SERVICES SECTOR - ACCOM. LIQUOR + CATERING
LABOUR.

1975 ——— NOV. 1981

30 lose jobs in dispute

2/9/75

Mercury Reporter

THE WHOLE cleaning staff, about 30 African women, of Coastlands Executive Apartments on the Durban beachfront was dismissed yesterday after a dispute with the manager.

The women claimed that they had been promised a rise of R10 a month in July but had not been given an increase.

A spokesman said they had not begun work and were waiting to discuss the matter with the manager when he told them to get back to work within 10 minutes and then left them without discussion.

When they did not return to work they were told that they were sacked and told to leave the premises.

The manager of the block, Mr. K. Cowell, denied that the work stoppage was because of a dispute about a rise.

He said the women had at first demanded double pay for working on the public holiday yesterday. He said double pay was paid on each of the five statutory public holidays but yesterday was not one of them.

He told the women this, but said he would try to arrange for extra pay. The women then demanded more money.

Mr. Cowell said wages had almost doubled since he took over about two years ago.

He said he was prepared to re-employ all but the ringleaders.

1 276 (276)
2 149
289

276

ARGUS 8/9/75

Caterers get huge pay hike

DURBAN. — Some workers in the catering trade will receive 100 percent wage increases following a new wage board determination which takes effect today.

The general secretary of the National Union of Distributive Workers, Mr Ray Altman, said in a Press statement today the greatly increased wages were the result of strong union pressure on the wage board at their last investigation.

The determination covers the whole country with the exception of Pretoria and the Witwatersrand which fall under an industrial council agreement. — Sapa.

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All-race pay hikes for hotel trade

Cape Times Chief Reporter 10/9/75

SUBSTANTIAL increases in minimum wage-levels for the catering trade, announced this week by the Wage Board, have been welcomed as reflecting a new approach, and as providing a new deal for workers in the hotel and allied industries.

Minimum wages for workers in the catering trade in specified areas of the Republic — including the Cape Peninsula — have in some areas gone up 100 percent, with no differentiation between the races.

Leading hoteli rs said yesterday that many were already paying well above the new minimum and that they did not foresee the new wage determination having any effect on hotel tariffs and on food and liquor prices.

Mr G Munsook, secretary of the Hotel, Bar and Catering Trade Union, said: "This is something we have been battling for over the years, and it now puts us on a par with other industries.

"With our new provident agreement, the wage determination amounts to a complete new deal for the catering trade, which will now become a profession and which will attract the type of person required if we are to exploit the tourist potential of our hotel industry.

"More and more, South Africa is going to have to draw on its own resources for hotel staff, and with the encouragement we are now being given, people other than Whites will have a chance to achieve executive status in the industry."

Mr Munsook said there would have to be a complete removal of the colour bar in the hotel business if it was to reach its full potential.

Examples of minimum-wage increases gazetted are: Clerk, from R18 to R36; cook, counter-hand, R12 to R22,30; waiters, R11,10 to R19,80; and waitresses, from R11,10 to R16,80.

Crisis in hotel industry

Staffing difficulties in the South African hotel industry were reaching crisis proportions, says the director of the Hotel Board, Mr Leon Malan.

Mr Malan, writing in the latest issue of "Hotelier and Caterer," said fairly drastic steps must be taken to train or to assist the industry in training the 30 000 people currently employed plus the 7 500 strong labour pool for future hotel developments.

In a recent investigation carried out by the Hotel Board, it was calculated that about 75 percent of hotel personnel require training.

"In view of the fact that there is already a reasonable number of trained people employed in our industry . . . a more correct estimate is probably 60 percent or more than 30 000 of present employees in the industry will require training or retraining," said Mr Malan

ALLIED FIELDS

He added that staffing difficulties were compounded by the fact that training in the hotel industry often equipped people for careers in allied fields, such as restaurants, clubs and industrial catering concerns.

Many would-be hotel employees were attracted to these allied fields because they offered easier working hours, said Mr Malan.

The six existing hotel training centres turned out about 1 000 people a year. Courses offered in hotels by the board's staff trained another 400 a year. This total represented replacements of only 2,6 percent of existing staff.

If the Hotel Board could expand and broaden the scope of existing training centres and develop the expertise and determination of hoteliers to undertake their own training the industry and the board could be assured that the future was being safeguarded.

That Carlton Hotel staff complain they do not get the 10% service charge?

However, executive assistant manager Kuno Fasel says that it *is* included in pay.

"When the hotel opened in October 1972 staff complained at getting two cheques — one basic salary, the other a share of the 10%. So we raised basic salaries to include the service charge, and staff now get one cheque. So they get the service charge although they don't see that they get it. And they get it whether the restaurants are doing well or not."

?

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F.M. 21/11/75

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HOTELS

Wage gap stays

Faced with soaring costs, the hotel industry is accelerating the replacement of White employees with Blacks — who are being paid at lower rates.

Hotel Board Director León Malan reveals that Blacks now make up 80% of the industry's labour force.

Meanwhile, industry casualties in the battle against inflation are high. During the past 22 months, 263 hotels have been forced into liquidation or judicial management. This leaves 1 453 hotels still in the market, with a 1974 turnover of R430m.

But despite hotels' difficulties in meeting wage bills (which absorb 20% of total revenue), unions are determined to negotiate better wages. The Natal Liquor and Catering Trade Employees' Union was meeting employers over a claim for an average increase of some 25% as the *FM* went to press. For Blacks presently earning R65,50/month, the union wants R80.

Unskilled Whites still earn much more than unskilled Blacks. At the Johannesburg Tollman Towers Hotel, for instance, a Black cleaner is paid R60/month, a White untrained waitress R230.

The average African cash wage in the 19 SA Holiday Inn hotels is R75/month. A Black cleaner starts at a measly R42/month, and a White waitress at R180.

At Swaziland's Holiday Inn, a Black receptionist is paid the same as her White counterpart elsewhere in the group (R180/month).

One way for the hotel industry to pay higher wages might be to reduce staff. Is such a rationalisation a realistic possibility?

Leon Malan does not think so. "Hotels are a service industry, and cutting staff would reduce the standards of service we have set ourselves."

Training target set for hotels

The Hotel Board, which sets standards for 1 430 hotels, is to consider "extensive plans" next month for the training of 32 000 workers in the industry.

The move comes at a time when 260 hotels, about 18 percent of all hotels, have been declared insolvent in the past two years.

Mr Leon Malan, director of the Hotel Board, said the industry was "seriously affected by inflation and the increase in the price of most commodities."

The increase in wages and salaries, particularly of Black workers, who represented 83 percent of the industry's labour market, had also strained the situation.

"The board has extensive plans to raise the standards of 59 487 workers," said Mr Malan. "The aim is to improve efficiency and productivity."

An important step would be to raise training standards. This would mean an upgrading for skilled Black staff, and some of them could rise to managerial positions. The Hotel Board has six training centres.

Final training problems will be ironed out at a meeting of the board on February 17. Detailed information about the board's "answer to inflation" will then be released.

Mr Malan pointed out that the 260 insolvent hotels had not closed.

"Many have been taken over by new management and rescued from their financial problems."

1.9.6 Hotel - Training

(1) 177
(2) 289

NATAL MERCURY 31/5/77

Mercury 31/5/77

Colour ban on barmen goes

Political Reporter

JOB RESERVATION for barmen in White public bars in Durban and Pietermaritzburg has been scrapped.

Indian, Coloured and African barmen will now be allowed to serve Whites in White only public bars without special permission from the Minister of Labour.

Job reservation in two other tiny fields — affecting only Durban — has also been scrapped.

The so-called Determination 2 under the "protection against racial competition" section of the Act has been withdrawn and so has Determination 15.

Determination 2 affects drivers of motor vehicles in the cleansing department of the Durban Corporation.

Determination 15 affects motor transport driving in the magisterial district of Durban.

The three Determinations (2, 14 and 15) have been cancelled by the Minister of Labour, Mr. S. P. Botha, in terms of the Industrial Conciliation Act and came into effect on Friday, May 27.

The decision to scrap job reservation for barmen came after a tribunal had considered whether it was necessary.

A similar tribunal will sit in Durban on June 21 to decide whether job reservation is still considered necessary for waiters, waitresses, wine stewards and page boys.

STAR 24/4/76

Hotels split on Black barmen

Many hotels in the Transvaal plan to employ Black barmen if the law against this changes.

Hotel proprietors and managers were asked their views following the comment of Mr Hermann Dorner, general manager of the five-star President Hotel, in Johannesburg, that Black barmen would be more stable and loyal to hotels if able to pour drinks.

However, while two managers said they had seen Black barmen work successfully — and illegally — in South Africa, another two were worried that Black barmen could lead to racial friction in bars.

Mr Desmond Boyer, manager of the Fourways Garden Hotel, who emphasised he was speaking personally and not on behalf of his company, said he would be prepared to employ anybody as long as he could do the job.

"There is a general shortage of bar staff and good ones are scarce," he said.

"But you would have to take your customers into consideration. I think there has been a lot of White reaction to the Angolan war, and this could lead to trouble in bars."

Mr D Bosco, manager of the Kyalmai Ranch Hotel, had a flat "No."

"Not at this stage. A barman's job is more than just pouring a drink. He must also be a public relations officer, and I do not think a Black barman could cope.

"In a public bar where there are some rough characters, a Black barman could create racial friction."

Mr S Vasconcelos of the Europa, said: "If the law was changed I would employ the best man whether he was white, black or green."

However, as with most other managers, Mr Vasconcelos was diffident about having a Black barman in women's bars.

But Miss May Shallon of the Guildhall bar said competent Blacks in a women's bar would be no problem.

946

STAR 15/6/77 289

Hotel staff conditions 'horrifying'

15/6/77

Poor living conditions of hotel staff are harming the hotel industry, claims the director of the Hotel Board, Mr Leon Malan.

The hotel industry did not know how to adjust to changing economic circumstances as they lack the management expertise required, said Mr Malan.

The Hotel Board offered courses on different aspects of management as many hoteliers, according to Mr Malan, are not formally trained for the job.

But there had been no response to these courses.

In an interview with Hotelier and Caterer, the official journal of the Federated Hotel Associations of southern Africa, Mr Malan said he sometimes gets the impression that hoteliers give no thought to the welfare of their more lowly paid workers.

He said when he saw the workers' living conditions in a highly graded hotel recently he was horrified.

"It was like walking into a steaming oven, with the boiler pipes for the hotel going through the rooms where people were sleeping.

"Filthy was not the right word for it.

"Who suffers? My industry suffers.

"We cannot attract suitable staff.

"We attract the leftovers.

"We draw people who cannot find work anywhere else," said Mr Malan.

PHONE CHARGES

In the interview Mr Malan said some hotels had abused the service charge allowed on telephone calls.

But he said it was unreasonable to expect a hotel to pay for this terribly expensive equipment, and the service that goes with it, without getting their money back from somewhere.

FM MAIL 2/12/77 (289)

BEHIND THE BROKEN GLASS

How many tenants of Killarney's luxury flats have ever been into the cleaners' quarters in their buildings? They might get a shock if they did go in, so dismal are the rooms.

The wages of the flat cleaners are dismal too. An *FM* survey of more than 50 cleaners in a dozen Killarney blocks found pay to be as low as R58 to R70 a month — not even half the latest PDL for Johannesburg (*FM* November 11).

Lowest-paying of the blocks surveyed was Killarney Gardens, managed by I Kuper. It pays women flat-cleaners R57,38. "We are starving," one of the women told the *FM*. "We cannot live. We want the company to give us more money."

Most of the Killarney Gardens women have four or five children to support. In one family there are seven children. Indebtedness is a constant feature of life. The women run their own savings scheme, to which they contribute 25c each month. Withdrawals are made from the accumulated fund to tide them over hard times, for example when they have medical expenses to pay.

The women cleaners generally travel in from Soweto each day. Their wages include a R6,68 transport allowance, but this falls far short of the R12,40 actually needed for train and bus fares. When bus fares went up last year, there was no increase in the allowance. Fares have increased again: the Johannesburg station Killarney trip is up from 15c to 20c, but the cleaners don't know how they will bear the increase.

Men cleaners generally live in Killarney itself. Their rooms usually have small ceiling windows, poor ventilation and corrugated iron or concrete roofs. Often they are separted from each other only by partitions over which one can peer into the next cubicle. Heaters are not provided and in winter the rooms are freezing.

Ablution facilities are usually primitive. Most of the blocks of flats provide only showers for their men cleaners.

Daventry Court has never laid on hot water for cleaners or for domestic servants living in. Workers have to fetch hot water from the caretaker or from their employers' flats.

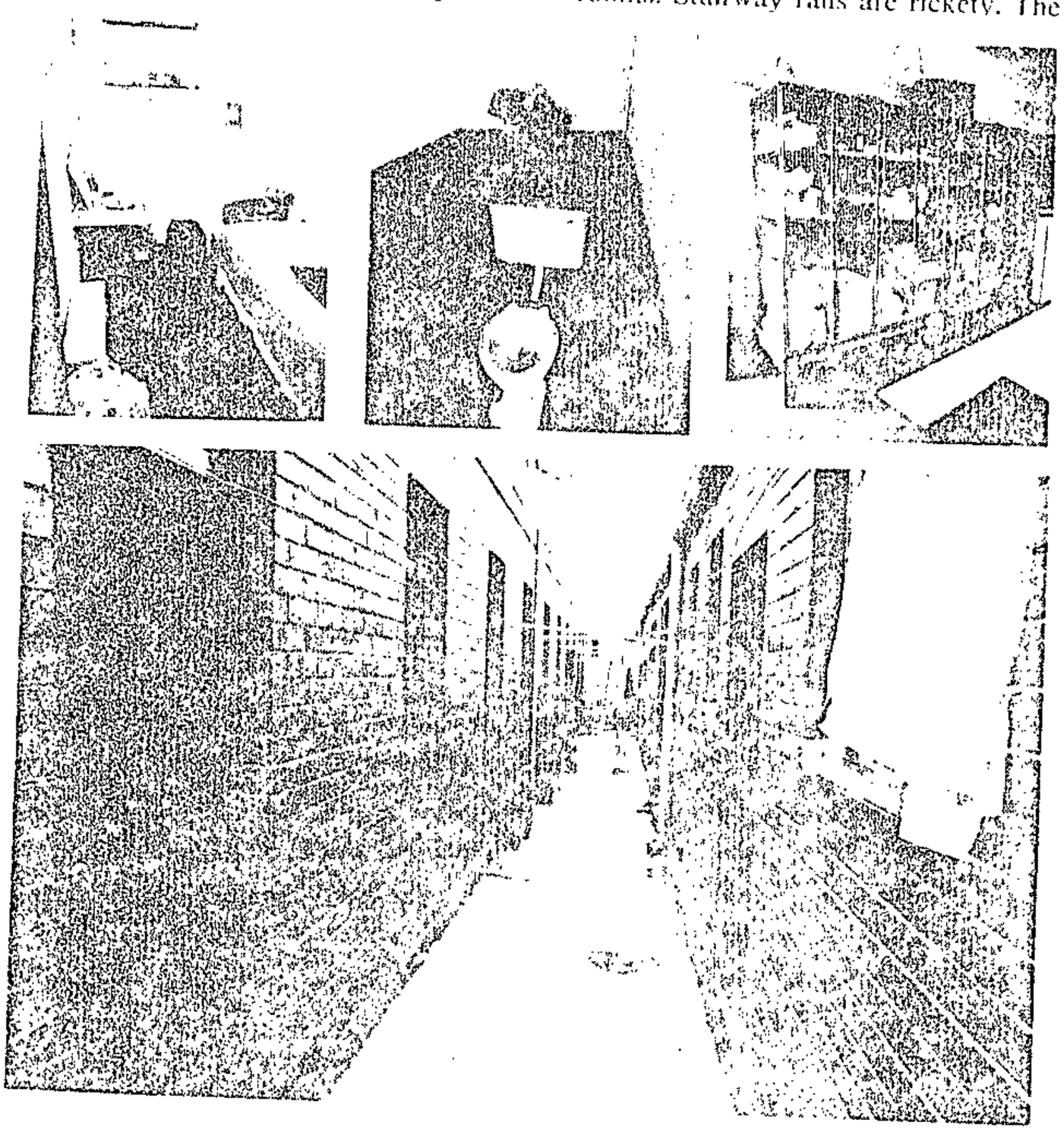
Decay pervades the servants' quarters at Daventry. Piles of rubbish lie in the tiny courtyards adjoining the rooms. Stairway rails are rickety. The lavatories are without seats. Taps are broken.

A number of blocks keep their cleaners in roof-top dormitories. In Santa Margherita, run by Julian Klaff, six employees share a large room under Spartan conditions. Each worker has an iron cage in which to keep personal belongings. There are no baths, carpets, or curtains, nor is there a shade for the solitary electric globe suspended from the roof — a far cry from the wall-to-wall carpeting, attractive chairs, and mosaics in the foyer.

Petty apartheid rears its head too. A walk into High Wycombe, under the direction of J H Isaacs, reveals a sign over one lift-door: "Non-Europeans only."

Sex apartheid is also to be found. Rapallo keeps out male marauders with a two metre high wall between the rooftop quarters of men flat-cleaners and women domestics. On top of the wall, pieces of broken glass are embedded in concrete. At night, the doors of the women's quarters are locked.

Social security is minimal. None of the cleaners is on a pension scheme, which no doubt explains why so many of them are elderly people who have not been able to retire. Medical expenses are borne by the cleaners themselves. Most buildings do grant their cleaners a one-month annual holiday but only at about a third of their normal wage-rate.



Rent control

Flat-owners and agents defend their practices on the grounds of expense. A spokesman for the owners of Daventry says hot water cannot be installed there "in the immediate future" because it would cost thousands of rands. Rent control reduces income and means it would take years to get a return, he says.

Says Julian Klaff of Santa Margherita: "These are rent-controlled flats. The owner pays 14% on his bond. A millionaire can live in a flat (there) and pay R200 rent when it's worth R800. He has a driver and servant who he underpays. He lets them freeze in winter because he doesn't provide a carpet."

On petty apartheid, J H Isaacs says it is established policy for the company to eliminate racial segregation. The "Non-Europeans only" lift signs at High Wycombe must have been "overlooked."

Remarked one male flat-cleaner: "You can work like a dog for a hundred years. When you're finished, nothing, no pension, no anything. They just forget you."

Wages up as service charge is dropped

ARGUS 7/12/77

289

FROM the beginning of this month it has been illegal for hotel restaurants to make a separate service charge. But diners are unlikely to notice any drop in their bills at most hotels.

An Argus reporter found that most of the city's leading hotels had put up staff wages to compensate for the loss of the service charge, which in most cases was 10 percent, and had adjusted their prices accordingly.

The manager of an international hotel, which now has a notice on each table explaining why prices have been increased so that the bill remains the same although the service charge has gone, said: 'The service charge was always shared out among the staff and accounted for about one-third of their income.

SUDDENLY

'You cannot suddenly turn round and tell someone: "You are going to lose a third of your wages."'

'So although we cannot now make a separate service charge we have adjusted our prices.'

A leading hotelier and member of the executive committee of the Federation of Hotel Associations of South African said: 'I don't think good hotel staff will lose out.

'Some casual workers may not be worth an increase to their employers. But valuable staff who have been with a hotel for a long time will probably be paid more to make up for the loss of the service charge and it will be up to the employers whether they take the knock themselves or pass it on to the customer.'

PUT UP PRICES

He said he had been obliged to put up his own prices to make up for the loss of the service charge.

But the manager of a small hotel in the city centre said: 'We did not think this was an opportune time to put our prices up. So they have remained the same but we are making up the loss of the service charge to our staff. We are losing out on it.

'So far we have not noticed any increase in custom as a result. It is too early to notice any effect yet.'

Family income group	No. of families	Average family size
8D - HOUT BAY		
0-99		
100-199		
200-299		
300-399		
400-499		
500-599		
600-699	0.	
700-799	0.	-
800-899	0.	-
900-999	0.	-
1000+	0.	-
Totals	76.	3.26
8E - ZEEKOEVLEI		
0-99	63.	4.22
100-199	44.	5.59
200-299	19.	7.26
300-399	6.	8.50
400-499	1.	7.00
500-599	0.	-
600-699	0.	-
700-799	0.	-
800-899	0.	-
900-999	0.	-
1000+	0.	-
Totals	133.	5.32
8F - PHILADELPHIA		
0-99	66.	3.44
100-199	30.	4.87
200-299	10.	6.40
300-399	1.	4.00
400-499	0.	-
500-599	0.	-
600-699	0.	-
700-799	0.	-
800-899	0.	-
900-999	0.	-
1000+	0.	-
Totals	107.	4.12
	101.08	24.53

HOTEL UNIONS

(289)

Better than before

FM 4/8/78

Hotel workers have long been the lowest paid in urban areas, with wages for the bottom rungs falling way below the poverty datum line. That situation may soon improve, at least in the Witwatersrand.

The latest industrial agreement for the hotel, liquor and catering trade on the Witwatersrand, published this week, shows a marked improvement in pay minima, particularly at the lower levels. The changes are important, for most lower level workers tend to be paid the minimum rate.

The increases follow tough bargaining between employers and the industry's trade union, the Witwatersrand Liquor and Catering Trades Employees Union. The union pronounces itself fairly happy with the changes. Says secretary Morris Kagan: "The new scales are a substantial improvement and go some way to closing the gap between our unskilled pay and that in other industries."

He adds, however, that pay in the trade is still low: "Even the new scales are very much below the minimum subsistence level for the lower-paid workers."

The fact that pay has been more than doubled in some categories indicates how far the industry lagged behind other urban employers. The lowest category of workers now get R100 per month, as opposed to R51 previously.

Kagan points out that the new figures are slightly misleading, in that the new scales provide for wage deductions by employers who provide food to their workers — R20 in the lowest categories and R25 in the others. Even after that deduction, however, the increases work out at over 80% in a number of categories and over 100% in at least one.

Wage negotiations in the trade are also under way in other centres. In the Cape, bargaining is virtually over and the *FM* understands that the new rock bottom wage for Cape hotels will be R24 a week and that increases are likely to work out at over 30% over present scales. Hotel owners in the Cape still absorb the cost of feeding workers themselves.

In Natal, negotiations are proving stickier. Natal Liquor and Catering Trades Employees Union secretary Ailloo Reddy tells the *FM* his union has asked employers for a 25% hike in pay, but that they initially refused.

Reddy says employers are now prepared to grant an increase, but that they want to delay it for 18 months. This his union rejects.

Hotels in bid for more tourists

CAPE TOWN. — It was vitally important that the Government give incentives to the hotel industry, particularly in the Cape, to improve their share of the enormous tourism market.

This was said by Mr Peter Spickernell, chairman of the Hotel, Bottle Store and Restaurant Association of the Cape, in Cape Town yesterday.

In a report to the association's centenary meeting, Mr Spickernell said the previous year had been difficult because of falling profit margins, pressure for grocers' wine licences, wine farmers' licences and a fall in hotel bed occupancy.

