

Your Week 4 Hermanus Service Hero.

JOURNEY TO SERVICE EXCELLENCE 2018



*Gilbert Muchanyara
from Gilbert's Catering*



*Lorraine Ruddy of Curro Hermanus
with Gilbert Muchanyara*

Gilbert Muchanyara from Gilbert's Catering is week 4's winner of the Department of Economic Development and Tourism's 2018 Journey to Service Excellence (J2SE) Programme.

The J2SE Programme focuses on creating a culture of service excellence in the Hermanus area. This week's winner, Gilbert, owns a takeaway business and restaurant in Mount Pleasant and also runs a catering business. Lorraine Ruddy of Curro Hermanus nominated Gilbert because she experienced him as a "real gentleman, very reliable and extremely polite. Great determination and an excellent work ethic have grown his business over the years into a very successful friendly family and school business". According to Lorraine, Gilbert provides delicious food for the aftercare at very affordable prices. "He has often gone over and beyond the call of duty and always provides the best service."

Gilbert has run his own business since 2013 and to him excellent service means to always deliver quality food on time, even during difficult times. He walks the extra mile and his day often starts at 4am to make sure that he delivers all his orders on time. Gilberts' advice to other businesses who are striving towards service excellence is: "Work hard; look after your clients; always provide excellent service and quality products; and do your job to the best of your ability".

Promoting service excellence in the Western Cape **BETTER TOGETHER.**



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