 527 0187
Client/Project Name	Border Rural Committee: Vulamasango Singene Programme
Project Description	The <i>goal</i> of the project was to facilitate training workshops for executive members of Vulamasango an NGO lobbying for land restitution rights for rural communities in the Eastern Cape.
Interventions	Trained 450 members on the following modules: Communication; Negotiation Skills
Status	Completed December 2010

Reference	Ms Gail Kirchmann; Tel: 043 742 0173; Cell: 083 415 0492
Client	Nelson Mandela Metropolitan University Business School: Service Excellence
Project Description	The <i>goal</i> of the project was to facilitate Service Excellence training workshops for companies on behalf of the business school.
Intervention	Trained Avis Car & Van Rental Eastern Cape staff on the Service Excellence Programme.
Status	Completed September 2010
Client	Seda Eastern Cape
Project Description	The <i>goal</i> of the project was to provide impact assessment & mentorship of Co-operatives that are Grant Beneficiaries of the Department of Social Development.
Interventions	Verification of registration of the Grant Beneficiary Co-operatives (GBC) with Cipro; Assessment of the Management & Organizational Structure of GBC; Product / Service assessment; GBC Market assessment & analysis; Production / Operational Systems assessment; Financial Management Systems Assessment; Provision of a comprehensive Improvement Plan and recommendations for the improvement of operations, profitability and market share of the co-operative.
Status	Completed May 2010
Reference	Michelle Erasmus / Mandisa Macingwana; Tel: 043 722 1950
Client/Project Name	Unique Training Solutions / Public Works
Intervention	Training of emerging contractors on Tendering for Government construction contracts.
Status	Completed April 2010
Reference	Mr Zolani Ntloko; Cell: 073 825 3457
Client/Project Name	Buffalo City Municipality / Emerging Tourism Entrepreneurs Business Skills Training
Project Description	The <i>goal</i> of the programme was to provide training, capacity building and mentorship of individuals who want to establish tourism businesses.
Interventions	Trained 60 emerging entrepreneurs in BCM on Tourism Awareness; Business Development and Management; How to write a Business Plan; Marketing; Customer Service
Status	Completed in September 2009
Reference	Ms Phindiwe Mavundla; Tel: 043 705 1117 ; Cell: 084 626 0219
Client/Project Name	DEAT/EPWP/STREAMS Poverty Alleviation Projects in Eastern Cape
Interventions	Facilitated the formation of community based projects; Stakeholder relationships management; ABET 2 & ABET 3 Training; Business Skills; SMME Development & Project Management Training.
Status	Completed 2008
Reference	Ms Ornica Mukhavuli; Tel: 082 859 0137
Project Name	AM AHLATHI MUNICIPALITY/ DEPT. SPORT RECREATION ARTS & CULTURE TRAINING OF CRAFTERS
Interventions	Training on Product Development; Exhibition & Marketing
Status	Completed 2008

Project Name	Alexandra Tourism Business Association Establishment
Project Description	The <i>goal</i> of the programme was to mobilize tourism SMMEs and facilitate the establishment of a structure that will promote collective marketing for Alexandra Township tourism products on behalf of the Gauteng Tourism Authority.
Interventions	Institutional framework design; Developed Institutional & Operational Systems; Facilitated registration; Formulated marketing strategies; Established the association; Facilitated a strategic planning session; Stakeholder linkages; Strengthening institutional capacity; Facilitate skills training and development for tourism products; Assist with access to information and resources; Facilitate access to finance; Facilitate infrastructural support
Reference	Ms Megan Viljoen
Project Name	Great Kei Local Tourism Organization Restructuring
Project Description	The <i>goal</i> of the project was to evaluate and restructure the Great Kei Local Tourism (LTO) that is responsible for tourism promotion and development within the Great Kei Local Municipality.
Interventions	Situational Analysis; Assessment of existing tourism structures; Strategic Objectives Analysis; Design Strategic Framework; Facilitation of a strategic planning session; GAP/SWOT Interventions; Affiliation procedures development; Restructured organization to be representative; Developed compliance systems (constitution); Developed Institutional & Operational Systems (policies and procedures); Business Plan development for the LTO.
Status: Completed	A more suitable institutional framework for the Great Kei LTO was completed in 2004
Reference	Ms Nolwandle Gqiba; Cell: 072 800 7123
Project Name	TEP/ProServ: Tourism SMME Training Programme
Project Goal	The <i>goal</i> of the programme was to facilitate workshops around the Eastern Cape Province, on behalf of the Tourism Enterprise Partnership (TEP). The target groups are the Tourism Small, Medium & Micro Enterprises' owners and managers.
Modules	Business Planning; Customer Care & Communication; Quality Management; Human Resources Management; Marketing
Status	Completed
Reference	Patrick Hijikema and Jacqueline Lekoane; Tell: 011 700 0400
Project Name	SAB Mahlasedi Taverner Development Programme
Project Description	The goal of the project is was to facilitate training and mentorship on behalf of SAB. The training is an introduction to basic business skills, specifically tailored for those operating a liquor outlet. The objective of the training was to assist licensed tavern businesses and permit holders to run viable legal businesses.
Interventions	Facilitate basic business management skills training and development for tavern owners (Modules: Introduction to Business, The Law and Your Business, Principles of Business, Customer Care, Costing & Pricing, Stock Control & Cash Management, Credit Control, Record Keeping).