The position had not improved in the past year.

Grocers' licences had been strenuously opposed by the hotel industry, but were now a reality. About 300 applications had been made in the Transvaal, but it was not yet known what the position was in the western Cape.

A new problem was greater penetration and control of the liquor industry by wholesale merchants who had had a 50% share in retail sales.

This affected the hotel industry in that 80% of registered hotels could not survive without their liquor licences.

This erosion of the hotel industry was not in South Africa's interest because of its effect on tourism.

Throughout the world, tourism was second only to oil as the world's largest product and tourism's growth was only just beginning.

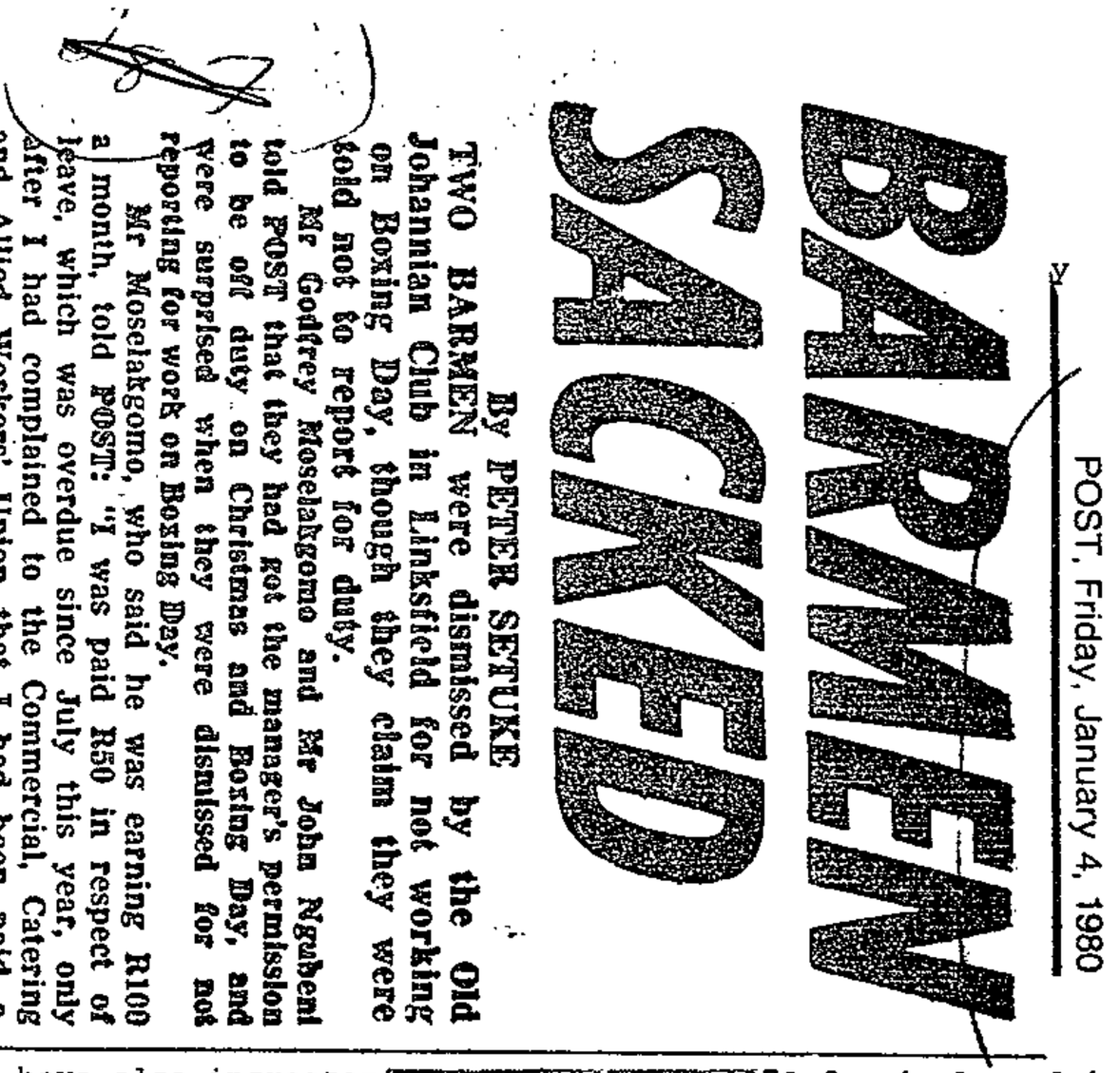
"If we are going to share in this tremendous world growth it is absolutely important the Government provide further incentives to offset the decline in liquor profits," Mr Spickernell said. — Sapa.

(iv) Proportional Mortality, accounted for by specific conditions.

(v) Expectation of Life. This was calculated both at birth (e_o) and at 45 years of age (e_{45}) for both males and females. It expresses the <u>average</u> number of additional years an individual would be expected to live beyond birth and 45 years.

For Africans, the proportional mortality was the only index calculated.

RESULTS



BARMEN SACKED

POST, Friday, January 4, 1980

By PETER SETUKE

TWO BARMEN were dismissed by the Old Johannian Club in Linksfield for not working on Boxing Day, though they claim they were told not to report for duty.

Mr Godfrey Moselakgomo and Mr John Ngubeni told POST that they had not the manager's permission to be off duty on Christmas and Boxing Day, and were surprised when they were dismissed for not reporting for work on Boxing Day.

Mr Moselakgomo, who said he was earning R100 a month, told POST: "I was paid R50 in respect of leave, which was overdue since July this year, only after I had complained to the Commercial, Catering and Allied Workers' Union that I had been paid a lousy R138 for salary, overtime and leave."

Mr John Ngubeni, who said he was earning R90 on dismissal, told POST: "I was paid R115,20 salary, overtime and leave. When I complained that I wanted my pay to be outlined in itemised form, my plea was not heeded by the manager. I therefore took my pay-slip to the union and lodged a complaint against the club."

The manager of the Old Johannians Club, Mr K Garrett, said he had no comment when asked about the dismissals.

by 1970, this figure had decreased to 15,7%, indicating that the whites had improved disproportionately to the 'coloureds'. Similarly, for children 1 to 4 years of age, during the period 1941 to 1970, the white mortality experience as a percentage of the 'coloureds' had decreased from 15,2% to 7,1%. It should be noted that the 0 year age specific death rates are higher than the corresponding IMRs. This is because the denominator for the former is the number of live births whilst for the latter it is the mid-year populations under one year of age.

Fig. 4 provides an indication of the proportional contribution of selected causes of death to the overall mor
and African communities.



The two dismissed 'barmen, Mr John Ngubeni (left) and Mr Godfrey Moselakgomo.

Pics: PETER SETUKE

During the period 1929 to 1970, t
of mortality which is classically
Infectious diseases have become
are increasingly related to Card
'coloureds' and Africans, howeve
deaths caused by infectious dis
mortality which is characterist
whilst the 'coloureds' appear t
whites and Africans, although i
Africans than it is to the whit

What is of particular concern a
'coloureds' is that it would ap
developed and the developing ex
Table II which provides a more
contributing to the overall mor
form of cause specific mortality
though cardiovascular diseases
small proportion of the overall mortality of
indicates that the actual rates for cardiovascular diseases have been fairly similar for both whites and 'coloureds' since 1941.

Clearly, the broad diagnostic categories used in this analysis conceal a certain amount of information. However, because of the changes in disease classification which have taken place since 1929, it is not possible to examine the temporal changes of mortality rates in greater detail. Disease categories with rates greater than 5/1 000 appear in italics in Table II. It will be noted that the mortality experiences of the 'coloureds' the mortality rates have also increased between 1960 and 1970 for 'coloureds' in the 25-44 and 45-64 years age groups.

The imbalance between the age specific mortality rates of whites and 'coloureds' has improved or remained constant for persons between the ages of 5 and 64. However, for children less than 5 years of age, the gap between whites and 'coloureds' is widening. In 1941, white children under one year old experienced 28,0% of the mortality of 'coloured' children;

It's OUT for 7 women at Holiday Inn



By WILLIE BOKALA

THE Jan Smuts branch of the Holiday Inn this week sacked seven women who went on strike after being accused of stealing money.

After ordering them to go back to work Mr Ryan assured them: "R25 before 12 noon tomorrow or a R50 fine."

They were later called and told they should come back on Tuesday to collect their pay. They were signed out and told "no more work for you".

Mr Hans Enderle, operations director of the Holiday Inns, said from the company's head office this week that they were very disappointed that it had to happen "like this, since every hotel employee's foremost duty is to serve guests and if the employees were unhappy they could have contacted their department's liaison committee representative.

The seven women dismissed after refusing to pay for money allegedly stolen from hotel guests.

14/2/80
Post
289

The women went on strike after management had told them to pay R25 each for the loss of R50 allegedly stolen from customers. They were also threatened with a R50 deduction from their pay if the demanded R25 were not paid by 12 noon on Tuesday.

They said that they felt so humiliated after being accused of theft and being forced to pay for what they did not steal that they immediately went on strike saying they would not work until the matter was resolved and their names cleared.

The manager of the branch, Mr George Rayn, said the women were dismissed because they refused to obey his orders that they return to work within five minutes. "Our customers come first and they were waiting and those women were just sitting there refusing to work," he said.

He said the first customer lost R30 and on Sunday another complained that R20 was missing. "We confronted them but none could say she had taken it."

When asked about the R25 condition and the R50 fine all he could say was: "What I can tell you is that they refused to work and as a result they were dismissed."

He never said a straight No or Yes to the pay back claim. "Our customers were waiting," he said.

The women said it was true that they were given five minutes in which to get back to work. But they refused because conditions earlier put to them were not lifted. Mr Rayn told them he still expected them to pay R25 each.

They said on the first occasion they were searched and nothing was done. On the second, some were searched, some not. They were told they would be called to a meeting with management. When they realised that the meeting was not forthcoming they confronted the manager themselves.

Mr Rayn asked: "Where is the money?"

They kept quiet because he was aggressive. Then approaching them one at a time he asked the same question. When they said they did not know he said: "What do you mean you don't know?"

He then told them they were to pay back the money, failing which they would be fined R50 each. They then refused

Sacked AND short-paid, at first

By WILLIE BOKALA

SOME of the women sacked by the Jan Smuts branch of the Holiday Inn last week were not paid out fully.

Only quick action by reporters and the intervention of **POST** forced the hotel to call back the women and correct its mistakes. Thanks to **POST**, the women are now happy that they have been paid out satisfactorily.

The women were sacked when they went on strike after being accused of stealing money by the hotel management.

Management had told them to pay R25 each for the loss of R50 allegedly stolen from customers. They were also threatened with a R50 deduction from their pay if the demanded R25 was not paid by 12 noon on Tuesday last week.



The woman, accused of stealing, sacked, short paid.

Post 18/2/80 (155) (289)

LIFT CONDITIONS

They were later approached by the manager, Mr George Rayn, who ordered them to go back to work within five minutes failing which they would be sacked.

They refused and instead demanded that management first lift the conditions set earlier that they each pay R25 or be fined R50 for the loss of R50.

Mr Rayn told **POST** that one of his customers had lost R30 and R20 within a week. "We were trying to find out who stole the money and confronted our employees. They went on strike and we had to pay them off as our customers were waiting with no-one to serve them," he said.

The women were told to collect their pay last Wednesday.

One of the women, Ms Agnes Njeje, said they were unhappy at the treatment meted out to them by the Holiday Inns. "When we went to collect our pay on Wednesday we were made to wait until very late. It looked like we were never going to get it with nobody showing concern at our long wait.

"When we ultimately got the pay it was so small we were immediately suspicious that we had deliberately been underpaid. We felt lost and helpless until **POST** took up our case and made inquiries for us. On Friday we were given more money but they said there were no mistakes in others' pay slips," she said.

Miss Njeje was first given R49,03. Later she got R27,24 more.

When the women approached **POST** with their pay slips on Thursday our accounts department examined the papers and they were found to be confusing. **POST** contacted the Holiday Inns and pointed out the flaws.

Although a spokesman for the hotel was quick in pointing out that **POST** was involving itself in affairs which were "none of its business" he suggested that the women come and see the manager with their complaints.

The general manager, Mr Geiges, could not comment on the matter and referred **POST** to Mr Hans Enderle, operations director, at the Holiday Inns headquarters. He was not in for comment.

Argus 27/3/80

Row over breakfast — 19 sacked

Labour Reporter

NINETEEN women, who lost their jobs at Peckers Restaurant in the Golden Acre in a dispute with their bosses about breakfast, feel they have been victimised.

The women claim free meals were a condition of their employment. But last week they were told they would no longer be able to have breakfast at the restaurant.

They would have accepted this, they said, if they had been given an increase in wages to allow them to feed themselves.

They said Mr Clive Hingston, the restaurant manager, told them he would not discuss the matter, and warned that anyone caught having breakfast would be reported to the police for stealing.

Two women, almost the entire day shift, walked out as they feared individuals would be fired, and complained to the Department of Manpower Utilisation.

On their return, they were dismissed by the managing director and franchise holder of Peckers, Miss Pat [illegible]-Fitchen, and ordered to hand in their overalls.

A scuffle ensued between Miss Fitchen and a woman who refused to hand in her overall because she did not have a change of clothes. The employee allegedly suffered a bleeding nose.

This week the women were paid out by management at the Caledon Square police station, in the presence of police officers.

Although the women had not been given an opportunity to work a week's notice, they found a week's wages in lieu of notice had been deducted from their pay packets.

An amount of R1,30 for food had been deducted for the first time.

Some women were left with as little as R1,25 for their last week's work, including holiday pay — and at least one received only 43 cents.

'We feel we have been unfairly treated,' they said.

According to the workers, their wages varied between R16 a week for dishwashers and about R25 for cooks. Although they started work at 7.30 am, their lunch break was at 2 pm or 2.30 pm.

Breakfast and lunch, they said, had consisted of a toasted cheese sandwich and coffee or tea, eaten in a passageway.

The women said Mr Hingston had been told by a labour official that he should have called a meeting of the workers before making any change.

'CASUALS'

They alleged new employees were often kept on as 'casuals' for as much as three months before they were registered with the Administration Board.

Miss Fitchen confirmed the workers had not been given a chance to work a week's notice. They had been 'astounded' that she was not prepared to take them back.

She viewed the Friday walkout as 'malicious damage to business' and did not want the women on the premises again.

Miss Fitchen said she had twice called the police, once after hearing the women were allegedly trying to intimidate workers brought in from another restaurant to replace them.

She said deductions from the pay packets had been made on the advice of the Department of Manpower Utilisation. She denied free meals had been a condition of service.

BLOOD SPILLED

Miss Fitchen said the only blood spilled in the scuffle had been from her own finger. A wound inflicted by her parrot had reopened when she grabbed the worker's overall.

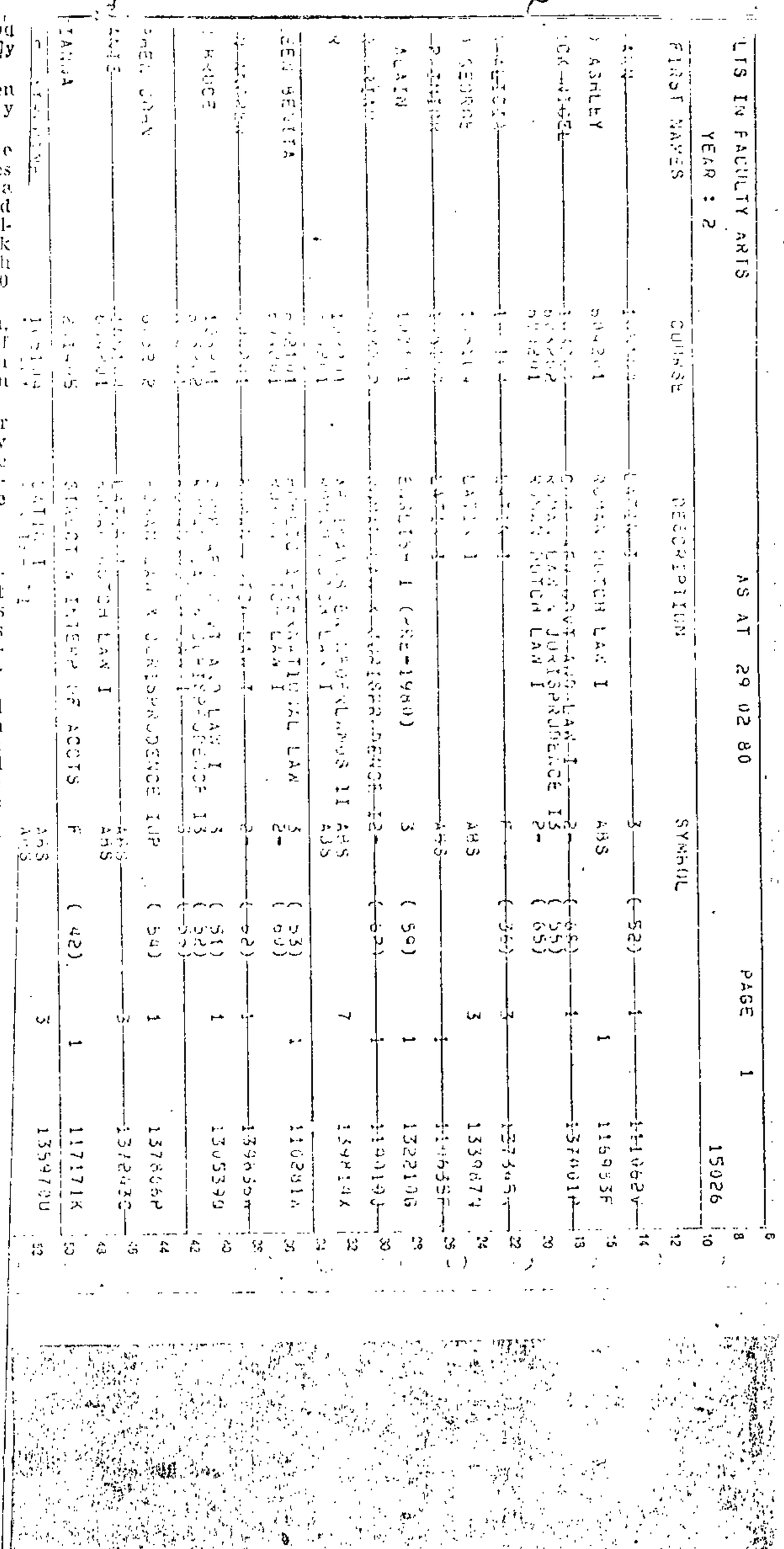
Mr Leonard Hingston, owner of the Golden Acre Peckers, said he and his brother had 'learnt something' from the incident.

They would in future employ fewer staff at higher wages. These employees would be 'better off for what has happened to the others.'

He conceded that some employees had been kept as casuals for more than the permissible three days 'through ignorance on our part,' but said the restaurant did not employ people as casuals to save R3 a week.

An official of the Department of Manpower Utilisation said the department would not comment on the matter.

(Continued on Page 3, col 6)



4.50 am.

Time tables are available at all ticket offices.

had got mixed up.

Professor D. S. Smith sat with Mr M. S. Knox. Mr P. Gamble appeared for the State.

Dismissals: Free meals a condition

ARGUS 28/3/80 (289)

Labour Reporter

FREE meals were a condition of employment of the 19 women dismissed from Peckers Restaurant in the Golden Acre this week after a dispute with management about breakfast.

A spokesman for the Western Cape Administration Board's labour department said it was clearly stated in a certificate issued by the Department of Manpower that the workers would receive free meals.

The management of Peckers originally denied the women's claim that that they were entitled to meals.

PERSISTED

Today the managing director and franchise holder of Peckers, Miss Pat Pryce-Fitcher, persisted in her denial.

However, the owner of the Golden Acre Peckers, Mr Leonard Hingston, said he could not deny free meals were a condition of service.

The 19 women did not belong to a trade union and had no representative committee. They were dismissed after walking out to complain to the Department of Manpower Utilisation about a management decision to stop them having breakfast.

Labour leaders today condemned the heavy-handed action of management and the prominent role of the police in the dispute.

The PFP spokesman on labour, Dr Alex Boraine, said the incident demonstrated the need for trade unions to be active in every sphere of industry and commerce.

'It is unfortunate that there seems to have been no basis for negotiation,' he said.

POLICE

'While the management may believe it has solved its problems in the short term, this is certainly no recipe for industrial peace in the long term.'

Dr Boraine said the involvement of the police in paying off the workers at Caledon Square was 'regrettable in the extreme.'

'I hope very much that the Department of Manpower will look into this matter to investigate whether or not the dismissals were unfair.'

WORKERS TOLD

An official of the Department of Manpower said today there had been 'no contravention of any legislation' in the dismissals.

He said the employer had advised the workers that the meal arrangement would fall away. He added, however, that he did not know whether the workers had been given a week's notice of the change.

collect

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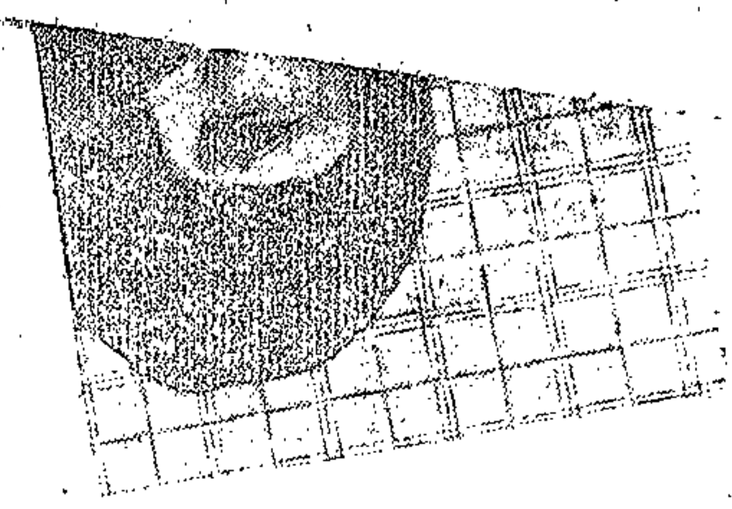
AY

Their patterns are easy on t
eye and fit any interior.
Quality? — Everlasting!

- All guaranteed hand-made.
- Please try any in your home without obligation.
- Please arrange terms.

Alexander Sol

CNR WRIGHUS CORNER
ADDERLEY STREET
PHONE 22



Hotel chief Thijou [illegible]

[illegible] have the restrictive liquor
[illegible] world- laws lifted.
[illegible] holiday Mr Bernard, a French-
[illegible] owned based in the US city
[illegible] Orlando, said holiday
[illegible] noon
[illegible] lucky

Aksuamovsky

Reporter

HORRIFYING cases of exploitation, underpayment and long hours — including continuous shifts of up to 60 hours — have been uncovered by SUNDAY POST in an intensive investigation into the working conditions of night watchmen in the Johannesburg area.

