



BUSINESS PROFILE

Hospitality training and development specialist

CATHSSETA Accredited Provider

100% black woman owned.

Level 1

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Business Name: Spicy Innovation Services

Reg No: 2014/011433/07

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Primary Line of Business:

Hospitality Training and Development



General Business Description

Fast Facts			
B-BBEE:	Level 1	Recognition Level:	135%
Shareholding:	100%	Black-Owned	
	100%	Black Woman-Owned	
Key Customers	McDonalds South Africa – Gauteng		
	Servest (Catering Division)		
	Servest Northern Cape - Transnet		
	Servest Northern Cape – Katu		
	Servest Pretoria – Statistics SA		
	Aha hotels and lodges -lesedi cultural village		
	Aha hotels and lodges – harbour bridge hotel		
	Kagisano NPO		
	Avis Car Rental (Good to go)		
	Air Products – Gauteng		

Dedication

We approach each client with total dedication to excellence, which is reflected through our trainees. Immediately on inception of the training. Changes in quality standards become noted on the individuals that we train, as well as moral, self-esteem, attitude and overall personal development. We at Spicy Innovation Services believe that each individual is unique and we provide special attention at different levels of employment. Every potential training venture is approached with professionalism and learners are supported and evaluated prior to the training to ensure that relevant training is offered attending to the identified gaps, our gap analysis tool is a quick and user friendly one which can be used at any times of the year, considering the seasonal changes of the hospitality industry. We consider and adhere to organizational requirements at all times. We ensure that we put learners at ease and develop professional relationships with them as well as the whole management team, in order to provide needed support, not only on the individuals undergoing the training process, but on the quality improvement of the organization as a whole. We ensure that the training implemented is effective and conduct a mystery guest services.

Scope of Work

Spicy Innovations Services is **accredited with CATHSSETA** (Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority) as a private service provider in accordance with the ETQA (Education Training and Quality Assurance) Regulation R1127 of the South Africa Qualifications Authority Act number 58 of 1995 (SAQA Act No.58 of 1995) and our accreditation number is 613/P/000067/2006. We have the following programmes on our scope of accreditation, and we are awaiting approval of the Customer Service as well as Advanced Customer Services approval, from Cathsseta.

SAQA ID	Title(s)	Level	Qualification Type
14115	NC: Fast food services	3	Full Qualification
14111	NC: Professional Cookery	4	Full Qualification
14113	NC: Food & Beverage Service	4	Full Qualification
HPS/Aschf/2/0022	Assistant Chef	2	Skills Programmes
HSP/BarAtt/2/0027	Bar Attendant	2	Skills Programmes
HSP/CkConf/2/0019	Cook – Convenience Foods	2	Skills Programmes
HSP/FdSrvA/2/0023	Food Service Assistant	2	Skills Programmes
HSP/KchCln/2/0021	Kitchen Cleaner	2	Skills Programmes
HSP/RmAttd/2/0012	Room Attendant	2	Skills Programmes
HSP/TblAtt/2/0025	Table Attendant	2	Skills Programmes

Keys to success

- Build solutions that are highly aligned to clients own proven business processes.
- Undivided focus on quality and client requirements.
- Build solid relationships with clients and partners.
- Run the business strictly by the book (Quality Management Systems that we have in place).
- Keeping up to date with the new development within the hospitality industry and continually improving out Standards.

Vision Statement:

To be the preferred Hospitality service provider, nationwide

To be known as a game changer in the Food and Hospitality Industry

To empower, upskill and uplift the workforce in South Africa

Mission:

What we do

- We offer accredited training and Development Courses and align them to our clients' requirements

Whom we do it for

- We create Value for our clients in the Hospitality Service Industry

Why do we do this?

- We're passionate about job creation and poverty alleviation

Our Competitive Edge:

- Always Visible and Hands on owner and manager who is a qualified accredited trainer, assessor, moderator and skills development facilitator.
- We bring the training to a realistic working environment under normal working pressure.
- We do not mind getting our hands dirty
- Our operational training hours are determined by the clients' hours; we do not knock off until the service is delivered
- We deliver on our promises and exceed expectations
- Problem solvers "Let us be the solution to your challenges onsite"
- Reach out to the poor of the poorest
- Passionate about what we do
- Young and creative staff that thrives on challenges