	Strengthening tavern capacity through business mentorship; access to information and resources
Status	Completed 2008
Project Name	Alexandra Disability Movement Co-operative Capacity Building
Project Description	The <i>goal</i> of the project was to provide assistance to the Department of Welfare Gauteng through MODE on the restructuring and commercialization of co-operatives, the objective being to facilitate job creation and wealth generation within co-operative businesses.
Interventions	Business Systems Audits; Feasibility Analysis; Market surveys; Skills Audits; Business plan development and implementation; Business Mentorship & Linkages; Institutional Capacity Building; Facilitate access to finance; Assist with negotiating and securing contracts; Stakeholder and service provider liaison; facilitate access to information and resources; Monitoring & Evaluation.
Outcomes	Institution restructured into an income generating co-operative. Secured contracts with Woolworths, Motortech & Mike's Kitchen.
Client/Project Name	TEP Exhibition Training
Project Description	This programme is designed to meet the needs of the craft sector. It is for crafters participating at local, provincial, national and international exhibitions.
Modules	What is an exhibition; Products & services; The market; Channels of distribution; Communication
Outcomes	Exhibition readiness and Product refinement. A well planned exhibition participation. Trained the One of A Kind Exhibitors (Things hand Made) on behalf of Dti; TEP & ECDC. Trained Tourism SMMEs on behalf of Isongololo: DEAT Poverty Alleviation Project preparing them for exhibitions.
Project Name	TEP / Tourism Awareness Training Programme
Project Description	The <i>goal</i> of the programme is to provide information and assistance to the potential new entrants or recent entrants to the tourism industry. To equip delegates with knowledge and skills to realistically assess the tourism potential in their areas; identify the opportunities and risks involved; assess the capacities and resources required for successful participation.
Topics	The definition of a tourist; South African and provincial market trends; Sectors of the tourism industry; Employment options in tourism; Challenges, threats and opportunities facing entrepreneurs; Exploring the local tourism industry and resources; Key role players in tourism in South Africa
Outcomes	Trained Tourism SMMEs in the Eastern Cape Province on behalf of the Eastern Cape Tourism Board. Trained Tourism SMMEs on behalf of Isongololo: DEAT Poverty Alleviation Project
Status	Completed

8. Management

Sisata Management Services is managed by an efficient, experienced, professional and qualified specialist. She employs a core team of full time and part-time personnel. Our staff is highly trained and qualified with practical experience on economic development consulting, skills development consulting and facilitation, facilitating special events, stakeholder management, institutional development, project management and social facilitation. While we maintain a lean business structure, we have access to a network of business professionals.

Executive Director

Sibongile Tabata is a seasoned Enterprise Development Specialist and has played a very important role in capacity building of various SMMEs, linked them to value chain opportunities of multi-national companies which led to their increased competitiveness. Sisata Management Services, a company she founded in 2007, is focusing on Rural Economic Development, provision of SMME support services, planning and implementing skills development interventions and solutions for various municipalities, private sector companies and Traditional Leaders and their communities.

Sibongile has over 20 years of solid management experience coupled with good leadership skills having worked at top institutions such as First National Bank, Sanlam, ECI Consulting and Indibano to Harvest, a NPC she was contracted to establish in January 2012 backed by PriceWaterhouseCoopers (PwC); Kula Investment Group and Phambili Vuna Group. She has been the CEO of Indibano until recently and was responsible for business development and strategy implementation. She has successfully established linkages between rural communities, government and the private sector, for the implementation of high value agricultural programmes within the Macadamia Nut Farming and the Wool Production Industry, programmes currently implemented within the Eastern Cape with funds she has successfully raised from Government Grants and Private sector to the tune of more than R40 million.

9. Associates

Sisata Management Services operates as part of a broader network of professional service providers, who have been carefully chosen to partner with us on a range of projects and service areas. Our network of associates have established track record throughout South Africa.

10. General Information & Contact Details

Registered Name	:	Mazonet (Pty) Ltd
Trading As	:	Sisata Management Services
Registration Number	:	2015/002991/07
Contact Person	:	Ms. Sibongile Tabata (Director)
Tel	:	043 726 4200
Fax	:	086 619 7787
Address	:	31 Ashlar Close, The Quarry Selborne, East London
		PO Box 8298 Nahoon, 5210
Email (MD)	:	sibongile@sisata.co.za
Cell (MD)	:	083 236 8171