In a series of interviews, many of them

This is a new tactic in the faction-fighting which this week resulted in the

been forced to accompany his staff home every night because of fear for the Msinga faction fights killer squads.

One of his workers escaped death earlier this week when he was stopped by some of the people involved in the faction fights who pretended to be police.

The bogus "policemen, whom he recognised as fellow tribesmen from Msinga, let him go after he had recognised one of them.

"They pretended to be police and asked people for reference books to see whether one comes from Msinga or not," the employee who feared for his life, said.

By DERRICK LUTHAN
A WHITE Johannesburg restaurant manager has

Workers fear Msinga killer squads



Mavis, probably the best-known waitress in Cape Town, has lost her job after working for a City coffee shop for more than 20 years. Mavis — her real name is Mrs Rashieda Hendricks — believes that she was sacked after staying away from work on June 16 and 17.

'Victimized' Mavis is taking orders elsewhere

Staff Reporter

MAVIS, probably the best-known waitress in Cape Town, has lost her job after working for a City coffee shop for more than 20 years.

Fifty-six-year-old Mavis — her real name is Mrs Rashieda Hendricks — believes that she was sacked after staying away from work on June 16 and 17 like thousands of other Capetonians.

"I stayed away because everybody else in the community did. I was victimized because there can be no other reason for my dismissal," she said yesterday at another City restaurant where she is working now.

The owner of Marks Coffee Shop, Mr L van Lind, said yesterday that Mavis had been dismissed after not coming to work for a few days. "No businessman can afford to have a worker stay away indefinitely, even if she has been working in the shop for years."

He said he had already employed somebody else and could not be unfair to that person when Mavis returned.

Mrs Hendricks said she telephoned her employer on Monday, June 16, to tell him that she had no transport and would not be coming to work. She called again on Tuesday but he rang off before she could speak to him because she was coughing. When her daughter spoke to him on Wednesday and told him that she had influenza, he said she had been replaced.

"I was loyal to Marks all these years. I think I *was* Marks. Sometimes it doesn't pay to be too loyal," she said, close to tears.

During her long stint at Marks she became as much of a local character as Cape Town Charlie, "Trader Horn" or Snowball the West Indian.

Almost every lunch-time for two decades found Mavis bustling from table to table, bantering with long-time customers or shouting orders like: "A single tea, one chicken a la king and two Copenhagens!" to the largely unseen but equally busy staff in the kitchen and behind the counter.

Mavis had a regular clientele of veteran customers from all walks of life — doctors, lawyers, business men, journalists — who had been showing up at the cafe for almost as long as she had been working there.

She ended up knowing their exact preferences — this one loved curry, that one always drank tea, that other threw a fit if he got cold milk instead of hot with his coffee.

They, in turn, ended up receiving a multi-episode account of how her family was growing up, what shows she wanted to see and what she thought about the world in general.

Good-natured wrangles between Mavis and her customers were a daily occurrence. If one of them complained because his tea hadn't arrived, Mavis would have no hesitation about lodging a counter-complaint about ungrateful customers who couldn't wait five minutes without having a heart attack.

Eventually some of the old faithfuls swore they kept coming less for the food than because swopping insults with Mavis had become an integral part of their lunch-time routine.

Turfloop workers strike

By MATHATHA TSEDU

THE catering staff at the University of the North yesterday went on strike over a pay dispute and hungry students looted the kitchen.

By late yesterday afternoon the students were carting bags of mealie meal, salt and other food stuffs to their hostels on trolleys while others had opened "shops", with 20 litre of cooking oil going for R3.

One of the workers, who are employed by Ferdics, told **POST** last night that they were paid R50 a month and worked seven days a week.

University officials and Ferdics management could not be reached for comment.

Striking 'varsity workers go back

POST 2/10/80

289

THE CATERING staff at the University of the North, which went on strike on Tuesday, returned to work yesterday after an assurance that their grievances would be considered.

The strikers, who said they earned R50 per month, and worked seven days a week, are employed by Fedics Food Service.

The strike brought chaos to the campus with over 2 000 students going hungry. The students helped themselves to the main kitchen and looted it, causing damage and loss of about R30 000, according to the Rector designate, Prof P C Mokgokong.

The workers had downed tools after serving breakfast on Tuesday and hungry students were surprised to find the dining hall empty at lunch time. They then went to the main kitchen and took everything they could lay their hands on, from uniforms to bags of salt and wheat grain.

STAR 31/10/80

Mixed union for hotel employees

Own Correspondent

Hotel employees in Pretoria have voted in favour of forming an all-race trade union.

A meeting yesterday of the existing white Pretoria Liquor and Catering Trade Employees, which up to now has represented whites, coloureds and Indians, voted in favour of accepting black members as well.

An application to register as a multiracial trade union was sent to the Minister of Manpower Utilisation, Mr Fanie Botha, immediately after the meeting.

If accepted it will become one of the first mixed unions in the city.

The move is in direct contrast to Johannesburg, where employees have apparently decided not to accept one union.

The existing white union has about 400 members of which 48 are coloureds or Indians.

Moves to form one union started some time ago, and earlier this month 350 of the estimated 1 500 black hotel employees voted in favour of joining the "white" union.

STAR 19/1/84

40 Carlton staff in walkout

By Drew Forrest

The entire housekeeping staff of the Carlton Hotel walked off the job this morning.

The workers were demanding unconditional reinstatement of two colleagues dismissed last week.

Their dismissal for alleged theft appeared to form part of a campaign against older workers believed by management to be members of the unregistered Commercial Catering and Allied Workers Union.

The claims of victimisation were denied by the general manager of the Carlton Hotel, Mr Pat Burton.

He said those dismissed had been given a week's notice.

Summary dismissal for theft was an absolute rule of the hotel, Mr Burton said, and management would not negotiate with the union.

Most of the staff had returned to duty after a two-hour stoppage, he added.

According to the workers' source this was only after management had offered the dismissed workers a month's salary in lieu of notice.

Carlton staff return to work

Staff Reporters

Staff at the Carlton Hotel who walked out yesterday after the dismissal of several of their colleagues returned to work today after a meeting with management.

Staff discontent arose after a meeting with management at least two of their colleagues, reportedly for theft.

The general manager of the Carlton Hotel, Mr Pat Burton, met with staff and said no dismissals would take place without consultation with senior management.

Mr Burton said all staff had gone back to work.

Mrs Emma Mashinini, secretary of the Commercial Catering and Allied Workers Union, which represents about 400 hotel workers, alleged that black staff "are being dismissed every day."

"This is a bad situation for a five-star hotel," she said.

Mrs Mashinini also said management would not meet with the union to discuss grievances "which come up time and time again."

Many of those involved in the dispute are part of the union's sister body the Hotel Liquor and Catering Union.

Insurance: Pooling Risks

Because of risks of losses of wealth from physical damage (such as from fire or flood or theft), people often insure. They *share* losses by spreading them over the group that bears the losses in the form of sure, regular, small fees, called the insurance premium. These accumulated premiums are supposed to be large enough to pay sufferers of any insured, actual losses. In general, insurance trades each person's small chance of a large loss for the certainty of a small loss—the insurance premium.

Insurance also may induce people to change the probability of the contingent event. Each insured person is often required to take special precautions as a condition of getting insurance. Otherwise, precautionary incentives might be reduced with insurance; for without insurance, we may devote more resources and care and anxiety to protection than with it. So insurance may either decrease or increase total social accidental losses. Yet even if total losses are greater with insurance than without (as they may well be), the avoidance of precautionary resource-use and the reduction of anxiety may exceed the increase in accident losses.

Some accidental losses are not insurable because they are not accidental enough. Insurance against bad business or loss of customers would entice a retailer to be ing on the insurance creased shirking. He "influence the chance hazard diminishes th Claims for indemnity a

the insurance premiums an insurance company could get from voluntary insurees.

Risk Allocation by Ownership Allocation

Though many hazards are not formally insurable, other methods are used to escape the risks. You can't buy insurance against your oilwell going dry, or *not* finding gold on your land, or having other people's tastes and demands shift away r divorce, or dull children, You can't *buy insurance* et you can *insure* for some xample, the risk of an oilying up can be transferred t sell the well to him. You alue of that oil that other If the oil well does dry up, s, not you; if it lasts longer

own certain goods, you anging values (profits and s. With a private-property nsferred to the most will--the new owners. People ip entitlements to goods them on a selective, disreferred basis. By renting l of owning one, you avoid ır wealth depend on the of that house. By renting select his ownership of more independently of his

Mr Burton could not say how many union members had been dismissed recently. "We are not aware of who are union members and who aren't."

He said the hotel would not negotiate with the union because there was no agreement between it and management — there could be no agreement until an assessment had been made of how representative the union was.

Mr Burton said the hotel had an excellent record on work conditions. "Racism is not allowed, and employees can be dismissed for using racist language."

A DELEGATION of Carlton Hotel black workers will meet the management tomorrow to discuss grievances.

This results from a strike on Tuesday when, it is said, 500 workers — many of them members of the unregistered Hotel, Liquor and Catering Trade Employees Union — stayed off the job for three hours.

The management says only 250 stopped work.

Labour unrest at the Carlton, began last week when two cleaners were dismissed over the alleged theft of liquor.

Now other workers are demanding the immediate and unconditional reinstatement of their dismissed colleagues, and union recognition.

At tomorrow's meeting the delegation will also discuss claims of regular dismissal of union members as part of a victimisation campaign, and claims of racist treatment by white employees in the catering department.

Mr Pat Burton, the hotel's general manager, said yesterday that only about 250 workers walked off the job on Tuesday — and the situation returned to normal after he had addressed them.

He said in some cases white employees had done the striking work.

Denying workers' claims that as many as four workers a day had been dismissed during November and December, he said the allegation was "ridiculous". The hotel had a multiracial staff of more than 1 000.

Carlton talks fail on grievances

By MARIKA SBOROS

FINE ART & ARCHITECTURE

ARCHITECTURE

Cape Provincial Institute of Architects' Prize
For the best student in :-

Sixth Year

P F Dunckley

Helen Gardner Travel Prize
For a student who has satisfactorily completed 1st, 2nd and 3rd major courses.

P A Rappoport

Molly Gohl Memorial Prize
For the best woman student in third year.

Miss C Tredgold

David Haddon Prize
For the best student of Architecture (or Quantity Surveying) in the subject of Professional Practice.

D H Pryce Lewis

General J B M Hertzog Prize
For the best final year student.

S A Read

Osbourn Prize
For the best work in fourth year.

Carlton to consider union recognition

Labour Reporter

The management of the Carlton Hotel has agreed to look into union representation for its staff.

Last Monday, household staff went on a brief strike to protest over the dismissal of two of their colleagues.

And on Tuesday most of the Carlton's black staff went on strike and only agreed to return to work after the hotel's general manager, Mr Pat Burton, agreed to meet worker representatives.

Mr Burton gave an undertaking to workers representatives yesterday that he would examine the question of organised representation.

Mr Hamilton Makadama, chairman of the Hotel Liquor and Catering Union which represents many of the workers, described the meeting as "fruitful."

16 women get sack after work go-slow accusations

289

By JIMMY MATYU

SIXTEEN women who worked at the Huis Louisa Meyburg old-age home in Kabega Park have been fired — allegedly because of their affiliation to a trade union and their participation in a go-slow strike.

Confirming their dismissal, the matron, Mrs R Scheepers, said they were sacked because they had been on a month-long work-slow strike and because of their attitude.

All 16 are members of the Federation of South African Trade Unions (Fosatu). They denied being involved in a go-slow at the home.

They claimed they had been sacked by Mrs Scheepers last Thursday and Friday morning after attending a Fosatu meeting in Korsten. Five of them said they had been removed from the home by the police.

After being driven around Kabega, they were left about midnight near the Empilweni Hospital, far from their homes in Zwide and Kwazakele.

A spokesman for the Kabega police said he knew nothing of such an incident. He said if the women had any complaints they should call at the Kabega police station. He confirmed police were called to the home last Friday morning when some women refused to work.

In an interview, Mrs Scheepers said she "did not discriminate against anybody because of union membership as long as they keep it out of the gate and as long as those people do not instigate trouble on the premises," she said.

The director of the home, Mr T J Barnard, refused to comment on the issue, saying it was a matter between the employer and employees.

Fosatu's organising secretary, Mr Koko Xabela, said today both Mrs Scheepers and Mr Barnard had refused to meet union officials and that the matter was now in the hands of the union's lawyer.

"We feel the women have been victimised because they were fired after attending the union's general meeting where they elected their own committee consisting of six women," Mr Xabela said.

He said the difficulty in the women's case was that according to the Department of Labour, they were not covered by the Wage Act.

The women had joined Fosatu about three months ago and complained of bad working conditions and low wages.

Four women said they were awakened and questioned by Mrs Scheepers about their union membership. They were fired and ordered to leave the premises immediately.

A fifth woman, Mrs Joyce Saki, who was the first to be dismissed, said she was accused of being an organiser of a union that was "political" and would cause trouble.

The other 11 women said they were dismissed on Friday when they reported for day duty and were escorted by police from the building.

Zwelitsha housing racket exposed

14 APR 1979 | mvo

By TAMI MOSE

ZWELITSHA — The acute shortage of houses in this township has created an opportunity for greedy house owners to exploit all people who are in desperate need of accommodation, by demanding exhorbitant prices for their houses from prospective buyers and high rentals from desperate lodgers who only want a roof over their heads.

What is really frustrating in this mass exploitation is the fact that the victims have no protection from the government or any other authority. There is no evaluator who determines the price of a house. The houses are sold on a "take it or leave it" basis.

In one case we discovered that a man who bought a house through the Xhosa Development Corporation (XDC) wants R6 000 for a matchbox type of house.

He rented the house to a teacher who installed electricity and a new ceiling in two rooms. The teacher was not compensated at all for his expenses.

The prices of houses range from R4 000 to R12 000. Even three roomed houses are not sold at less than R3 000. In most cases the amounts are paid in cash.

The township manager, Mr. L. Lindi, told us that so far they have no control over the sale of houses,— it is an agreement between the two parties concerned only.

Many people are living in wood and iron shacks which are bought at R60 by the tenant and they usually pay a rent of R10 per month. People who get rooms inside pay up to an amount of R20 per month. Most of these rooms have no doors and the tenant has to buy his own grocery and do his own washing.

BALANCES

When we asked Mr. Lindi about the people who sell houses for cash while still owing balances on the houses he said that they do not have many problems in this regard. He said that the system is that a person is allocated a house and then applies for a deed of grant and after that he can do anything he likes about it.

A lawyer in King William's Town, Mr. Sieg Baul confirmed Mr. Lindi's statement by saying that the price of a house depends on the owner.

Group Editors get 'Transkei contract

18 APR 1979 Daily Dispatch

UMTATA — Group Editors, the Johannesburg-based public relations firm, has been awarded a 15-month contract to plan and co-ordinate public relations for the Transkei Government.

An executive director of the group, Mr Greg Kukard, said yesterday the contract was to take immediate effect.

Group Editors is to be responsible for all liaison and communications between the government and the international media.

One of the main objectives of the firm would be to encourage investment in Transkei and to attract tourists to the country, Mr Kukard said.

A firm, Group Editors (Transkei) (Pty) Limited, has been registered in Umtata. — DDR.

Students in protest against principal

11 APR 1979 Post

By GEORGE MAYEKISO

LEKWA Shanda High School students boycotted classes yesterday in protest against the engagement of a new principal.

Throughout the boycott which lasted until midday, police in camouflage uniform bers of the lice kept a watching the a distance.

The boycott started after the morning assembly when the new principal Mr B Makgamatho was introduced to the students. The students claimed that they knew Mr Makgamatho who was formerly principal at Lebohang High School in Boipatong and they did not want him as their

a position as a secondary school principal in Sebokeng at the beginning of this year.

One of the assistant teachers Mr J Majake, acted as principal until Monday. Mr Makgamatho took over yesterday.

After the assembly, some of the students refused to go to classes

Arsonists burn school

17 APR 1979 Argus

Argus Bureau

Pay rise for hotel workers

389 20/4/79 DM

EAST LONDON — Hundreds of workers employed in the hotel industry here may go home with bigger pay packets at the end of this month — but the majority are still living below the breadline.

The hike is in accordance with a new wage determination for the East London area which was gazetted last month.

But last night an executive member of the Hotel Association of East London and the Border, Mr Bob Thielscher, said not many workers would gain by the new agreement.

"The new agreement is very similar to old Industrial Council agreement which lapsed several years ago. In the interim most hotel workers have been getting increases through a sort of gentleman's agreement.

"Some workers will, however, gain and these are mostly among the lower paid workers such as bedroom attendants," he said.

The new agreement was negotiated by the East London Liquor and Catering Trade Association which is a member of the South African Liquor and Catering Federation.

The federation is in turn a member of the Trade Union Council of South Africa and in terms of the Industrial Conciliation Act, blacks are barred from joining the federation.

A sample of the figures which appeared in the Government Gazette of October, 1976 is as follows:

qualified barman, R50 a week; qualified waiters, wine stewards and porters R20,80 a week; head waiter and night porter, for all hotel workers who are not white.

More than 80 per cent of the hotel employees in East London are black while the rest are Coloureds and Indians.

A spokesman for the East London Liquor and Catering Trade Association said, however, all their concessions in the past had always been won

R22,40 a week qualified cooks, R25,10 (male) and R20,80 (female) a week and housekeepers R25,10 a week.

Among the lower paid workers, bedroom attendants starting pay will be R14,20 a week while male labourers will earn R13,50 a week as a starting wage and female labourers R10,80.

Most of the wages are below the household subsistence levels (HSC9 worked out by the University of Port Elizabeth's Institute of Planning Research

The HSL for East London in April was: R158,89 for blacks and R155,04 for Coloureds.

The Primary Household Subsistence Level (HPSL) which is regarded as the bread line is: RR137,26 for blacks and R134,24 for Coloureds. — DDR

TO PLACE A CLASSIFIED AD — TEL EAST LONDON 32330

Financial Mail

20 APR 1979 WINTERVELD

People are living there

Out of sight, out of mind. That seems to be the fate of the 500 000 or so people in Winterveld, a vast slum in the BophuthaTswana archipelago 35 km from Pretoria, for many years a catchment area for waves of homeless and dispossessed, including people driven out of the "white" areas by resettlement schemes and tougher influx control.

According to "Flip" Smit, professor of geography at Pretoria University; more than 24 000 people were moved into BophuthaTswana from "black spots," mission stations and poorly situated homeland areas between 1968 and 1975. Close on 100 000 were moved off white farms or out of townships in white areas. In particular, people from the old Pretoria townships of Lady Selborne and Eastwood who could not find accommodation in GaRankuwa or Mabopane overflowed into Winterveld.

Still more came from other bantustans in search of jobs in nearby Pretoria — to which transport is easily available. David Mokale, BophuthaTswana's Minister of Urban Affairs, tells the *FM* that people continue to stream in day and night.

Some of the Winterveld land is zoned for agriculture, but the black landowners find it more profitable to sublet to tenants. Mokale, however, tells the *FM* that his government regards many of the tenants as illegal squatters, since they have come in without permission. "The landlords are farming their brothers," he says. Raids on illegal traders have been stepped up, and this week 13 schools for squatter children were reported to have been closed.

One cause of friction between the squatters and the BophuthaTswana government arises from the fact that most of the tenants are not Tswana. Many Winterveld people claim that they have been told to take out BophuthaTswana citizenship or leave the area. Smit says that friction is heightened because non-Tswanas are seen as competing with Tswanas for scarce jobs. Soaring unemployment makes things worse.

But Mokale claims that "there is no distinction in our eyes between Tswanas and non-Tswanas."

Nevertheless, as a recent private study points out, raiding has made tenants edgy, and many are leaving of their own accord. Some go to the new Ndebele bantustan, where, unlike Winterveld, there is not even the remotest possibility of work. Thus, continues the study, "the unemployed in the towns are moved to the homelands, and the homeland unemployed are moved to more remote

'Catering staff is underpaid'

Labour Reporter

The Department of Manpower has launched an investigation into reports that employers in the distributive and catering trades are under-paying their workers.

The new wage determination for the trades came into effect at the end of April this year and the Association of Distributive and Allied Workers' Unions took up the issue of wages with the Minister of Manpower, Mr Fanie Botha, soon after.

Since the new determination came into effect the unions received complaints of under-payments, a newsletter from the association said.

Some employers said they had not had sufficient time to make adjustments, but even then the association found that employers were still underpaying under the former wage determination.

The newsletter said the Minister of Manpower told the association that he had agreed to their request for an investigation and an instruction was given to the Wage Board in June to look into the matter.

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Opponents of this theory draw at gal posi-

tion of the proprietor and the f tself is a

separate legal person in its own apart

from its owners.[4] They contend inconsis-

tencies and other unanswered prob there

was the need for another more log nt theory

of accounting. This led to the

The Entity Theory is essentially a int. It

is thought to be more consistent with the corporate form of the enterprise, in that the corporation is viewed as an entity entirely separate from its proprietors, thus fitting in with the legal form. Under this concept, the entity receives its capital from two principle sources - equity capital from its shareholders, and debt capital from its creditors. Accordingly, equity capital is just another source of funds, and it would seem just as appropriate to measure the cost of equity capital as it would be to measure the cost of debt capital, as both are supplied by outside

Fish and chip workers strike over lost bonus

OFFICE workers around Marshall Street had to do without their fish and chips yesterday after a strike by the black staff closed their Captain Dorego fish-and-chip outlet.

By STEVEN FRIEDMAN

All 10 of the store's black employees refused to work early yesterday and the store's franchise holders were forced to shut up shop.

By late yesterday there were no indications of a settlement, although management was attempting to contact the strikers to persuade them to return.

The general secretary of the Commercial, Catering and Allied Workers' Union, Mrs Emma Mashinini, said the workers had struck after R5 had been deducted from their weekly pay-packets.

"Every spring, the workers get R5 deducted because management says they have been receiving an extra R5 as a winter bonus. The workers got angry and left," she said.

After locating the distressed franchise-holders, a Captain Dorego spokesman confirmed the workers had struck after losing their "winter bonus".

Favourable

"Winter is our busy time and so workers get an extra R5 a week. Once spring comes, they lose it," he said. "Their pay slips make it quite clear that the R5 is only a bonus for winter."

He added that he was "surprised" by the strike.

"The franchise holders concerned have always been good to their black staff and their wages compare favourably with other outlets. Workers earn between R30 and R45 a week."

The spokesman said workers had reported as normal yesterday, but had remained in their change room instead of beginning work.

"When questioned about this, they said they did not want to work today and left," he added.

ndustrial council
ccused over strike

ficials in cking row

.WAYO. — Zimbabwe Min- of Labour officials were day trying to resolve a dis- the Rhodian clothing fac- in Bulawayo which led to cking on Tuesday of 550 of tory's 570 workers.
workers walked out after over bonus payments.
chairman of Rhodian, Mr Welsh, said yesterday that as management was con- d the matter was closed he dismissal of the 550.
Welsh said government la- officials and National In- l Council representatives greed, when the employees ted in their strike, that the any was entirely within its . — Sapa.

