

Improving productivity, sustainability and job quality in Tourism SMEs in South Africa

The International Labour Organization (ILO) in collaboration with the Federated Hospitality Association of Southern Africa (FEDHASA) and the uMhlathuze Municipality conducted a training of enterprises on Sustaining Competitive and Responsible Enterprises (SCORE) Module 1- Workplace Cooperation- Foundation for Business Success and Responsible Tourism from 28-30 January 2015, at Umhambi Lodge in Richards Bay. *Sustaining Competitive and Responsible Enterprises* (SCORE) is a practical training and in-factory counselling programme that improves productivity and working conditions in small and medium enterprises (SMEs).

The event was the result of a request from the uMhlathuze Local Municipality to train a group of tourism operations. The training was attended by six enterprises that were organized by the local municipality and are also members of FEDHASA. The participating enterprises are

- **uMqhele B&B**: is an elegant accommodation and small conference facility that is owned by Mrs Thembi Maseko, a retired teacher and boast 9 en-suite rooms. The B&B was founded in 2006 and caters mainly for business travelers to the town of Richards Bay.
- **iSibaya Guest Lodge**: is a growing accommodation and conference facility that has 10 en-suite rooms and mainly caters for business travelers and families.
- **The Woodpecker Inn**: The Inn has just recently received a reader's choice award as best lodge and conference centre in Richards Bay. This is a 3 Star graded lodge with 40 en-suite rooms. It also has a restaurant and bar that is open to the public.
- **uMhambi Lodge**: an African style decorated guest lodge that is 3 star graded with a conference facility and bar. The lodge has 26 en-suite cabin style rooms.
- **Seagull Lodge**: is a fully equipped self-catering business and family holiday accommodation facility situated close to the Richards Bay CBD and to main roads.

In addition, the local municipality and members of the Community Tourism Organization participated in the training. The collaboration with the municipality is an illustration of commitment to decent work by the local government.

During the 2.5 day workshop the participating hotels and bed and breakfast establishments shared experiences and developed action plans for improving workplace cooperation, sustainability and overall enterprise performance. The classroom training will be followed by on-site consultations with trainers, who will provide support on the implementation of the action plans. Over the next three months, the enterprises, with the support of the trainers, will be tracking key performance data and taking before and after photographs, so that the improvements made in the enterprises as a result of the programme can be show-cased.

To find out more about SCORE and the next SCORE training, please contact

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