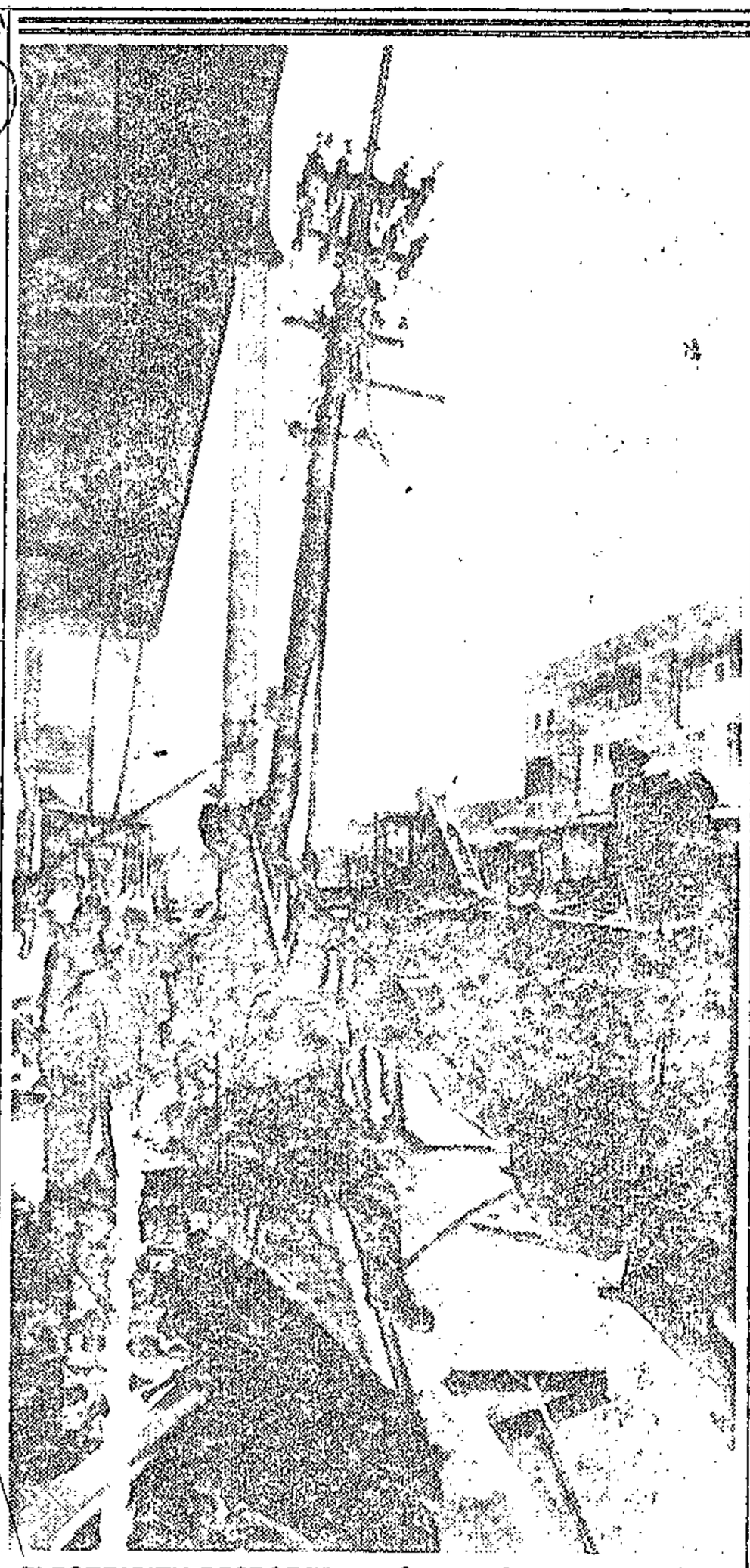
ATTER OF FACT

AS incorrectly reported in day's Rand Daily Mail wo of the seven people de- d in an early-morning by Security Police — Miss a Hogan and Mr Morris ers — worked for the Envi- ental and Development y (EDA). Only Mr Gavin sson and Mr Cedric de who were detained in the raid, worked for EDA. It also incorrectly reported r Smithers and another e, Miss Joanne Jawitch, d for Actstop, the anti- Areas removals group. ne of the seven, Miss Bar- Klugman, worked for .

□□□

RRECT specific errors of rite to the Editor at PO 38, Johannesburg, or tele- the Editor's secretary at between 9 am and 5 pm days.
ou have broader com- about the Rand Daily hese can be taken up with fail" Ombudsman, James rg, c/o the Editor's ry.

LOST
18 High Road, Bramley Very rown and white Pekinese bitch, rs to name "Tan". Please 40-3665



ELECTRICITY RESTORED . . . Orange Grove electricity, disrupted by Tuesday's truck accident, was restored yesterday after damaged wires had been repaired.

Picture: DAVID CANDISON

THE row over the official industrial council system took a new turn yesterday when a council was accused of "recruiting strike-breaking labour" for employers — an allegation which may harden black union attitudes to councils.

The chairman of the council denied this allegation yesterday, but said that it was "a normal function of the council" to put employers who needed labour in touch with workseekers.

By STEVEN FRIEDMAN

Mrs Emma Mashinini, general secretary of the Hotel, Liquor and Catering Workers' Union, alleged the tea room, restaurant and catering trade's industrial council had agreed to provide labour for a strike-hit fish-and-chip shop this week.

"The new workers would have replaced the strikers, who would then have been fired," she alleged.

Mrs Mashinini said industrial councils "are supposed to be neutral bargaining bodies with employer and union representatives. What gives them the right to take sides in a strike by recruiting strike-breakers?

Take sides

"There is nothing in the law which allows them to do this. Councils are supposed to be a negotiating platform, not an employment office. It is this sort of attitude which makes black unions determined not to go on to councils.

"How can we be expected to take part in bodies which take sides against us?".

The council's chairman, Mr D Michos, denied the allegations.

"We are aware of these claims and have investigated them. They have no substance. Neither the council nor its staff was involved in attempting to break strikes," he said.

Workseekers

"There is no way the council would become involved in that sort of activity."

Mr Michos confirmed the council played a role in "putting workseekers in touch with employers who need labour". But he said this was "a normal part of a council's work and a service to both employers and workers — it has nothing to do with strike-breaking".

He said the tea room council "has nothing to do with this union — they are not parties to the council".

Mr Michos claimed the union allegations were put to the council agent concerned, who had denied it, and that the union had "accepted this denial".

Mrs Mashinini, however, disputed this: "The agent concerned did deny it — but he confirmed that somebody else in the council was recruiting the labour," she charged.

OKQUARTZWATCH
SPECIALS

Fish and chips workers go back

By SELLO RABOTHATA

THE 10 workers who went on strike at the Marshall Street Cape Town Bobejo outlet this week returned to work after learning that their R5 bonus won't be withdrawn, Mr B R Hiphersay, the franchise holder said.

All the workers downed tools on Monday morning after they had been told that the R5 winter bonus they used to get would be deducted as winter is over.

Mr Hiphersay said that his wife had, during winter decided to pay the workers an extra R5 as it was a busy time with more people buying fish and chips to keep warm. "But, he said, "she told them that it would be withdrawn in spring."

He said: "My wife also spoke to them individually and explained that the R5 would be just for winter. On Monday they all came to work but decided to stay in their change rooms where my wife had to fetch them. They then said that they would not work and left.

"The whole thing came as a complete surprise to us as we have never had complaints from the staff. My wife is worried because she paid the bonus out of her own pocket. This is now practical blackmail," he said.

He also said that they had been told by a member of the Industrial Council that if they paid people a certain amount without anything written in agreement they could not deduct it later but would have to carry on paying. So the R5 bonus would not be deducted.

"My wife has always told the workers that if they wanted to talk over money they should come to her. They are paid between R30 to R45 a week, we also have a woman who earns R40 a week. Well they are coming back to work now," he said.

SOWETAN could yester-

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A vanishing breed as job loses its sparkle

"WHAT you gonna 'ave then," the barman says over the counter and rows of shiny glasses reflecting the light filtering through the windows from the street outside.

The frosted mirrors and faded beer advertisements on the cream walls are from another era, and so is the man behind the counter. His name is Adam Gardner and he is one of a handful of white professional barmen to have survived in the Durban pub trade.

With hotels moving more and more to plush ladie's bars with barmaids in attendance, the men who have served for so long will soon hear 'time please genalemen".

Barmen are also being drawn from the ranks of the Indian waiters who see the job as a promotion.

Adam Gardner has been a bartender for 38 years and has served at the Baldwin Hotel in West Street for the past eight years.

He shares duties in the public bar with one of Durban's best known barmen, Bill Sandy.

Adam believes white barmen are disappearing from the trade because the pay is poor.



Adam Gardner, one of the last of the white barmen left in Durban

By Ken Daniels

"The job is also quite demanding — if a guy comes in and he wants to talk to you, you have to listen and even have a drink with him to be sociable."

Irishman Roy Picken at the Canecutters Bar at the Maharani Hotel is one of the youngest white barmen on the pub circuit in Durban.

Although he has a fine sense of humour and always appears to be in high spirits he also finds the need to talk and listen to patrons a great strain.

"People seem to think that barmen are not allowed to be in bad moods. They expect you to be smiling all the time and always ready to listen to their problems."

Roy, who is 31, has been a bartender since the age of seven.

"My parents had a pub in Ireland and as soon as I could see over the counter I began serving."

"I've tried to leave the job before but after a while I start longing for it. I've met some really nice people across the counter and many of my regular customers are friends of mine.

"I struggle to remember names but find it easier to remember people by their drink. Here comes old J & B in a tall glass."

Roy finds some people look down on the job of barman.

"They like to think they can order you around just because you work behind a bar. They soon find they get served much sooner if they remember their manners."

Roy thinks white barmen are disappearing in Durban because of the demands of the job and the difficulties in competing with barmaids.

"A barmaid can double her salary with tips while a barman cannot make anywhere near that."

One of the few South African barmen still working in Durban is George Thorne at the Plaza Hotel. George replaced two of Durban's best known barmen, Blackie Swart and Swanie Swanepoel who have retired.

George, who doubles as bar manager, finds racing days the hardest.

"The stories I have to listen to about why the horse didn't win or why the punter didn't take the ticket or why he changed his mind — it drives me crazy."

The chairman of the Hotel and Bottle Store Owners Association, Mr Gerhard Stanek, said public bars had historically been tended by white barmen.

"But as job reservation has disappeared over the years so have white barmen. Fewer restrictons on the use of barmaids has resulted in barmen being replaced.

"Hotels are more inclined to employ barmaids than barmen because the women attract more customers.

He said barmen were often regarded merely as the people who served drinks, but in fact they had an important role in the catering business.

"If you have an unpopular barmen you may as well close your bar. People are far more likely to drink in a pub where the barman greets them by name and knows their drinks as they walk in the door."



Roy Picken, one of the youngest white [illegible] in Durban

SERVICES SECTOR - Accom. Liquor & catering - LABOUR

1982 — ~~1985~~

Mercury 14/1/82

Accused under influence halts the trial

Mercury Reporter

THE trial in which 43 black men and women appeared in the Stanger Magistrate's Court on a charge of trespass was abruptly postponed yesterday when one of the accused stood up and said: 'Sign me off, sign me off.'

Mr Bhekumuzi Mngadi, 58, was found to be under the influence of liquor after he twice interrupted proceedings by asking the Court to sign him off.

After a short adjournment, the Court was again interrupted by Mr Mngadi and the Magistrate, Mr H Fraser, postponed the trial to January 25.

A policeman later took Mr Mngadi away.

The 43 accused who pleaded not guilty to the charge were warned by Mr Fraser that any conduct such as that of Mr Mngadi would not be tolerated by him again.

He said he would have punished Mr Mngadi because he was in contempt of Court, but because the trial was to have been postponed in spite of the interruptions, he would not do so.

Threatened

The misconduct of one accused could cause prejudice to the other 42, the magistrate warned.

He also threatened to keep Mr Mngadi in custody until the trial resumed on January 25, but after an assurance from the defence that Mr Mngadi would not drink when he appeared on January 25, he was allowed to go home.

The accused — 17 women and 26 men — were arrested by the South African Police on November 3 for allegedly trespassing at the Zinkwazi Caravan Park on the Natal North Coast where they had been employed.

The owner of the park, Mr Helmut Achtzehn, a German immigrant, told the Court that the workers went on strike on October 31 after two other workers had been dismissed.

The workers — 28 who were on the permanent staff and 15 casuals — were sacked after refusing to work until the two dismissed workers were reinstated, Mr Achtzehn said.

He said that when the workers refused to vacate their lodgings, which were provided free by the company on November 2, he called the police.

The police gave the workers a deadline to leave. When they failed to do so they were arrested.

Court told 43 fired after park ruckus

Mercury Reporter

A CARAVAN park owner on the Natal North Coast yesterday told a Stanger Magistrate how he was forced to sack 43 of his black workers when they armed themselves with sticks and knobkieries and demanded that two workers he had earlier dismissed be reinstated.

Mr Helmut Achtzehn, owner of the Zinkwazi Caravan Park, said this in evidence when the 43 workers — 17 men and 26 women — appeared before Mr H Fraser on charges of trespass.

Mr Achtzehn alleged that the workers had refused to leave the caravan park, where they had been employed, after they had been dismissed and ordered to vacate his premises on October 31 last year.

Afraid

The workers threatened the Indian staff and also went to his house. They were not peaceful, he said.

He was afraid and called the police who allowed the workers to remain at the park until November 2. The deadline was extended to November 3.

When the workers refused to leave on the due date the police again arrived and arrested them for trespass, he said.

Under cross-examination by Mr Paul David, for the defence, Mr Achtzehn told the Court that he spoke to the workers in English on the day they were dismissed. A senior worker, one of the accused, had interpreted, he said.

Mr David said since the interpreter was an accused, the Court would not be to able establish what in fact was interpreted to the workers.

He said it was unfair to ask anyone who worked for a company for 15 years to leave within 24 hours and find alternative accommodation.

Black workers had no bargaining rights or trade unions to fight for them. The only alternative was strike, Mr David told the Court.

Judgment was reserved until February 16.

Mercury 17/2/82

Sacked park workers convicted

Mercury Reporter

TWENTY-ONE of the 43 workers, who appeared in the Stanger Magistrate's Court on charges of trespassing after being sacked for striking at the Zinkwazi Caravan Park on the Natal North coast, were convicted yesterday.

The other 22, mostly casual workers, were acquitted.

The 43 accused pleaded not guilty to charges that they remained illegally at the park on November 3 last year after they had been sacked for striking.

The Magistrate, Mr H Fraser, said that it seemed from the evidence that 21 of the park's permanent workers had no business to be at the park after they had been given an ultimatum by the police to leave the premises by November 3.

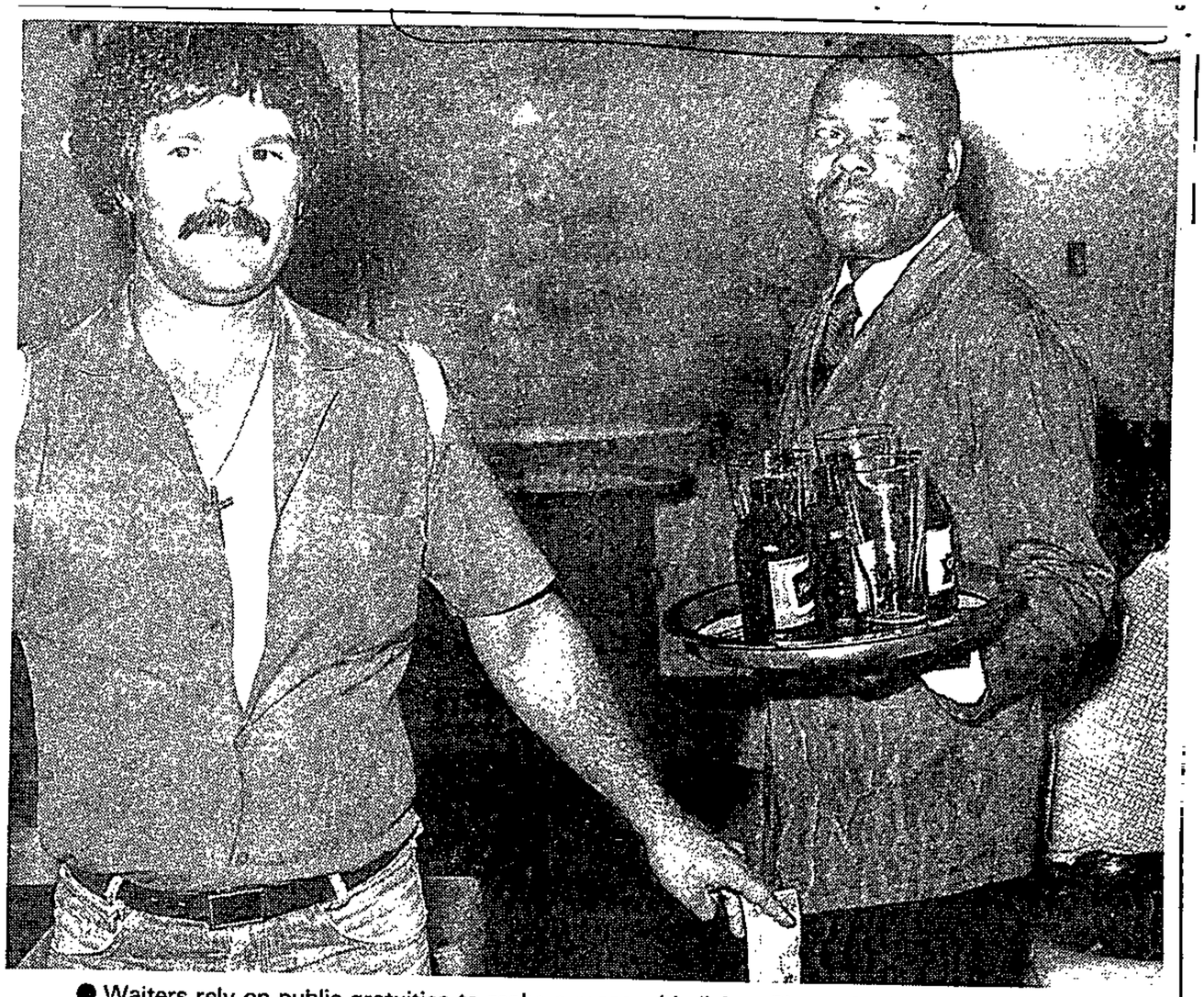
He said it was the onus of the accused to prove that they had had a reason to be at the park, but they had failed to do so.

The owner of the park, Mr Helmut Achtzehn, was not even approached by the workers for an extension of time to remain at the park, the Magistrate said, adding that he found it strange that none of the accused had given evidence to prove their innocence.

The convicted workers were cautioned and discharged.

UCT

A gesture or an excuse for poor pay?



● Waiters rely on public gratuities to make a reasonable living. Picture by HORACE POTTER.

You have already paid an expensive restaurant bill and now you are expected to dig into your wallet and tip your waiter generously. Is it a gesture, or are you paying his salary? ANGELA GILCHRIST investigates.

ONCE, it was merely the common tip, carefully counted out in small change and left on the waiter's tray or under a saucer on the table.

Not any more.

Today, it's at least 10% — or much more if it was a big bill — and if you don't give it, expect an icy glare from the waiter or waitress as you leave.

Forget that the soup might have been less than lukewarm and the service third-rate.

If that tip is not on your bread-and-butter plate or credit card chit, you can expect things to be worse on your next visit.

But perhaps that waiter or waitress has some reason to be angry: The chances are that she relies on public generosity to make a decent living.

The boss is also grateful for public gratuities. After all, it saves him having to pay a living wage.

Mr Morris Kagan, secretary of both the Witwatersrand Liquor and Catering Trade Employees Union and the Witwatersrand Tearoom Restaurant Employees Union, said: "The tip their staff serves to confirm this," she said.

But Mr Stanley Hoffman, chairman of the Hotel Association's Hotel Operations Committee, said he did not believe tipping had become an excuse for the underpayment of hotel staff.

"This might be going on at certain restaurants, but I don't believe it happens in the hotel industry. Minimum wages are laid down and proper salaries are paid.

"I feel that tipping is a personal thing, which has no hard and fast rules. People should tip according to the service they receive."

Yes, there were abuses, he admitted.

Some customers paid large tips to waiters prior to receiving *any* service at all — ensuring they would be "looked after".

Inquiries at hotels and restaurants showed some managements to be a little uneasy about the basic wages paid to table staff.

"Well, we pay waitresses in the region of R400," the personnel manager of a large, city comment, other than to say there were no set rules on when and how much to tip hotel personnel, "tipping is at the discretion of the hotel guest".

exclusive of perks, he claimed.

The source said he did not think waiters and waitresses had anything to complain about — but admitted they had a market value 1½ times that of the minimum wage levels.

"Most people use tipping as a lever to obtain better service."

A source within the Hotel Association, who would not be quoted, said minimum wage levels were negotiated between the Industrial Council and the unions to prevent the exploitation of workers.

The two parties sat down to determine "living wages" for staff, and these were worked out

The managing director of a personnel consultancy specialising in hotel staff recruitment, Mr Deon Viljoen, said he thought salaries for personnel in "tipping positions" were less than they would be, if tipping wasn't involved.

Large hotel companies generally paid staff well, and it was usually one-man operation restaurants and the smaller independent hotels that didn't, Mr Viljoen claimed.

"I think people overseas are scared not to tip, but I don't think that's the case here. Staff are rewarded according to the type of service they give."

Living discovered that some waiters and waitresses are so dependent on tips, that they cannot afford to be promoted to better positions.

A waiter at a top-class restaurant, with a minimum of three years' hotel experience earns between R300 and R400 a month — as well as about R600 a month tax-free on tips.

And when the same waiter is due for promotion to assistant manager, his basic salary might go up to between R500 and R600 a month, but there are no longer any tips.

His options? To reluctantly take the plunge and cut his income by half, or refuse promotion and remain a waiter.

Restaurateur Mr Ben Filmalter believes tipping should never be compulsory: "But it does give waiters motivation.

"Particularly since the scrapping of a 10% service charge in graded hotels and licensed restaurants.

"Most people use tipping as a lever to obtain better service.

"From my own point of view it provides a gauge as to how good or bad the service is.

"I don't think people should tip if they get bad service."

The assistant director of the Consumer Council, Mr Bill Heunis, said: "Tipping can become a terrible bind.

"One sometimes gains the impression that one is expected to tip, and we don't condone that kind of attitude.

"We should remember that built into each person's job specification is his task."

Employers constantly remind the unions that waiters and waitresses earn an enormous amount from tips.

Sunday Express
21/2/82
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rant and Catering Trade Employees Union, said wages for table staff were "nowhere near in line with the cost of living".

"There are definitely numerous employers who rely on public generosity to supplement staff wages to allow them to make a decent living."

Mr Kagan said employers constantly reminded the unions that waiters and waitresses earned an "enormous amount" from tips.

"I say wages ought to be negotiated without taking tipping into account. It isn't a fringe benefit that can be relied upon, because it is very fickle. The public is not obliged to pay tips."

And Miss Joyce Mokhesi, secretary of the Hotel Liquor and Catering Trade Employees Union, said she thought wage levels were "very, very low".

"The fact that employers rely on the public to

centre hotel told me, quickly adding, "but we don't want to be linked to that figure.

". . . you see, what makes the job attractive is that the tips are good. Waitresses earn at least R20 a day."

"What makes the job attractive is that the tips are good. Waitresses are tipped at least R20 a day."

"I rely on tips to break even," confessed Patsy, a young waitress at a city pizza parlour.

"I earn R350 a month, for working long, odd hours and I just couldn't live on it. Not that the tips here are that good.

"This is the sort of restaurant people come to when they're broke. So I'm lucky if I make R8 a day in tips."

Sheila, a casual at a Bramley restaurant earns R5 for an evening, but normally walks out with R30 in hand.

"When I started here. The manager said he only paid R5, because I would make a lot on tips," she said.

A spokesman for the Hotel Board would not

Waitresses celebrate first official increase in 6 years

By JANE STREAK

IF diners in Port Elizabeth hotels catch a glimpse of waitresses drinking a discreet toast in the kitchen on Monday they should not be surprised.

The waitresses' first gazetted wage increase in six years takes effect on Monday — and a Weekend Post survey of city hotels this week showed a good many of them have been kept on 1976 wages all this time.

It was in November, 1976, that the Department of Manpower laid down the last wage table.

Hotel owners and managers have been officially able to pay their inexperienced waitresses in the region of R85,14 a month.

They have been under no legal obligation to start their waitresses on a higher wage. Any obligation they have had has been moral.

The wages are the same for all the hotels, irrespective of their rating.

From Monday, the minimum wage for an unqualified waitress will be R160 a month. And she can expect two increases in the next 16 months. After two years she should be earning R195 — a considerable improvement on today's situation.

A waitress who has had one year's experience should start on R171 and receive increases over the same period. At the end of two years' service she should be earning R217.

For a waitress with more than two years' experience the starting wage is R182 and after two years she should be earning R238. The increases should also be given at eight-month intervals.

Since 1976, the minimum wage for a waitress with one year's experience has been R87,72. A waitress with two years' experience has been started on R90,30. The 1976 Government Gazette stipulated they should receive increases of R9,03 after the first year.

The owner of a black employment agency said he felt the root of the problem was that there were so many people in the job market. And jobs for black women were harder to find than for men.

Many job-seekers were so desperate they would accept the low wages offered. (One waitress interviewed by Weekend Post was so keen to start work she took the job without asking the salary.)

The agent reckoned it would be some time before they would get any higher on the salary scale. One hotel had quoted him starting salaries of R61,50 and R71,50.

In the survey, a waitress at the Hollywood Hotel on the beachfront said she earned R76,95. She received her meals at the hotel but still had to pay R12,40 for bus fares.

This left her with R64,55 on which to support her three children and her parents. She has no husband to assist her.

She said that she worked in both the lounge and diningroom and on the occasions she had worked overtime had not been paid extra. She had questioned the management about the matter but had received no response or payment.

The owner of the hotel, Mr Reg Shamley, was not available for comment.

A waitress at the Grand Hotel said she had been there six years and now earned R115. She did general duties as well as serving in the diningroom. She worked nine hours a day and spent approximately R10 a month on transport.

Her husband was starting a new job this month and hoped to earn R150 a month. They had two children to support.

Another said she had only just started working there and thought she would be earning between R96 and R101.

She had to pay R6,40 for bus fares every month and had three children to support. Her husband was in Fort Beaufort and did not contribute to the childrens' maintenance.

She worked seven days a week.

The proprietor, Mr Andy Christodolou, said he had no comment about the wages he paid his staff.

A waitress at the Edward Hotel said she had been so desperate for the job she had not bothered to find out what her wage would be.

Another said she had been there for four months and earned R89. She worked from 7am until 2pm, and then started again at 6pm and finished at 9pm.

She did not go home during the four-hour break as it was too and would cost too much. She worked a six-day week.

Mr Godfrey Beattie, owner of the Edward and Beach Hotels, said his staff's wages fell somewhere between the 1976 scale and the one coming into effect on Monday.

The manager of the Edward Hotel, Mr Raf Mangoni, said the staff worked a 54-hour week and had one day off.

The staff received double their normal wage for overtime although the hotel was obliged to pay only one and a third of their wage.

The manager of the Holiday Inn, Mr John Creaven, said his qualified waitresses started on R160 in the buffet restaurant and on R180 in the *a la carte* one.

An unqualified waitress would start on R125 and take approximately three and half months to train.

Even so, a waitress who had been there three years said she was earning R172. She had started on R93.

Mr Creaven said the waitresses worked an eight-and-a-half hour day, five-and-a-half days a week. They could either work 6am to 3pm or 3pm to 11pm.

They had three days off a fortnight, the hotel fetched them from their homes and paid for any bus fares needed.

Other perks they received were two free meals a day, a R10 a month performance bonus, an annual cost-of-living increase, an annual merit increase and a 13th cheque.

Mr Creaven said the hotel hoped to introduce a five-day week next year.



Hotel waitresses Mrs LADYGIRL GODLWANA, Mrs ALICE ZAZE and Mrs PATRICIA NORMAN rejoice at the news of the gazetted wage increases.

UNIONS OPERATING IN 1981 GROUPED ACCORDING TO INDUSTRIAL CLASSIFICATION

Unions have been classified according to the Standard Industrial Classification of All Economic Activities. The full extent of the operation of the following general workers unions has not been established.

National Federatic
Orange-Vaal Genera
General and Allied

AGRICULTURE, FORESTRY AND FISHING

Black Allied Workers Union
Farmworkers Union
Food and Canning Workers Union
National Certified Fishing Officers As
Orange-Vaal General Workers Union
Trawler and Line Fishermen's Union

MINING AND QUARRYING

Amalgamated Engineering Union of S.A.
Amalgamated Union of Building Trade Wo
Amalgamated Society of Woodworkers of S
Black Allied Workers Union
Black Mineworkers Union
Federated Mining Explosives and Chemica
Iron Moulders Society of S.A.
Mine Coloured Staff Association of Sout
Mine Surface Officials Association of S
Mine Workers Union
S.A. Boilermakers, Iron and Steel Worke
S.A. Electrical Workers Association
S.A. Engine Drivers, Firemens and Oper
S.A. Technical Officials Association
Underground Officials Association of S

MANUFACTURING

Food & Beverages

African Food and Canning Workers Union
Amalgamated Engineering Union of South
Bakery Employees Industrial Union
Black Allied Workers Union
Boland Inmaakwerkersvereniging (Paarl)
Brewery Employees Union (Cape Peninsula
Cadbury In-Company Union
East London Meat Trade Union
Food and Cannning Workers Union
Food, Beverage & Allied Workers Union
General Workers Union
General Workers Union of South Africa
Natal Baking Industry Employees Union
Natal Sugar Industry Employees Union
National Milling Workers Industrial Unio
National Union of Dairy Employees
National Union of Operative Biscuit Make
National Union of Sugar Manufacturing an
National Union of Wine, Spirits and Allie
Operative Bakers, Confectioners & Conduct
Pretoriase Baknywerheidsvereniging

12

Effect on hotel staff known at month end

By JANE STREAK

THE decision to lay off hotel staff or increase tariffs will only be assessed at the end of the month, once the new wage increases come into effect.

This is the general consensus among hotel proprietors and managers who say they will look at the wage increases — the first since 1976 — and decide how they will spread the increase.

The proprietor of the Walmer Gardens Hotel, Mr Trevor Lombard, said he thought the bigger hotel groups, such as Southern Suns and Holiday Inns, would lead the way to increasing the tariffs. Their wage bill was, of course, much higher.

"There will probably be an increase in the hotel tariffs in this area later on in the year but I feel it is important not to overreact," he said.

He did not think the smaller hotels would have to lay off staff because they carried no excess. They had the minimum number of staff.

It was in the lower income group that there has been a substantial increase and many of his higher wage earners were already in the new specified wage group.

Although it did not apply to his hotel, some hotels might have to lay off some of the lower-paid staff, such as housemaids, and this would cause a problem in the domestic wage group. Many of the redundant hotel workers would have to become domestic workers and this would flood this part of the job market.

"I foresee a new minimum wage being introduced for domestics as a result," Mr Lombard said.

Mr Godfrey Beattie, owner of the Beach and Edward Hotels, said he would be studying the situation first and would not take any action until the end of the month.

"I do feel, however, that it will be the one star hotels which will be more affected because their biggest income is from their meals and public bars."

The acting manager of the Edward Hotel said there would be minor adjustments and the effect would be felt right the across the board. They were already paying much higher wages than specified, so the increase would not make much difference. Chefs fell into this bracket.

He said the waitresses and bar staff were getting the biggest increases and he felt this was because they were in the public eye. Housemaids were not getting such a substantial increase.

The manager of the Grand Hotel, Mr Andy Christodolou, said his hotel would be able to carry the increase and there would not be an immediate increase in the tariff. He would first have to check his budget before any changes were made.

Mrs Denise Shamley, of the Greenbushes and Hollywood Hotels, was not prepared to comment about how the increases would effect the hotels until the end of the month.

WEEKEND POST, MAY 15, 1982

'Major adjustments needed'

Hotel prices up as wage costs spiral

A WAGE cost spiral will send hotel prices rocketing, Southern Sun group MD Bruno Corte said yesterday.

But he told delegates to the "Hospitality '88" seminar organized by the Federated Hotel, Liquor and Catering Association (Fedhasa), that the consumer could not be expected to foot the entire bill and there would have to be some major adjustments in the industry generally.

He believed that labour intensive deluxe restaurants were a thing of the past and new ways would have to be sought to make the industry more efficient. Floor space would have to be better utilized and labour would have to become more flexible and productive. Inevitably there would have to be some "head cost" reductions.

Also speaking at the seminar Otto Stehlik, MD of Protea Hotels and Inns, said the industry was looking forward to a very good year in 1988. There would be an increase in tourism from countries such as United Kingdom and Germany of between 30% and 50% and domestic tourism had also recovered strongly.

However the hospitality industry's infrastructure had reduced so it might not be able to take full advantage of the improvement. He echoed Corte in pointing out that average room rates in South Africa were "ludicrous". The price of a five star hotel was about 4 times less than equivalent hotels in London.

John Williamson, MD of Thomas Cook Rennies Travel said the stock exchange crash had not affected the travel industry. Flights remained very fully booked, reflecting the "dramatic" pick up in international and domestic travel.

He did not foresee a downturn in 1988 but there were some problems. Acquisition of visas remained a major obstacle and costs were increasing, placing pressure on the travel industry's margins. Airfare costs to SA were too high, relative to other world air routes, and SA's travel computer systems had become overloaded.

On a more positive side October 1987 showed a 14% increase on international tourism, although these figures still had a long way to go to reach the peaks of 1985. He did not expect any more restrictions on SAA's landing rights.

The MD of City Lodge Holdings, Mr Hans Enderle said the hotel industry's revenues could exceed inflation's 15% this year. To potential investors in hotel brick and mortar this represented an excellent opportunity. Already plans for an additional 1 000 hotel rooms had been announced. Positive indications were that bad reporting about SA overseas had changed, the economy was picking up and de-regulation of the hotel industry had begun.

Mr Mandla Msomi, director of African Travel Services, said although the black travel industry was growing, a lack of technical knowledge was limiting this development.

He added that good potential existed for the expansion of black tourism and travel services with the increasing spending capacity of black consumers.

Wild Coast: too many pregnant

25/9/82

289 104 D. Dispatch

EAST LONDON — With at least six women staff members falling pregnant each month, the Wild Coast Holiday Inn management has been forced to employ a full-time family planning expert for its maintenance staff of more than 600 women.

"It's getting a bit much," public relations officer Sally Brownlee said from Port Edward yesterday. "There seem to be rather too many pregnant ladies walking around."

The hotel has been unable to hand out contraceptives to its staff without a registered family planning nurse, and has advertised for an expert to help out.

"We've found many of our staff from the rural areas are unaware of the basics of family planning.' Miss Brownlee said. "The only way to get round it is to bring someone in full-time to keep a check on things."

Two nurses are presently employed by the hotel, but — because of inexperience — they are not allowed to dispense contraceptives or lecture on family planning.

Miss Brownlee said the "main problem area" was the young female staff from surrounding rural areas, who worked as cleaners at the recently-opened hotel.

The hotel already has strict regulations for the maintenance staff — any of them found pregnant within a month of being employed are dismissed, according to Miss Brownlee.

"We have to put our foot down," she said. — DDR.

US barmaid recruiting drive for PE runs into problems

(289) (358) (256) E. Post 25/9/82

By NOREEN SUTCLIFFE

PORT ELIZABETH will be getting no barmaids from the US — because hoteliers here were not prepared to buy their air tickets.

The bid by employment consultant, Mrs Maureen Gasson, to recruit barmaids for clients in the city fell flat because hoteliers would only refund cash for air tickets after the girls had worked for a year — and the wages they were offering were not high enough.

Johannesburg, however, offering higher wages, may be getting the girls who really know how to mix a Manhattan.

Mrs Gasson, who has just returned from her recruiting drive in the US said three or four girls had shown an interest in taking jobs in Johannesburg and negotiations were under way.

The hoteliers in Port Elizabeth asked Mrs Gasson to recruit barmaids in the US because local girls were too temperamental — they didn't stay with any hotel very long.

Mrs Gasson flew to New York, Miami and Los Angeles to interview the girls. She found they were highly skilled and therefore demanded a big salary.

"They work seven days a week, have to scrub the bar floors themselves and, in fact, command a very big salary — added to which, of course, come the tips."

She said the pubs in the cities she visited closed every afternoon but the girls were back on duty again at 5pm till closing time, Monday to Sunday.

Despite the fact that jobs were hard to come by in the places she visited, due to the downward trend of the economy, people were reluctant to give up what they had for what South Africa had to offer.

While overseas she also interviewed technicians in the fields of electronics, engineering and mechanics.

Here she found the salaries slightly more comparable and she is now awaiting replies from two technicians.

Wild Coast hotel has fertile problem

Mail Correspondent

EAST LONDON. — With at least six women staff members falling pregnant each month, the management of the Wild Coast Holiday Inn has been forced to employ a full-time family planning expert for its maintenance staff of more than 600 women

"It is getting a bit much," the public relations officer, Miss Sally Brownlee, said from Port Edward yesterday. "There seem to be rather too many pregnant ladies walking around."

The hotel has been unable to hand out contraceptives to its staff without a registered family planning nurse, and has advertised for an expert to help them out.

"We have found many of our staff from the rural areas are unaware of the basics of family planning," Miss Brownlee said "The only way to get round it is to bring someone in full time to keep a check on things."

Two nurses are employed, but because of inexperience they are not allowed to dispense contraceptives or lecture on family planning.

Miss Brownlee said the main problem was the young female staff from surrounding rural areas, who worked as cleaners at the recently-opened hotel.

"They seem to have little or no knowledge of contraception. We have had experiences with some of them who were unaware they were pregnant until four months after conception," she said.

The hotel already has strict regulations for the maintanance staff. If one is found to be pregnant within a month of being employed she is dismissed. Miss Brownlee said.

'Error' to arm staff at hotels

The move to encourage hotel staff to become police reservists — carrying guns and short-wave radios — to contain muggers is a big mistake.

That is the opinion of Mr Natie Matisonn, chairman of the Transvaal Hotel Liquor and Catering Association, who fears that armed hotel staff will tarnish South Africa's overseas image and may discourage tourism.

"Can you imagine what this will do to our image overseas?" he said. "The next thing we will get is a foreign newspaperman distorting the situation and saying things are so bad in South Africa that hotel staff carry machineguns."

He said the only effective way of clamping down on the muggers was more officers on the beat. "Police should post armed men in uniform at all the danger spots in the city. That is the only way to tackle this problem," Mr Matisonn said.

Hotel staff go on strike

Five workers at the Balalaika Hotel in Johannesburg yesterday downed tools after complaining of racist remarks allegedly made by the manager, Mr Jar Smith.

Miss Annastasia Maseko, Miss Christina Mtilhobogane, Miss Emmily Shogol, Miss Teressa Maseko and Miss Mirriam Rathebe, claim the manager uses abusive language whenever he talks to them and that he calls them "kaffirs."

"But the last straw was when he deducted R20 from our pay packets because he claimed that his cutlery was missing. He also accused us of stealing teapots," they said.

Mr Smith refused to comment on the allegations. He said newspapers liked sensational stories.

The women have complained to the Hotel Industrial Council which is investigating.

Today the Rev Sam Buti, chairman of the Alexandra Liaison Committee who was thrown out of the hotel last week, said Sandton Town Council should also investigate.

SERVICES SECTOR: ACCOMODATION, LIQUOR, & CATERING

-NG

LABOR

1986 – 1987

~~MARCH~~ — ~~SEPT-DECEMBER~~

Unionist seeks advice

19/3/86
SOWETAN
289

• A Soweto unionist has sought legal advice over circumstances surrounding his dismissal by the Hotel Liquor Catering and Allied Workers Union (Hotelica).

Hotelica's former Transvaal organiser, Mr Melusi Radebe, told the *Sowetan* he was angered by allegations linking his dismissal with undisclosed irregularities.

Mr Radebe said he was never called before the Hotelica executive to answer the allegations levelled against him.

"In fact, I only knew about these allegations from a newspaper report," the unionist said.

Mr Radebe, who was detained twice under the state of emergency regulations, admitted that he was involved in plans to form a new union when he was informed of his dismissal.

He said his decision to form a new union was prompted by "the union's attitude towards me, after I had sacrificed a lot for it."

He said he had, however, shelved the plans, pending discussions with several other unions.

Mr Radebe said he had sought legal advice, regarding his dismissal.

EL hotel workers not paid, walk off job

21/3/86 289 DISPATCH

Dispatch Reporter

EAST LONDON — The staff at the Grand Hotel here walked off work yesterday morning and congregated outside having not received any wages for over a month.

The secretary of the East London and Border Liquor and Catering Trade Union, Mr Gert van der Walt, said the staff returned to work yesterday afternoon and the hotel had been given a grace period for yesterday and today. Representatives were to arrive today to deal with the situation.

An accountant for the owner, Mr M. Steyn, who recently sold his business rights, said he had been given instructions to come to East London today to settle the salaries.

Mr L. de Kock, from Welkom, owned the business and liquor rights of both the Grand Hotel and the Deals Hotel until Tuesday, when they were sold to Mr Frank Jason, the manager of the Grand Hotel, Mr Mike Smit, said yesterday.

"Had we known what was going on, if they had phoned and told us the situation, then the problem here and at the Deals could have been prevented."

The Deals Hotel was closed on the instructions of the owner of the building Mr S. Gorfil, of Johannesburg, who also owned the Grand Hotel building, he said.

Mr Jason has accommodated the permanent residents at other locations at his expense, he said.

However, Mr Smit said the Grand Hotel would not be closing and business will go on as usual.

When Mr De Kock was phoned for comment yesterday about the staff's salaries, he said: "If you are not prepared to pay their salaries, what have you to do with it? When the unions don't get their way then they all go on strike.

"The press is the cause of all the country's problems." After some abusive comments, he put the phone down.

The vice-president of the trade union, Mr Bernard Gregory, said the staff's wages had not been paid since February 15 and no one had approached them about the matter.

"These people are in dire straits. They could be evicted from their homes. How they can live is beyond my comprehension."

"I have worked at the Grand Hotel for 23 years and prior to that at the Clarendon Hotel for 20 years, that's 43 years of unbroken service and I have no pension, only a provident fund. If one resigns one gets only what one has paid in. We can't work for nothing."

The woman in charge of the bedroom staff at the Grand Hotel, Miss Valencia Nontobeko, said often their salary obligations were not fulfilled. "We are supposed to be paid on the 15th of each month, but it is often two or three weeks late. We can't feed our families and can't pay our bills."

Mr Van der Walt said there were employees with over 40 years of service in the industry. "How do you expect people to be loyal when they are treated in this manner? It's very frustrating."

See also page 3



Hotel workers stand outside an East London hotel yesterday, protesting about the non-payment of wages.

Priest's death: two to hang

Dispatch Reporter

QUEENSTOWN — Two Ciskeians were sentenced to death and two received prison sentences when they were found guilty in the Supreme Court here of murdering Brother Charles Stamm of Palotti Farm last year.

The four accused robbed the victim.

At last week's Supreme Court hearing, Bangile Hontoti, 31, of Mdantsane, was sentenced to death for murder with aggravating circumstances and to 15 years' imprisonment for robbery with aggravating circumstances.

Zindezana Genge, 25, of Sada, Ciskei, was sentenced to death for murder with aggravating circumstances and to 12 years' imprisonment for robbery.

Ngabisile Kitshini, 211, of Sada, was sentenced to 12 years' imprisonment for murder with extenuating circumstances and to ten years' imprisonment for robbery with extenuating circumstances.

Weinana Genge, 19, of Sada, was sentenced to 17 years' imprisonment.

Hotel workers paid portion of salary

22/3/86 289 DISPATCH

Dispatch Reporter

EAST LONDON — Workers from the Grand Hotel who walked off the job on Thursday morning in protest at unpaid salaries were paid a R15 advance on this month's salaries yesterday.

The staff, who had not been paid for a month, walked out after they had been informed that the hotel had changed ownership. They felt their jobs were in jeopardy.

Mr L. Kenton, speaking on behalf of the new owner, Mr F. Jason, said yesterday the R15 payment had nothing to do with the amount which was owed to the staff by the previous owners.

He said auditors had worked out how much each worker was supposed to get, and he understood that their belated salaries would be paid on Monday.

"The R15 was to help see them through the weekend. We could not give more as the banks were already closed and we had to give cash.

"Workers at the Grand Hotel will not be dismissed," Mr Kenton said.

Yesterday afternoon, the secretary of the East London and Border Liquor and Catering Trade Union, Mr Gert van der Walt said the owners were given an ultimatum that should the money not be paid by Monday, the "hotel would be closed".

Mr Van der Walt said last night the auditors of the previous owners of the Grand Hotel said yesterday that employees would be paid by Monday, as they still had to work out the exact amounts owed, and had arrived in East London only yesterday afternoon.

He said he was hoping that the situation would be solved by Monday.

Mr Kenton said there was no strike at the moment and he was sure the whole situation would soon be back to normal.

Meanwhile, further details concerning the fate of the Deals Hotel here were not available yesterday.

The chairman of the Durban-based company involved in the takeover of Deals and the Grand Hotel, Mr Frank Jason, flew into East London yesterday just after midday and by 3.30 pm had already left for Durban.

During the time Mr Jason spent in East London he was not available for comment.

Mr Mike Smit, the manager of the Grand Hotel, said yesterday that all he knew was that the Deals Hotel would not be run as a hotel again, once the takeover was final.

Deals Hotel was closed on Wednesday on the instructions of the owner of the building, Mr S. Gorfil, of Johannesburg, who also owned the Grand.

According to Mr Smit, Mr Jason had accommodated the hotel's permanent residents at other locations at his expense.

Stayaway without leave: staff fired

FIVE black employees who say they were fired from the Marksbam hotel, for staying away from the Elizabeth, Port Natal, claim the work was racially motivated.

Post Reporter

The employees — two of whom have worked at the hotel for 23 years — claim Bolha, the manager, told Mr Indian workers.

Mr Bolha said if staff with children should ask Mr PE Communications Officer, the jack, a spokesman said.

Mr Bolha said he fired, he had been told to work at the hotel.

They could negotiate with him, otherwise they would be replacing Indian employees.

He confirmed that he missed staff with Indian and coloured employees.

He had heard another could be absent on June 16 and would no longer afford disrupted service.

He had warned workers if they leave yesterday without leave.

TRADE UNIONS (284) 21/3/86 FINMAIL

Split looming

A threatened split in the 50 000-strong Commercial, Catering and Allied Workers' Union (Ccawusa) has been averted — for the moment at least. This follows a ceasefire negotiated between two factions in the union's Johannesburg branch.

These developments come after the shock move by Emma Mashinini last Friday, when she gave verbal notice of her intention to resign as Ccawusa general secretary and local branch secretary. And following a rowdy and inconclusive branch meeting in Soweto on Sunday, dissidents remained behind and elected an unofficial committee which they hoped would run the branch's affairs.

However, at a meeting on Monday morning, representatives of the two groups reached a truce in an attempt to resolve the dispute and avoid the disintegration of the union. Part of the truce agreement is that neither side should talk to the press, and details are difficult to come by. The *FM* understands, however, that the tensions do not have any ideological content, but are rather a result of serious disagreements over internal administrative matters.

Mashinini and the local branch executive committee are opposed by a group of younger organisers in the Johannesburg office, and this conflict has filtered down to the rank-and-file membership. Her resignation is a direct consequence of the continuing infighting.

Ccawusa is the second largest affiliate of the Congress of South African Trade Unions (Cosatu). Its Johannesburg branch, which encompasses the whole Witwatersrand and some small eastern Transvaal towns, comprises more than half of the union's membership.

There have been rumblings in the union for some time. But the first official indication that something was seriously amiss came with Mashinini's announcement. A highly esteemed unionist, both in SA and overseas, Mashinini (56) has been Ccawusa's general secretary since its formation more than 10 years ago. Some time back she announced her intention to retire from the general secretaryship later this year, but planned to continue working for a while in the Johannesburg branch.

It is too early to say what effect these developments will have on industrial relations in the commercial sector, where Ccawusa is by far the largest union and is recognised by every major chainstore group. But some employers have expressed fears that the conflict could spill over to the shopfloor and lead to a period of strife in the industry. ■

Fedhasa hits back at liquor hijack moves

THE hotel and liquor sector is digging in its heels over efforts by other sectors, especially grocers, to grab a greater share of the liquor trade.

This was made clear at the annual congress of the Federated Hotel, Liquor and Catering Association (Fedhasa).

The issue is also likely to be one of the pillars upon which Fedhasa's Mike Kovensky, MD of the Aroma hotel group, will build his platform as president in the coming year.

Unless the Competition Board (CB) can be convinced otherwise, this sector has been given until the end of the year before having to submit to less restricted competition.

Such competition could mean the beginning of the end for many of the country's small hostelries, Kovensky has warned.

He estimated that about 200 hotels had closed down in the last couple of years, and a further 500 to 600 were in danger of going the same way unless something was done to reverse the trend.

And, he said, deregulation was

CHRIS CAIRNCROSS

not necessarily going to be the panacea. It could, in fact, exacerbate conditions for this segment of the liquor trade.

Kovensky said that failure to see these trade practices in the correct light could inflict irreparable damage upon the infrastructure of certain industries that had been painstakingly built up over many years.

"The magic wand of deregulation, competition and advocation of small business enterprise will not achieve the desired effect, but merely reinforce and strengthen the arm of the giants already present in industry," he said.

Free competition would, in many instances, play right into the hands of those who possessed the capital resources at the time.

Kovensky also noted that the industry as a whole was supplied at primary level by a statutory monopoly, namely the KWV, in respect of wine, grape spirit and brandy.

Similarly, the retail sector of the industry was also supplied at secondary level by South African Breweries (SAB) in respect of beer; and by a very strong oligopoly in the case of wine and spirits, with about 84% of the market controlled by Cape Wine and Distillers.

In marked contrast, the retail liquor sector predominantly comprised large numbers of independent small and medium-sized enterprises which competed against large supplier-owned enterprises.

SA's hotel population was estimated at about 1 175. Most were in the one-star category and most were using the cash flow generated by offsales activities to upgrade and refurbish facilities.

Failure to allow this process to go full circle would destroy the industry's fabric, and capital demands would be so great that many entrepreneurs would be put off, he said.

Kovensky and, it seems, the body politic of Fedhasa believe it would be grossly irresponsible to allow the infrastructure of the hotel and liquor trade "to be destroyed by the mere substitution of sales from an already competitive retail environment to other retail sectors."

Changes needed due to new liquor laws

First cracks in Group Areas Act

Staff Reporter

The Group Areas Act is to be amended to accommodate changes to the Liquor Act which have opened establishments with liquor licences to all races.

This was announced yesterday by the Minister of Trade and Industry, Dr Dawie de Villiers, when he opened the annual congress of the Federated Hotel, Liquor and Catering Association (Fedhasa) in Cape Town.

An anomaly was created by the Liquor Amendment Bill of 1986 in that, while all race restrictions on licensed premises were removed, free use of restaurants and hotel facilities by casual guests remained restricted under the Group Areas Act, he said.

Proclamation 17 of the Group Areas Act would be amended to accommodate Liquor Act amendments.

He also announced that the composition of the Liquor Board would in future be changed to accommodate members of all races on a "regional" basis.

Dr de Villiers referred to the elimination of restrictions on the distribution and selling of liquor to members of the black population groups and on the quantity of liquor allowed into the townships.

The same approach would in future be adopted to licensing on-site consumption liquor licences in black premises.

"The inspectors set different criteria, which leads to unnecessary confusion.

"It is therefore a pleasure for me to announce that talks have been held on this matter with the SA Tourism Board. It was decided that the SA Tourism Board alone will be responsible in future for the inspection of hotels.

Conditions

"The issuing of a hotel liquor licence will depend on the previous registration of such a hotel by the Tourism Board.

"It will also be a condition of such a hotel liquor licence that the hotel be registered with the Tourism Board for the duration of the liquor licence."

Another matter to receive attention with the revision of the Liquor Act was the composition of the Liquor Board.

It had been decided to accommodate people of other races on the board on a regional basis as a temporary measure. A further announcement would be made later.

The revision of the Liquor Act continues, he said, and indications were that about 66 percent of 212 articles in the Act would be scrapped or amended.

"The economic potential of our country will only be realised if unnecessary control licensing and regulation is done away with. It is the Government's earnest intention to implement its policy of deregulation.

"In this context, discriminatory or differential conditions imposed by the former liquor licensing boards can now effectively be scrapped."

"It is my intention to delete all discriminatory licensing conditions. Consequently, licensees will in future be in a position to make their own arrangements with regard to admission to their premises as well as marketing of any product on their premises.

"I believe South Africans are far more capable of sharing amenities in a responsible manner than is often predicted."

DEPARTEMENT VAN MANNEKRAG

No. R. 1769 **29 Augustus 1986**

WET OP MANNEKRAGOPLEIDING, 1981

MANNEKRAGOPLEIDINGSKOMITEE VIR DIE SUID-AFRIKAANSE VERVOERDIENSTE.—WYSIGING VAN LEERVOORWAARDES

Ek, Pieter Theunis Christiaan du Plessis, Minister van Mannekrag handelende kragtens artikel 13 van die Wet op Mannekragopleiding, 1981, wysig hierby Goewermentskennisgewing R. 254 van 11 Februarie 1983, soos verbeter by Goewermentskennisgewing R. 562 van 18 Maart 1983, soos gewysig by Goewermentskennisgewing R. 1611 van 3 Augustus 1984, soos gewysig by Goewermentskennisgewing R. 1096 van 6 Junie 1986, met ingang van die derde Maandag na die datum van publikasie van hierdie kennisgewing deur klousule 1 met die volgende klousule te vervang:

"1. KWALIFIKASIES OM MET VAKLEERLINGSKAP TE BEGIN

Die minimum leeftyd en opvoedkundige kwalifikasies om met vakleerlingskap te begin, is 16 jaar en Standerd VIII met Wiskunde of Standerd VIII sonder Wiskunde maar met Wiskunde as geslaagde vak op minstens die peil van die Nasionale Tegniese Sertifikaat, Deel I (N1).".

P. T. C. DU PLESSIS,
Minister van Mannekrag.

DEPARTMENT OF MANPOWER

No. R. 1769 **29 August 1986**

MANPOWER TRAINING ACT, 1981

MANPOWER TRAINING COMMITTEE FOR THE SOUTH AFRICAN TRANSPORT SERVICES.—AMENDMENT OF CONDITIONS OF APPRENTICESHIP

I, Pieter Theunis Christiaan du Plessis, Minister of Manpower acting in terms of section 13 of the Manpower Training Act, 1981, hereby amend Government Notice R. 254 of 11 February 1983, as corrected by Government Notice R. 562 of 18 March 1983, as amended by Government Notice R. 1611 of 3 August 1984, as amended by Government Notice R. 1096 of 6 June 1986, with effect from the third Monday after the date of publication of this notice, by the substitution of the following clause for clause 1:

"1. QUALIFICATIONS FOR COMMENCING APPRENTICESHIP

The minimum age and educational qualifications for commencing apprenticeship shall be 16 years and Standard VIII with Mathematics, or Standard VIII without Mathematics but with a pass in Mathematics at least on the National Technical Certificate, Part I (N1) level.".

P. T. C. DU PLESSIS,
Minister of Manpower.

No. R. 1780 **29 Augustus 1986**

WET OP ARBEIDSVERHOUDINGE, 1956

DRANK- EN SPYSENIERSBEDRYF, DURBAN.—WYSIGING VAN HOOFOOREENKOMS

Ek, Pieter Theunis Christiaan du Plessis, Minister van Mannekrag, verklaar hierby—

(a) kragtens artikel 48 (1) (a) van die Wet op Arbeidsverhoudinge, 1956, dat die bepalings van die Ooreenkoms (hierna die Wysigingsooreenkoms genoem) wat in die Bylae hiervan verskyn en betrekking het op die Onderneming, Nywerheid, Bedryf of Beroep in die opskrif by hierdie kennisgewing vermeld, met ingang van die tweede Maandag na die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 28 Februarie 1987 eindig, bindend is vir die werkgewersorganisasie en die vakvereniging wat die Wysigingsooreenkoms aangegaan het en vir die werkgewers en werknemers wat lede van genoemde organisasie of vereniging is; en

(b) kragtens artikel 48 (1) (b) van genoemde Wet, dat die bepalings van die Wysigingsooreenkoms, uitgesonderd dié vervat in klousule 1 (1) (a), met ingang van die tweede Maandag na die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 28 Februarie 1987 eindig, bindend is vir alle ander werkgewers en werknemers as dié genoem in paragraaf (a) van hierdie kennisgewing wat betrokke is by of in diens is in genoemde Onderneming, Nywerheid, Bedryf of Beroep in die gebiede in klousule 1 van die Wysigingsooreenkoms gespesifiseer.

P. T. C. DU PLESSIS,
Minister van Mannekrag.

No. R. 1780 **29 August 1986**

LABOUR RELATIONS ACT, 1956

LIQUOR AND CATERING TRADE, DURBAN.—AMENDMENT OF MAIN AGREEMENT

I, Pieter Theunis Christiaan du Plessis, Minister of Manpower, hereby—

(a) in terms of section 48 (1) (a) of the Labour Relations Act, 1956, declare that the provisions of the Agreement (hereinafter referred to as the Amending Agreement) which appears in the Schedule hereto and which relates to the Undertaking, Industry, Trade or Occupation referred to in the heading to this notice, shall be binding, with effect from the second Monday after the date of publication of this notice and for the period ending 28 February 1987, upon the employers' organisation and the trade union which entered into the Amending Agreement and upon the employers and employees who are members of the said organisation or union; and

(b) in terms of section 48 (1) (b) of the said Act, declare that the provisions of the Amending Agreement, excluding those contained in clause 1 (1) (a), shall be binding, with effect from the second Monday after the date of publication of this notice and for the period ending 28 February 1987, upon all employers and employees, other than those referred to in paragraph (a) of this notice, who are engaged or employed in the said Undertaking, Industry, Trade or Occupation in the areas specified in clause 1 of the Amending Agreement.

P. T. C. DU PLESSIS,
Minister of Manpower.

BYLAE

NYWERHEIDSRAAD VIR DIE DRANK- EN SPYSENIERS-BEDRYF, DURBAN

OOREENKOMS

ooreenkomstig die Wet op Arbeidsverhoudinge, 1956, gesluit deur en aangegaan tussen die

Hotel and Bottle Store Association of Durban and District

(hierna die "werkgewers" of die "werkgewersorganisasie" genoem), aan die een kant, en die

Natal Liquor and Catering Trade Employees' Union

(hierna die "werknemers" of die "vakvereniging" genoem), aan die ander kant,

wat die partye is by die Nywerheidsraad vir die Drank- en Spyseniersbedryf, Durban,

om die Ooreenkoms gepubliseer by Goewermentskennisgewing R. 539 van 23 Maart 1979, soos gewysig en hernieu by Goewermentskennisgewings R. 1598 van 1 Augustus 1980, R. 440 en R. 441 van 12 Maart 1982, R. 1430 en R. 1431 van 28 Junie 1985, R. 739 van 18 April 1986 en R. 1343 van 27 Junie 1986, te wysig.

1. TOEPASSINGSBESTEK VAN OOREENKOMS

(1) Hierdie Ooreenkoms moet nagekom word in die Drank- en Spyseniersbedryf—

(a) deur alle werkgewers wat lede van die werkgewersorganisasie is en deur alle werknemers wat lede van die vakvereniging is;

(b) in die gebied binne 'n straal van 16,09 km vanaf die Hoofposkantoor, Durban, maar binne die landdrosdistrik Durban (uitgesonderd daardie gedeelte wat voor die publikasie van Goewermentskennisgewing 1401 van 16 Augustus 1968 binne die landdrosdistrik Umlazi gevat het maar met inbegrip van daardie gedeelte wat voor die publikasie van Goewermentskennisgewing R. 501 van 8 Maart 1985 deel uitgemaak het van die landdrosdistrik Durban) en in daardie gedeeltes van die landdrosdistrikte Inanda en Pinetown wat binne 'n straal van 17,7 km vanaf die Hoofposkantoor, Durban, val.

(2) Ondanks subklousule (1) is hierdie Ooreenkoms van toepassing slegs ten opsigte van werknemers vir wie lone in hierdie Ooreenkoms voorgeskryf word.

2. KLOUSULE 4.—LONE

(1) In subklousule (1), vervang die bestaande loontabelle deur die volgende:

SCHEDULE

INDUSTRIAL COUNCIL FOR THE LIQUOR AND CATERING TRADE, DURBAN

AGREEMENT

in accordance with the provisions of the Labour Relations Act, 1956, made and entered into by and between the

Hotel and Bottle Store Association of Durban and District

(hereinafter referred to as the "employers" or the "employers' organisation"), of the one part, and the

Natal Liquor and Catering Trade Employees' Union

(hereinafter referred to as the "employees" or the "trade union"), of the other part,

being the parties to the Industrial Council for the Liquor and Catering Trade, Durban,

to amend the Agreement published under Government Notice R. 539 of 23 March 1979, as amended and renewed by Government Notices R. 1598 of 1 August 1980, R. 440 and R. 441 of 12 March 1982, R. 1430 and R. 1431 of 28 June 1985, R. 739 of 18 April 1986 and R. 1343 of 27 June 1986.

1. SCOPE OF APPLICATION OF AGREEMENT

(1) The terms of this Agreement shall be observed in the Liquor and Catering Trade—

(a) by all employers who are members of the employers' organisation and by all employees who are members of the trade union;

(b) in the area within a radius of 16,09 km of the General Post Office, Durban but within the Magisterial District of Durban (excluding that portion which, prior to the publication of Government Notice 1401 of 16 August 1968, fell within the Magisterial District of Umlazi but including that portion which, prior to the publication of Government Notice R. 501 of 8 March 1985, fell within the Magisterial District of Durban), and in those portions of the Magisterial Districts of Inanda and Pinetown which fall within a radius of 17,7 km from the General Post Office, Durban.

(2) Notwithstanding the provisions of subclause (1), the terms of this Agreement shall apply only in respect of employees for whom wages are prescribed in this Agreement.

2. CLAUSE 4.—WAGES

(1) In subclause 1, substitute the following for the existing wage scales:

LOONSKAAL TOT 28 FEBRUARIE 1987

	Per maand	Per week	Per dag	Per uur	Verlof-besoldiging pro rata per week
Bestuurder	720,00	166,28	27,71	3,08	15,11
Assistent-bestuurder	545,00	125,86	20,96	2,33	7,70
Kroegman:					
Gekwalifiseer	545,00	125,86	20,96	2,33	8,99
Wat twee jaar of langer ononderbroke diens as kroegman by dieselfde werkgewer voltooi het—ten opsigte van pro rata-verlofbesoldiging	—	—	—	—	10,48
Ongekwalifiseer—					
eerste jaar	350,00	80,83	13,47	1,50	5,77
tweede jaar	400,00	92,38	15,39	1,71	6,59
derde jaar	475,00	109,70	18,28	2,03	7,83
Wat twee jaar of langer ononderbroke diens as ongekwalifiseerde kroegman by dieselfde werkgewer voltooi het—ten opsigte van pro rata-verlofbesoldiging	—	—	—	—	9,14
Rekenmeester	545,00	125,86	20,96	2,33	7,70
Nasienklerk:					
Gekwalifiseer	265,00	61,20	10,20	1,13	3,75
Ongekwalifiseer—					
eerste jaar	200,00	46,19	7,70	0,85	2,82
tweede jaar	225,00	51,96	8,66	0,96	3,18
Klerk:					
Gekwalifiseer	370,00	85,45	14,24	1,58	5,23
Ongekwalifiseer—					
eerste jaar	225,00	51,96	8,66	0,96	3,18
tweede jaar	275,00	63,51	10,58	1,18	3,89
derde jaar	290,00	66,97	11,16	1,24	4,10
Deurwagter	275,00	63,51	10,58	1,18	3,89
Kok:					
Gekwalifiseer	335,00	77,36	12,89	1,43	4,74
Ongekwalifiseer—					
eerste jaar	225,00	51,96	8,66	0,96	3,18
tweede jaar	250,00	57,73	9,62	1,07	3,53
derde jaar	275,00	63,51	10,58	1,18	3,89

	Per maand	Per week	Per dag	Per uur	Verlof-besoldiging pro rata per week
Algemenedienstewerknemer	235,00	54,27	9,04	1,00	3,32
Roosterbediener	235,00	54,27	9,04	1,00	3,32
Faktotum	295,00	68,12	11,35	1,26	4,17
Hoofkroegman	640,00	147,80	24,63	2,74	10,55
Wat twee jaar of langer ononderbroke diens as kroegman by dieselfde werkgewer voltooi het—ten opsigte van pro rata-verlofbesoldiging	—	—	—	—	12,31
Hoofkok	425,00	98,15	16,35	1,81	6,00
Hoofportier	400,00	92,37	15,39	1,71	5,65
Hoofkelner/Hoofwynkelner	360,00	83,14	13,85	1,53	5,09
Hotelkwekeling	290,00	66,97	11,16	1,24	4,10
Huishoudster	300,00	69,28	11,54	1,28	4,24
Kombuistoesighouer	275,00	63,51	10,58	1,18	3,89
Skakelbordoperateur:					
Gekwalifiseer	290,00	66,97	11,16	1,24	4,10
Ongekwalifiseer—					
eerste ses maande	200,00	46,19	7,70	0,85	2,82
tweede ses maande	245,00	56,58	9,43	1,05	3,46
Kassier:					
Gekwalifiseer	320,00	73,90	12,31	1,36	4,52
Ongekwalifiseer—					
eerste ses maande	225,00	51,96	8,66	0,96	3,18
tweede ses maande	280,00	64,66	10,77	1,20	3,96
Motorvoertuigdrywer:					
Onbelaste massa van voertuig—					
minder as 450 kg	225,00	51,96	8,66	0,96	3,18
meer as 450 kg	235,00	54,27	9,04	1,00	3,32
Nagportier	320,00	73,90	12,31	1,36	4,52
Nagwag	225,00	51,96	8,66	0,96	3,18
Buiteverkoopsassistent:					
Gekwalifiseer	420,00	97,00	16,16	1,79	5,94
Ongekwalifiseer—					
eerste jaar	250,00	57,73	9,62	1,07	3,53
tweede jaar	300,00	69,28	11,54	1,28	4,24
derde jaar	350,00	80,83	13,47	1,50	4,95
Buiteverkoopsbestuurder	470,00	108,54	18,09	2,01	9,87
Hoteljoggie	175,00	40,41	6,73	0,75	2,47
Portier	290,00	66,97	11,16	1,24	4,10
Restouranbestuurder	545,00	125,86	20,96	2,33	11,44
Proviandkamerwerknemer:					
Gekwalifiseer	275,00	63,51	10,58	1,18	3,89
Ongekwalifiseer—					
eerste jaar	175,00	40,41	6,73	0,75	2,47
tweede jaar	225,00	51,96	8,66	0,96	3,18
Magasynman:					
Gekwalifiseer	320,00	73,90	12,31	1,36	4,52
Ongekwalifiseer—					
eerste jaar	225,00	51,96	8,66	0,96	3,18
tweede jaar	250,00	57,73	9,62	1,07	3,53
Klerebediende	275,00	63,51	10,58	1,18	3,89
Kelner/Wynkelner:					
Gekwalifiseer	335,00	77,36	12,89	1,43	4,73
Ongekwalifiseer—					
eerste jaar	200,00	46,19	7,69	0,85	2,82
tweede jaar	225,00	51,96	8,66	0,96	3,18
derde jaar	275,00	63,51	10,58	1,18	3,89

Los werknemers se lone.—'n Los werknemer moet minstens die uurloon toepaslik vir 'n besondere soort werk betaal word: Met dien verstande dat hy vir 'n tydperk van minstens vier uur betaal word.

WAGE SCALE UNTIL 28 FEBRUARY 1987

	Per month	Per week	Per day	Per hour	Leave pay pro rata per week
Manager	720,00	166,28	27,71	3,08	15,11
Assistant manager	545,00	125,86	20,96	2,33	7,70
Barman:					
Qualified	545,00	125,86	20,96	2,33	8,99
Who has completed as a barman two or more years' continuous employment with the same employer—in respect of pro rata leave pay	—	—	—	—	10,48
Unqualified—					
first year	350,00	80,83	13,47	1,50	5,77
second year	400,00	92,38	15,39	1,71	6,59
third year	475,00	109,70	18,28	2,03	7,83
Who has completed as an unqualified barman two or more years' continuous employment with the same employer—in respect of pro rata leave pay	—	—	—	—	9,14
Accountant	545,00	125,86	20,96	2,33	7,70
Checking clerk:					
Qualified	265,00	61,20	10,20	1,13	3,75

	Per month	Per week	Per day	Per hour	Leave pay pro rata per week
Unqualified—					
first year	200,00	46,19	7,70	0,85	2,82
second year	225,00	51,96	8,66	0,96	3,18
Clerical employee:					
Qualified	370,00	85,45	14,24	1,58	5,23
Unqualified—					
first year	225,00	51,96	8,66	0,96	3,18
second year	275,00	63,51	10,58	1,18	3,89
third year	290,00	66,97	11,16	1,24	4,10
Commissionaire	275,00	63,51	10,58	1,18	3,89
Cook:					
Qualified	335,00	77,36	12,89	1,43	4,74
Unqualified—					
first year	225,00	51,96	8,66	0,96	3,18
second year	250,00	57,73	9,62	1,07	3,53
third year	275,00	63,51	10,58	1,18	3,89
General service employee	235,00	54,27	9,04	1,00	3,32
Griller	235,00	54,27	9,04	1,00	3,32
Handyman	295,00	68,12	11,35	1,26	4,17
Head barman	640,00	147,80	24,63	2,74	10,55
Who has completed as a barman two or more years' continuous employment with the same employer—in respect of pro rata leave pay	—	—	—	—	12,31
Head cook	425,00	98,15	16,35	1,81	6,00
Head porter	400,00	92,37	15,39	1,71	5,65
Head waiter/Head wine steward	360,00	83,14	13,85	1,53	5,09
Hotel trainee	290,00	66,97	11,16	1,24	4,10
Housekeeper	300,00	69,28	11,54	1,28	4,24
Kitchen supervisor	275,00	63,51	10,58	1,18	3,89
Switchboard operator:					
Qualified	290,00	66,97	11,16	1,24	4,10
Unqualified—					
first six months	200,00	46,19	7,70	0,85	2,82
second six months	245,00	56,58	9,43	1,05	3,46
Cashier:					
Qualified	320,00	73,90	12,31	1,36	4,52
Unqualified—					
first six months	225,00	51,96	8,66	0,96	3,18
second six months	280,00	64,66	10,77	1,20	3,96
Motor vehicle driver:					
Unladen vehicle mass—					
under 450 kg	225,00	51,96	8,66	0,96	3,18
over 450 kg	235,00	54,27	9,04	1,00	3,32
Night porter	320,00	73,90	12,31	1,36	4,52
Night-watchman	225,00	51,96	8,66	0,96	3,18
Off-sales attendant:					
Qualified	420,00	97,00	16,16	1,79	5,94
Unqualified—					
first year	250,00	57,73	9,62	1,07	3,53
second year	300,00	69,28	11,54	1,28	4,24
third year	350,00	80,83	13,47	1,50	4,95
Off-sales manager	470,00	108,54	18,09	2,01	9,87
Page	175,00	40,41	6,73	0,75	2,47
Porter	290,00	66,97	11,16	1,24	4,10
Restaurant manager	545,00	125,86	20,96	2,33	11,44
Still-room employee:					
Qualified	275,00	63,51	10,58	1,18	3,89
Unqualified—					
first year	175,00	40,41	6,73	0,75	2,47
second year	225,00	51,96	8,66	0,96	3,18
Storeman:					
Qualified	320,00	73,90	12,31	1,36	4,52
Unqualified—					
first year	225,00	51,96	8,66	0,96	3,18
second year	250,00	57,73	9,62	1,07	3,53
Valet	275,00	63,51	10,58	1,18	3,89
Waiter/Wine steward:					
Qualified	335,00	77,36	12,89	1,43	4,73
Unqualified—					
first year	200,00	46,19	7,69	0,85	2,82
second year	225,00	51,96	8,66	0,96	3,18
third year	275,00	63,51	10,58	1,18	3,89

Casual employee rates.—Casual employees shall be paid not less than the hourly rate applicable to that particular class of work: Provided that he shall be paid for a period of not less than four hours.

(2) In subklousule (5), onder die opskrif "Differensiële loon", voeg die volgende nuwe paragraaf (d) in:

"(d) Elke werknemer moet op die eerste betaaldag waarop enige verhoging in lone ingevolge hierdie ooreenkoms of enige wysiging daarvan in 1987 in werking tree, bykomend by sodanige verhoogde loon, 'n ex gratia-bedrag betaal word wat gelyk is aan tweemaal die bedrag van sodanige verhoging, bereken op 'n maandelikse basis.".

3. KLOUSULE 15.—VRYSTELLING

Voeg die volgende nuwe subklousule (5) in:

"(5) Indien die Raad nie ooreenkomstig klousule 15 tot 'n meerderheidsbesluit oor 'n aansoeker kan geraak nie, moet 'n arbiter ooreenkomstig die Wet op Arbeidsverhoudinge, 1956, aangestel word.".

Namens die partye, op hede die 7de dag van Mei 1986 te Durban onderteken.

R. L. GOODERSON,
Voorsitter van die Raad.

R. KISTEN,
Ondervoorsitter van die Raad.

A. G. LACK,
Sekretaris van die Raad.

No. R. 1800 **29 Augustus 1986**

WET OP MASJINERIE EN BEROEPSVEILIGHEID, 1983

AANWYSING VAN HOOFINSPEKTEUR

Die Minister van Mannekrag maak hierby bekend dat hy Imanuel Mülder, Hoofdirekteur Beroepsveiligheid in die Departement van Mannekrag, ingevolge artikel 19 (1) van die Wet op Masjinerie en Beroepsveiligheid, 1983 (Wet 6 van 1983), as Hoofinspekteur vir die doeleindes van daardie Wet aangewys het.

P. T. C. DU PLESSIS,
Minister van Mannekrag.

No. R. 1805 **29 Augustus 1986**

WET OP ARBEIDSVERHOUDINGE, 1956

NYWERHEIDSRAAD VIR DIE HAARKAPPERSBEDRYF, KAAPSE SKIEREILAND.—HERNUWING VAN OOREENKOMS

Ek, Mattheus Willem Johannes le Roux, Direkteur: Mannekrag, behoorlik daartoe gemagtig deur die Minister van Mannekrag, verklaar hierby, kragtens artikel 48 (4) (a) (ii) van die Wet op Arbeidsverhoudinge, 1956, dat die bepalings van Goewermentskennisgewings R. 1902 van 2 September 1983 en R. 300 van 15 Februarie 1985 van krag is vanaf die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 31 Oktober 1986 eindig.

M. W. J. LE ROUX,
Direkteur: Mannekrag.

No. R. 1806 **29 Augustus 1986**

WET OP ARBEIDSVERHOUDINGE, 1956

NYWERHEIDSRAAD VIR DIE HAARKAPPERSBEDRYF (PRETORIA).—WYSIGING VAN OOREENKOMS

Ek, Pieter Theunis Christiaan du Plessis, Minister van Mannekrag, verklaar hierby—

(a) kragtens artikel 48 (1) (a) van die Wet op Arbeidsverhoudinge, 1956, dat die bepalings van die Ooreenkoms (hierna die Wysigingsooreenkoms genoem) wat in die Bylae hiervan verskyn en betrekking het op die

(2) In subclause (5) under the heading "Differential Wage", insert the following new paragraph (d):

"(d) Every employee shall on the first payday on which any increase in wages becomes binding in 1987 in terms of this agreement or any amendment thereof in addition to such increased wage, be paid an ex gratia amount equal to twice the amount of such increase calculated on a monthly basis."

3. CLAUSE 15.—EXEMPTION

Insert the following new subclause (5):

"(5) If the council is unable to reach a majority decision on an applicant in terms of clause 15, an arbitrator shall be appointed in terms of the Labour Relations Act, 1956.".

Signed at Durban, on behalf of the parties, this 7th day of May 1986.

R. L. GOODERSON,
Chairman of the Council.

R. KISTEN,
Vice-Chairman of the Council.

A. G. LACK,
Secretary of the Council.

No. R. 1800 **29 August 1986**

MACHINERY AND OCCUPATIONAL SAFETY ACT, 1983

DESIGNATION OF CHIEF INSPECTOR

The Minister of Manpower hereby makes known that he has, in terms of section 19 (1) of the Occupational Safety Act, 1983 (Act 6 of 1983), designated Imanuel Mülder, Chief Director, Occupational Safety in the Department of Manpower, as Chief Inspector for the purposes of that Act.

P. T. C. DU PLESSIS,
Minister of Manpower.

No. R. 1805 **29 August 1986**

LABOUR RELATIONS ACT, 1956

INDUSTRIAL COUNCIL FOR THE HAIRDRESSING TRADE, CAPE PENINSULA.—RENEWAL OF AGREEMENT

I, Mattheus Willem Johannes le Roux, Director: Manpower, duly authorised thereto by the Minister of Manpower, hereby, in terms of section 48 (4) (a) (ii) of the Labour Relations Act, 1956, declare the provisions of Government Notices R. 1902 of 2 September 1983 and R. 300 of 15 February 1985 to be effective from the date of publication of this notice and for the period ending 31 October 1986.

M. W. J. LE ROUX,
Director: Manpower.

No. R. 1806 **29 August 1986**

LABOUR RELATIONS ACT, 1956

INDUSTRIAL COUNCIL FOR THE HAIRDRESSING TRADE (PRETORIA).—AMENDMENT OF AGREEMENT

I, Pieter Theunis Christiaan du Plessis, Minister of Manpower, hereby—

(a) in terms of section 48 (1) (a) of the Labour Relations Act, 1956, declare that the provisions of the Agreement (hereinafter referred to as the Amending Agreement) which appears in the Schedule hereto and

EL hotel workers stage foyer sit-in

EAST LONDON — Black employees at the Kennaway Hotel staged a sit-in strike in the hotel's foyer yesterday.

More than 15 of them sat on the floor and on chairs in the foyer with a cardboard notice in front of them stating: "Workers demand that our officials are allowed to negotiate with the bosses about a recognition agreement".

The manager of the hotel, Mr Bob Thielscher, refused to comment, saying the situation was "delicate".

He asked a Daily Dispatch reporter to leave the hotel premises and would not allow her to speak to the workers.

Officials of the Commercial, Catering and Allied Workers' Union, which represents the employees, could not be contacted for comment yesterday. — DDR

4/9/86.
Daily Disp.

EL hotel strikers fired says union

1852
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Dispatch Reporter

EAST LONDON — The Hotel and Restaurant Workers' Union said yesterday that black workers who staged a sit-in stike at the Kennaway Hotel on Tuesday had been dismissed.

The union's official organiser, Miss Zanele Ntyinty, said an interdict was served on the 53 workers on Tuesday, stating that they had until 2 pm to leave the hotel premises or return to work.

The interdict also restrained the workers from interfering with any of the other staff who continued with their duties on the hotel premises.

Attached to the interdict was a signed affidavit by the hotel manager, Mr Bob Thielscher, stating his reasons for asking the workers to leave the premises.

The return date of the interdict is September 25.

Miss Ntyinty said the union would try to take the action to the Industrial Court.

Mr Thielscher could not be contacted for comment yesterday.

● A report in yesterday's Daily Dispatch incorrectly stated that the workers were represented by the Commercial Catering and Allied Workers' Union.

KENNISGEWING 621 VAN 1986

DEPARTEMENT VAN POS- EN TELEKOMMUNIKASIEWESE

WYSIGING VAN DIE TARIEFLYS VIR TELEKOMMUNIKASIEDIENSTE

Hiermee word ingevolge artikel 2B (3A) van die Poswet, 1958 (Wet 44 van 1958), bekend gemaak dat die Posmeester-generaal, handelende kragtens artikel 2B (1) (e) van genoemde Wet en met die goedkeuring van die Minister van Kommunikasie en van Openbare Werke, bepaal het dat die gelde uiteengesit in onderstaande Bylae ten opsigte van die betrokke dienste geëis of ontvang moet word.

BYLAE

1.0 In hierdie Bylae beteken die uitdrukking "die Tarieflys" die Tarieflys vir Telekommunikasiedienste afgekondig by Goewermentskennisgewing 1192 van 1 Julie 1977, soos gewysig.

2.0 Die Tarieflys word hierby soos volg verder gewysig:

2.1 Voeg die volgende nuwe item in:

"22.10	Programmering wat in teleksentrale ten behoewe van 'n kliënt onderneem word, per aansluiting, per geleentheid	25,00	—".

(5 September 1986)

KENNISGEWING 622 VAN 1986

DEPARTEMENT VAN MANNEKRAG

WET OP ARBEIDSVERHOUDINGE, 1956

AANSOEK OM VERANDERING VAN DIE REGISTRASIEBESTEK VAN 'N VAKVERENIGING

Ek, Adam Johannes Jacobus Barnard, Assistent-nywerheidsregistrateur, maak ingevolge artikel 4 (2) soos toegepas by artikel 7 (5) van die Wet op Arbeidsverhoudinge, 1956, hierby bekend dat 'n aansoek om die verandering van sy registrasiebestek ontvang is van die Catering Employees' Union. Besonderhede van die aansoek word in onderstaande tabel verstrek.

Enige geregistreerde vakvereniging wat teen die aansoek beswaar maak, word versoek om binne een maand na die datum van publikasie van hierdie kennisgewing sy beswaar skriftelik by my in te dien, p/a die Departement van Mannekrag, Mannekraggebou 449, Schoemanstraat 215, Pretoria (posadres: Privaatsak X117, Pretoria, 0001).

TABEL

Naam van werkgewersorganisasie/vakvereniging.—Catering Employees' Union.

Datum waarop aansoek ingedien is.—16 Junie 1986.

Belange en gebied ten opsigte waarvan aansoek gedoen word.—Blanke, Kleurling- en Asiërwerknemers in diens in die Verversingsbedryf in die landdrosdistrikte Alberton, Benoni, Boksburg, Brakpan, Delmas, Germiston, Johannesburg, Kempton Park, Krugersdorp, Randburg, Randfontein, Roodepoort, Springs en Westonaria.

"Verversingsbedryf" beteken die bedryf waarin werkgewers en werknemers met mekaar geassosieer is met die doel om maaltye en/of toebroodjies en/of verversings te verskaf in of van enige inrigting, hetsy permanent, tydelik, binnenshuis of in die buitelug, en dit omvat sodanige aktiwiteite wat verrig word in persele—

(i) gebruik as openbare restourante, vis-en-skyfiewinkels, kafees of teekamers; en/of

NOTICE 621 OF 1986

DEPARTMENT OF POSTS AND TELECOMMUNICATIONS

AMENDMENT OF THE TARIFF FOR TELECOMMUNICATION SERVICES

It is hereby made known, in terms of section 2B (3A) of the Post Office Act, 1958 (Act 44 of 1958), that the Postmaster General, acting under section 2B (1) (e) of the said Act and with the approval of the Minister of Communications and of Public Works, has determined that the fees set out in the undermentioned Schedule are to be demanded or received in respect of the services concerned.

SCHEDULE

1.0 In this Schedule the expression "the Tariff" means the Tariff for Telecommunication Services promulgated under Government Notice 1192 of 1 July 1977, as amended.

2.0 The Tariff is hereby further amended as follows:

2.1 Insert the following new item:

"22.10	Programming undertaken in telex exchange on behalf of a client, per connection, per occasion	25,00	—".

(5 September 1986)

NOTICE 622 OF 1986

DEPARTMENT OF MANPOWER

LABOUR RELATIONS ACT, 1956

APPLICATION FOR VARIATION OF SCOPE OF REGISTRATION OF A TRADE UNION

I, Adam Johannes Jacobus Barnard, Assistant Industrial Registrar, do hereby, in terms of section 4 (2) as applied by section 7 (5) of the Labour Relations Act, 1956, give notice that an application for the variation of its scope of registration has been received from the Catering Employees' Union. Particulars of the application are reflected in the subjoined table.

Any registered trade union which objects to the application is invited to lodge its objection in writing with me, c/o the Department of Manpower, 449 Manpower Building, 215 Schoeman Street, Pretoria (postal address: Private Bag X117, Pretoria, 0001), within one month of the date of publication of this notice.

TABLE

Name of trade union.—Catering Employees' Union.

Date on which application was lodged.—16 June 1986.

Interests and area in respect of which application is made.—White, Coloured and Asian employees employed in the Catering Trade in the Magisterial Districts of Alberton, Benoni, Boksburg, Brakpan, Delmas, Germiston, Johannesburg, Kempton Park, Krugersdorp, Randburg, Randfontein, Roodepoort, Springs and Westonaria.

"Catering Trade" means the trade in which employers and employees are associated for the purposes of providing meals and/or sandwiches and/or refreshments in or from any establishment, whether permanent, temporary, indoors or in the open air, and includes such activities carried on in premises—

(i) used as public restaurants, fish and chip shops, cafés or tea rooms; and/or

(ii) waarvandaan maaltye en/of nie-alkoholiese verversings verskaf word; en/of

(iii) waarin spuit- of mineraalwater in glase of ander houers verskaf word vir verbruik daarop;

(iv) waarin of waarvandaan voormelde aktiwiteite verrig word ten opsigte van of in verband met enige teater, bioskoop, kafee-bioskoop of ander vermaak of funksie;

(v) ten opsigte waarvan 'n wyn-en-bierlisensie of 'n restourant-dranklisensie gehou word kragtens die Drankwet, 1977, welke lisensie eers na 17 Mei 1938 verkry is en waarin die hoofaktiwiteite binne die bestek van paragrawe (i), (ii), (iii) of (iv) val,

maar dit omvat nie sodanige aktiwiteite nie wat verrig word in—

(a) ander persele as dié bedoel in paragraaf (v) ten opsigte waarvan enige dranklisensie gehou word;

(b) losieshuise of enige inrigting wat voedsel of verversings uitsluitlik aan Swartes verskaf:

Met dien verstande dat enige uitsluiting uit die bestek van hierdie omskrywing ten opsigte van persele met 'n dranklisensie slegs geag word daardie gedeelte van die betrokke persele uit te sluit waarin die verkoop van drank toegelaat word deur die dranklisensies wat gehou word deur die werkgewer wat die houer is van genoemde lisensies:

Met dien verstande voorts dat kragtens die Afbakeningsvasstelling van 25 Maart 1975, gemaak deur die Nywerheidshof, die "Verversingsbedryf"—

(a) die verkoop en/of die verskaffing omvat van eetgoed, dranke, maaltye, toebroodjies, verversings en/of spuit- of mineraalwater aan persone wat vertonings by inrybioskope bywoon, soos uitgeoefen deur werkgewers in diens in die Bioskoop- en Skouburgbedryf soos omskryf in die Ooreenkoms gepubliseer by Goewermentskennisgewing R. 2336 van 30 Desember 1970;

(b) nie die verkoop en/of verskaffing omvat nie van eet- of drinkgoed, maaltye, toebroodjies, verversings en/of spuit- of mineraalwater aan persone wat vertonings bywoon by bioskope of kafee-bioskope of wat teaterproduksies bywoon, soos verrig word deur werkgewers betrokke by die Bioskoop- en Skouburgbedryf soos omskryf in die Ooreenkoms waarna verwys word in (a) hierbo.

Belange en gebied ten opsigte waarvan registrasie gehou word.—Die Verversingsbedryf soos hieronder omskryf in die landdrosdistrikte Benoni, Boksburg, Brakpan, Germiston, Johannesburg, Krugersdorp, Roodepoort en Springs, soos daardie gebiede saamgestel is op 4 Maart 1943.

"Verversingsbedryf" beteken die bedryf waarin werkgewers en werknemers met mekaar geassosieer is met die doel om maaltye en/of toebroodjies en/of verversings te verskaf in of van enige inrigting, hetsy permanent, tydelik, binnenshuis of in die buitelug, en dit omvat sodanige aktiwiteite wat verrig moet word in persele—

(i) gebruik as openbare restourante, vis-en-skyfiewinkels kafees of teekamers; en/of

(ii) waarvandaan maaltye en/of nie-alkoholiese verversings verskaf word; en/of

(iii) waarin spuit- of mineraalwater in glase of ander houers verskaf word vir verbruik daarop;

(iv) waarin of waarvandaan voormelde aktiwiteite verrig word ten opsigte van of in verband met enige teater, bioskoop, kafee-bioskoop of ander vermaak of funksie;

(ii) from which meals and/or non-alcoholic refreshments are supplied; and/or

(iii) in which aerated or mineral waters in glasses or other containers are supplied for consumption thereon;

(iv) in which or from which the activities hereinbefore referred to are carried on in respect of or in connection with any theatre, cinema, tearoom cinema or other entertainment or function;

(v) in respect of which a wine and malt liquor licence or a restaurant liquor licence is held in terms of the Liquor Act , 1977, which licence wat first obtained after 17 May 1938, and in which the main activities fall within the scope of paragraphs (i), (ii), (iii) or (iv),

but does not include such activities carried on in—

(a) premises other than those referred to in paragraph (v) in respect of which any liquor licence is held;

(b) boarding houses or any establishments catering exclusively for Black persons:

Provided that any exclusion from the scope of this definition in respect of liquor- licensed premises shall only be deemed to exclude that portion of the premises concerned in which the sale of liquor is permitted by the liquor licences held by the employer who is the holder of the said licences:

Provided further that in terms of the Demarcation Determination dated 25 March 1975, made by die Industrial Tribunal, "Catering Trade" shall—

(a) include the sale and/or provision of edibles, beverages, meals, sandwiches, refreshments and/or aerated or mineral waters to persons attending performances at drive-in cinemas, as carried on by employers engaged in the Cinematograph and Theatre Industry as defined in the Agreement published under Goverment Notice R. 2336 of 30 December 1970;

(b) not include the sale and/or provisions of edibles, beverages, meals, sandwiches, refreshments and/or aerated or mineral waters to persons attending performances at cinemas or tearoom cinemas or attending theatrical productions, as carried on by employers engaged in the Cinematograph and Theatre Industry as defined in the Agreement referred to in (a) above.

Interests and area in respect of which registration is held.—The Catering Trade as defined hereunder in the Magisterial District of Benoni, Boksburg, Brakpan, Germiston, Johannesburg, Krugersdorp, Roodepoort and Springs as those areas were constituted as at 4 March 1943.

"Catering Trade" means the trade in which employers and employees are associated for the purposes of providing meals and/or sandwiches and/or refreshments in or from any establishment, whether permanent, temporary, indoors or in the open air, and includes such activities carried on in premises—

(i) used as public restaurants, fish and chip shops, cafés or tea rooms; and/or

(ii) from which meals and/or non-alcoholic refreshments are supplied; and/or

(iii) in which aerated or mineral waters in glasses or other containers are supplied for consumption thereon;

(iv) in which or from which the activities hereinbefore referred to are carried on in respect of or in connection with any theatre, cinema, tearoom cinema or other entertainment or function;

(v) ten opsigte waarvan 'n wyn-en-bierlisensie of 'n restourant-dranklisensie gehou word kragtens die Drankwet, 1977, welke lisensie eers na 17 Mei 1938 verkry is en waarin die hoofaktiwiteite binne die bestek van paragrawe (i), (ii), (iii) of (iv) val,

Maar dit omvat nie sodanige aktiwiteite nie wat verrig word in—

(a) ander persele as dié bedoel in paragraaf (v) ten opsigte waarvan enige dranklisensie gehou word

(b) losieshuise of enige inrigting ten opsigte waarvan 'n Naturelle Eethuishouerslisensie vereis word:

Met dien verstande dat enige uitsluiting uit die bestek van hierdie omskrywing ten opsigte van persele met 'n dranklisensie slegs geag word daardie gedeelte van die betrokke persele uit te sluit waarin die verkoop van drank toegelaat word deur die dranklisensies wat gehou word deur die werkgewer wat die houer is van genoemde lisensies:

Met dien verstande voorts dat kragtens die afbakeningsvasstelling van 25 Maart 1975, gemaak deur die Nywerheidshof, die "Verversingsbedryf"—

(a) die verkoop en/of die verskaffing omvat van eetgoed, dranke, maaltye, toebroodjies, verversings en/of spuit- of mineraalwater aan persone wat vertonings by inrybioskope bywoon, soos uitgeoefen deur werkgewers in diens in die Bioskoop- en Skouburgbedryf soos omskryf in die Ooreenkoms gepubliseer by Goewermentskennisgewing R. 2336 van 30 Desember 1970;

(b) nie die verkoop en/of verskaffing omvat nie van eet- en drinkgoed, maaltye, toebroodjies verversings en/of spuit- of mineraalwater aan persone wat vertonings bywoon by bioskope of kafee-bioskope of wat teaterproduksie bywoon, soos verrig word deur werkgewers betrokke by die Bioskoop- en Skouburgbedryf soos omskryf in die ooreenkoms waarna verwys word in (a) hierbo.

Posadres van applikant.—Posbus 81338, Parkhurst, 2120.

Kantooradres van applikant.—Eerste Verdieping, His Majesty'sgebou, hoek van Joubert- en Commissionerstraat, Johannesburg.

Die aandag word gevestig op onderstaande vereistes van artikels 4 en 7 van die Wet:

(a) Die mate waarin 'n beswaarmakende vakvereniging verteenwoordigend is, word ingevolge artikel 4 (4), soos toegepas by artikel 7 (5), bepaal volgens die feite soos hulle bestaan het op die datum waarop die aansoek ingedien is, en wat die lidmaatskap betref, word alleen lede wat ingevolge artikel 1 (2) van die Wet op voormelde datum volwaardige lede was, in aanmerking geneem.

(b) Die prosedure voorgeskryf by artikel 4 (2) moet gevolg word in verband met 'n beswaar wat ingedien word.

A. J. J. BARNARD,
Assistent-nywerheidsregistrateur.
(5 September 1986)

(v) in respect of which a wine and malt liquor licence or a restaurant liquor licence is held in terms of the Liquor Act, 1977, which licence wat first obtained after 17 May 1938, and in which the main activities fall within the scope of paragraphs (i), (ii), (iii) or (iv),

but does not include such activities carried on in—

(a) premises other than those referred to in paragraph (v) in respect of which any liquor licence is held;

(b) boarding houses or any establishment in respect of which a Native eating house licence is required:

Provided that any exclusion from the scope of this definition in respect of liquor-licensed premises shall only be deemed to exclude that portion of the premises concerned in which the sale of liquor is permitted by the liquor licences held by the employer who is the holder of the said licences:

Provided further that in terms of the Demarcation Determination dated 25 March 1975, made by the Industrial Tribunal, "Catering Trade" shall—

(a) include the sale and/or provision of edibles, beverages, meals, sandwiches, refreshments and/or aerated or mineral waters to persons attending performances at drive-in cinemas, as carried on by employers engaged in the Cinematograph and Theatre Industry as defined in the Agreement published under Government Notice R. 2336 of 30 December 1970;

(b) not include the sale and/or provision of edibles, beverages, meals, sandwiches, refreshments and/or aerated or mineral waters to persons attending performances at cinemas or tearoom cinemas or attending theatrical productions, as carried on by employers engaged in the Cinematograph and Theatre Industry as defined in the Agreement referred to in (a) above.

Postal address of applicant.—P.O. Box 81338, Parkhurst 2120.

Office address of applicant.—First Floor, His Majesty's Building, corner of Joubert and Commissioner Streets, Johannesburg.

Attention is drawn to the following requirements of section 4 and 7 of the Act:

(a) The representativeness of any trade union which objects to the application shall in terms of section 4 (4) as applied by section 7 (5) be determined on the facts as they existed at the date on which the application was lodged and, as far as membership is concerned, only members who were in good standing in terms of section 1 (2) of the Act as at the aforesaid date shall be taken into consideration.

(b) The procedure laid down in section 4 (2) must be followed in connection with any objection lodged.

A. J. J. BARNARD,
Assistant Industrial Registrar.
(5 September 1986)

Fewer visitors so thousands jobless

Political Staff

CAPE TOWN — Thousands of people in the hotel and related industries have lost their jobs as a result of the decline in the number of foreign visitors.

A memorandum submitted by the SA Tourism Board to the economic affairs committee of the President's Council now sitting in Cape Town says that in "good years" the hotel industry provides between 60 000 and 85 000 job opportunities.

This figure has dropped to about 55 000.

About 10 percent of the people employed in the industry are whites

Between 40 and 50 percent of the employees were in the semi-skilled and unskilled category.In the non-hotel accommodation industry the figure was between 60 and 70 percent.

There are 1 321 registered hotels in South Africa with a total of 91 362 beds.

Between April 1985 and May this year the average occupancy of beds for the various grades of hotels ranged from 32 percent (for one-star hotels) to 45 percent (for three-star hotels).

FIVE-STAR HOTELS

Five-star hotels, of which there are 11 with a total of 5 687 beds, had an average occupancy of 36 percent.

Tour operators and travel agents, which employ about 5 000, have been hard hit.

In a relatively undeveloped-field with "enormous potential" relating to agricultural activities, package tours are already being offered, such as to the wine, wool and crayfish route.

The tourism industry is already making a large contribution to job creation in the informal business sector.

An even bigger contribution could be made in this field as tourists are eager to buy handmade articles and art work.

"The cultural diversity of the South African population lends itself to the development of this sector and we believe many job opportunities can be created in this way, especially for un-skilled and semi-skilled work-seekers,' the memorandum says.

Oral evidence on job creation was given at the hearings by two directors of the SA Tourism Board, Mr Kobus Roux and Mr Johan Fourie.



Johannesburg's centenary was marked horticulturally yesterday when a gold mellaleuca bractiacta was named "Johannesburg Gold" by the mayor, Professor Harold Rudolph. The Australian import will be planted in city parks and be on sale to gardeners at Earthlink Expo '86 in October. The president and founder of the Johannesburg Botanic Garden Society, Mrs Sima Eliovson (pictured with the shrub), said part of the price of every sale at Earthlink would go towards a planned R140 000 biblical garden.

No arrest for bomb death

No one has been arrested in connection with the death of the former kwaNdebele Minister of the Interior, Mr Piet Ntuli, in a car bomb explosion.

Mr Ntuli was killed on July 26 when his car exploded at about 8.30 pm, soon after he left the home of the Chief Minister, Mr S S Skosana.

A spokesman for the authorities in Siyabuswa confirmed that the investigation by a special police team called in from Pretoria had been completed.

Mr Ntuli was seen as the driving force behind the territory's march towards independence scheduled for December 11.

He was head of the powerful Mbokotho vigilante group, which was involved in fierce clashes with opponents of independence.

Within a few days of Mr Ntuli's death, the Legislative Assembly cancelled the independence plans and disbanded Mbokotho. — Pretoria Bureau.

Hospital chief in critical condition

NELSPRUIT — The superintendent of Nelspruit's Rob Ferreira Hospital, Dr Arnold le Roux, is in a critical condition after a fall in his bathroom.

He was transferred from the local hospital to the H F Verwoerd Hospital in Pretoria.

In addition to being superintendent at Nelspruit, Dr le Roux is also in charge of hospitals at Barberton, Sabie and Waterval Boven.

He is also a Nelspruit town councillor. — Lowveld Bureau.

Argus 10/9/86 289 NA

Thousands jobless in hotel industry

Political Staff

THOUSANDS of people in the hotel and related industries have lost their jobs as a result of the decline in the number of foreign visitors to South Africa.

This is shown in a memorandum submitted by the South African Tourism Board to the economic affairs committee of the President's Council.

The committee, now sitting in Cape Town, is hearing evidence on job creation.

"Good years"

The memorandum says that in "good years" the hotel industry provides between 60 000 and 85 000 jobs.

This figure has dropped to about 55 000 as a result of the decline in the number of foreign visitors.

About 10 percent of the people at present employed in the industry are whites and about 90 percent are of other races.

The memorandum says that between 40 and 50 percent of the employees were in the semi-skilled and unskilled category. In the non-hotel accommodation industry the figure was between 60 and 70 percent.

The memorandum says there are 1 321 registered hotels with a total of 91 362 beds.

Between April 1985 and May this year the average occupancy of beds for the various grades of hotels ranged from 32 percent (for one-star hotels) to 45 percent (for three-star hotels).

Five-star hotels, of which there are 11 with a total of 5 687 beds, had an average occupancy of 36 percent.

The memorandum says tour operators and travel agents, which employ about 5 000 people, have also been hit by the decline in foreign visitors and the economic climate.

It is suggested that special-interest tours related to agricultural activities is a relatively undeveloped area with "enormous potential".

Package tours are already being offered, such as the wine routes, the wool route and the crayfish route.

An even bigger contribution could be made in this field as tourists are eager to buy handmade articles and art work.

Evidence on job creation was given by two directors of the Tourism Board, Mr Kobus Roux and Mr Johan Fourie, at the committee's hearing.

Fedhasa plea to EC

MISDIRECTED resolutions and punitive measures to break down international travel to SA would directly affect the daily lives of 330 000 black hotel employees and their immediate dependants, the Federated Hotel, Liquor and Catering Association (Fedhasa) said yesterday.

A Fedhasa memorandum delivered to EC foreign ministers in Brussels and President Ronald Reagan urged them to consider the negative results of imposing tourism embargoes on SA.

"The tourism industry offers employment at levels which do not initially require intensive high-technology training, thus helping semi-skilled and unskilled workers bridge the gap between the Third and First world economies in SA," it said. — Sapa.

(3) In subklousule (1) (b), (c) en (d), vervang die uitdrukking "R61,00 vir 'n lid in die M-kategorie, R70,00 vir 'n lid in die M1-kategorie, R79,00 vir 'n lid in die M2-kategorie, R88,00 vir 'n lid in die M3-kategorie en R97,00 vir 'n lid in die M4+-kategorie" deur die uitdrukking "R74,00 vir 'n lid in die M-kategorie, R87,00 vir 'n lid in die M1-kategorie, R100,00 vir 'n lid in die M2-kategorie, R113,00 vir 'n lid in die M3-kategorie en R126,00 vir 'n lid in die M4+-kategorie".

Soos gemagtig, vir en namens die partye by die Raad op hede die 1ste dag van Mei 1986 te Johannesburg onderteken.

B. NICHOLSON,
Voorsitter van die Raad.

J. M. FRASER,
Ondervoorsitter van die Raad.

C. P. VENTER,
Sekretaris van die Raad.

No. R. 2003 **19 September 1986**

WET OP ARBEIDSVERHOUDINGE, 1956

DRANK- EN SPYSENIERSBEDRYF (PRETORIA).— WYSIGING VAN OOREENKOMS

Ek, Pieter Theunis Christiaan du Plessis, Minister van Mannekrag, verklaar hierby—

(a) kragtens artikel 48 (1) (a) van die Wet op Arbeidsverhoudinge, 1956, dat die bepalings van die Ooreenkoms (hierna die Wysigingsooreenkoms genoem) wat in die Bylae hiervan verskyn en betrekking het op die Onderneming, Nywerheid, Bedryf of Beroep in die opskrif by hierdie kennisgewing vermeld, met ingang van die eerste dag van die kalendermaand wat volg op die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 30 November 1988 eindig, bindend is vir die werkgewersorganisasie en die vakvereniging wat die Wysigingsooreenkoms aangegaan het en vir die werkgewers en werknemers wat lede van genoemde organisasie of vereniging is; en

(b) kragtens artikel 48 (1) (b) van genoemde Wet, dat die bepalings van die Wysigingsooreenkoms, uitgesonderd dié vervat in klousules 1 (1) (a), 10 en 12, met ingang van die eerste dag van die kalendermaand wat volg op die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 30 November 1988 eindig, bindend is vir alle ander werkgewers en werknemers as dié genoem in paragraaf (a) van hierdie kennisgewing wat betrokke is by of in diens is in genoemde Onderneming, Nywerheid, Bedryf of Beroep in die gebiede in klousule 1 van die Wysigingsooreenkoms gespesifiseer.

P. T. C. DU PLESSIS,
Minister van Mannekrag.

No. R. 2004 **19 September 1986**

WET OP ARBEIDSVERHOUDINGE, 1956

DRANK- EN SPYSENIERSBEDRYF (PRETORIA).— VERLENGING VAN OOREENKOMS

Ek, Pieter Theunis Christiaan du Plessis, Minister van Mannekrag, verleng hierby, kragtens artikel 48 (4) (a) (i) van die Wet op Arbeidsverhoudinge, 1956, die tydperk vasgestel in Goewermentskennisgewing R. 2 van 6 Januarie 1984, met 'n verdere tydperk wat op 30 November 1988 eindig.

P. T. C. DU PLESSIS,
Minister van Mannekrag.

In subclause (1) (b), (c) and (d), substitute the expression "R74,00 for an M category member, R87,00 for an M1 category member, R100,00 for an M2 category member, R113,00 for an M3 category member and R126,00 for an M4 + category member" for the expression "R61,00 for an M category member, R70,00 for an M1 category member, R79,00 for an M2 category member, R88,00 for an M3 category member and R97,00 for an M4 + category member".

Signed at Johannesburg, as authorised, for and on behalf of the parties to the Council, this 1st day of May 1986.

B. NICHOLSON,
Chairman of the Council.

J. M. FRASER,
Vice-Chairman of the Council.

C. P. VENTER,
Secretary of the Council.

No. R. 2003 **19 September 1986**

LABOUR RELATIONS ACT, 1956

LIQUOR AND CATERING TRADE (PRETORIA).— AMENDMENT OF AGREEMENT

I, Pieter Theunis Christiaan du Plessis, Minister of Manpower, hereby—

(a) in terms of section 48 (1) (a) of the Labour Relations Act, 1956, declare that the provisions of the Agreement (hereinafter referred to as the Amending Agreement) which appears in the Schedule hereto and which relates to the Undertaking, Industry, Trade or Occupation referred to in the heading to this notice, shall be binding, with effect from the first day of the calendar month following the date of publication of this notice and for the period ending 30 November 1988, upon the employers' organisation and the trade union which entered into the Amending Agreement and upon the employers and employees who are members of the said organisation or union; and

(b) in terms of section 48 (1) (b) of the said Act, declare that the provisions of the Amending Agreement, excluding those contained in clauses 1 (1) (a), 10 and 12, shall be binding, with effect from the first day of the calendar month following the date of publication of this notice and for the period ending 30 November 1988, upon all employers and employees, other than those referred to in paragraph (a) of this notice, who are engaged or employed in the said Undertaking, Industry, Trade or Occupation in the areas specified in clause 1 of the Amending Agreement.

P. T. C. DU PLESSIS,
Minister of Manpower.

No. R. 2004 **19 September 1986**

LABOUR RELATIONS ACT, 1956

LIQUOR AND CATERING TRADE (PRETORIA).— EXTENSION OF AGREEMENT

I, Pieter Theunis Christiaan du Plessis, Minister of Manpower, hereby, in terms of section 48 (4) (a) (i) of the Labour Relations Act, 1956, extend the period fixed in Government Notice R. 2 of 6 January 1984, by a further period ending 30 November 1988.

P. T. C. DU PLESSIS,
Minister of Manpower.

BYLAE

NYWERHEIDSRAAD VIR DIE DRANK- EN SPYSENIERS-BEDRYF (PRETORIA)

OOREENKOMS

ooreenkomstig die Wet op Arbeidsverhoudinge, 1956, gesluit deur en aangegaan tussen die

Fedhasa Transvaal

(hierna die "werkgewers" of die "werkgewersorganisasie" genoem), aan die een kant, en die

Pretoria Liquor and Catering Trade Employees' Union

(hierna die "werknemers" of die "vakvereniging" genoem), aan die ander kant,

wat die partye is by die Nywerheidsraad vir die Drank- en Spyseniersbedryf (Pretoria),

om die Ooreenkoms, gepubliseer by Goewermentskennisgewing R. 2 van 6 Januarie 1984, te wysig.

1. TOEPASSINGSBESTEK VAN OOREENKOMS

(1) Hierdie Ooreenkoms moet nagekom word in die Drank- en Spyseniersbedryf—

(a) deur al die werkgewers wat lede van die werkgewersorganisasie is en deur al die werknemers wat lede van die vakvereniging is;

(b) in die landdrosdistrikte te Pretoria (uitgesonderd die plaas Geelbeksvley 345 en daardie gedeelte van die landdrosdistrik Pretoria wat ingevolge Goewermeniskennisgewing 91 van 11 Januarie 1946 vanaf die landdrosdistrik Bronkhorstspruit oorgeplaas is) en Wonderboom.

(2) Ondanks subklousule (1) is dié Ooreenkoms van toepassing slegs op werknemers vir wie lone in hierdie Ooreenkoms voorgeskryf word en op die werkgewers van dié werknemers.

2. KLOUSULE 3.—WOORDOMSKRYWING

(1) In die omskrywing "assistent-afdelingsbestuurder", item (g), vervang die woord "twee" deur die woord "een".

(2) In die omskrywing "assistent-afdelingsbestuurder", item (h), vervang die woord "twee" deur die woord "een".

(3) In die omskrywing "ondervinding", skrap alles wat volg op die woorde "afgestudeerdes van die Hotelskool.." tot aan die einde van die omskrywing.

(4) In die omskrywing "algemenedienstewerknemer graad II" voeg die woorde "en sluit die pligte van die algemenedienstewerknemer Graad I in;" in na die woorde "..hotelbedryf verrig;".

(5) In die omskrywing "hoteljoggie" voeg die woorde "en van wie vereis kan word om die gebied waarin hy gewoonlik werk, skoon te maak;" in na die woorde "..passassiers hyser kan bedien;".

(6) In die omskrywing "portier" voeg die woorde "en die pligte van hoteljoggie, wanneer nodig, kan uitvoer;" in na die woorde "..behulpsaam kan wees;".

(7) In die omskrywing "kwekelingsbestuurder" vervang die woorde "Hotelraad" deur die woorde "Nasionale Opleidingsraad van Fedhasa;".

3. KLOUSULE 4.—LONE

(1) In subklousule (2) (b), vervang die uitdrukking "50c per ete" deur die uitdrukking "75 sent per ete".

(2) Vervang subklousule (6) (a) deur die volgende:

(6) (a) *Werknemers, uitgesonderd los werknemers:*

SCHEDULE

INDUSTRIAL COUNCIL FOR THE LIQUOR AND CATERING TRADE (PRETORIA)

AGREEMENT

in accordance with the provisions of the Labour Relations Act, 1956, made and enterded into by and between the

Fedhasa Transvaal

(hereinafter referred to as the "employers" or the "employers' organisation"), of the one part, and the

Pretoria Liquor and Catering Trade Employees' Union

(hereinafter referred to as the "employees" or the "trade union"), of the other part,

being the parties to the Industrial Council for the Liquor and Catering Trade (Pretoria),

to amend the Agreement published under Government Notice R. 2 of 6 January 1984.

1. SCOPE OF APPLICATION OF AGREEMENT

(1) The terms of this Agreement shall be observed in the Liquor and Catering Trade—

(a) by all employers who are members of the employers' organisation and by all employees who are members of the trade union;

(b) in the Magisterial Districts of Pretoria (excluding the farm Geelbeksvley 345 and that portion of the Magisterial District of Pretoria which was transferred from the Magisterial District of Bronkhorstspruit in terms of Government Notice 91 of 11 January 1946) and Wonderboom.

(2) Notwithstanding the provisions of subclause (1), the provisions of this Agreement shall only apply to employees for whom wages are prescribed in this Agreement.

2. CLAUSE 3.—DEFINITIONS

(1) In the definition "assistant departmental manager", item (g) substitute the word "one" for the word "two".

(2) In the definition "assistant departmental manager", item (h) substitute the word "one" for the word "two".

(3) In the definition "exprerience", delete everything after the words "The graduates of the Hotel School.." to the end of the definition.

(4) In the definition "general services employee, Grade II", insert the words "and includes the duties of general services employee, Grade I", after the words "..under supervision;".

(5) In the definition "page" insert the words "and who may be required to clean the area in which he normally works;" after the words "..passenger lift;".

(6) In the definition "porter" insert the words "and perform the duties of page when necessary;" after the words "..refreshments to guests;".

(7) In the definition "trainee manager", substitute the words "National Training Council of Fedhasa" for the words "Hotel Board".

3. CLAUSE 4.—WAGES

(1) In subclause (2) (b), substitute the expression "75 cents per meal" for the expression "50c per meal".

(2) Substitute the following for subclause (6) (a):

(6) (a) *Employees other than casual employees:*

LONE PER MAAND

Klas werknemer	Vir die tydperk eindigende 31 Desember 1986	Vanaf 1 Januarie 1987	Vanaf 1 Julie 1987	Vanaf 1 Januarie 1988
	R	R	R	R
Bestuurder	1 078	1 153	1 234	1 321
Assistent-bestuurder	926	991	1 060	1 135
Afdelingsbestuurder	818	876	937	1 003
Assistent-afdelingsbestuurder	740	792	848	907
Kwekelingbestuurder—				
gedurende eerste jaar ondervinding	330	353	378	404
gedurende tweede jaar ondervinding	386	413	442	473
gedurende derde jaar ondervinding	440	471	504	539
Huishoudster/Kombuistoesighouer	377	404	432	462
Assistent-huishoudster	293	313	335	358
Sjef	417	446	477	511
Kok	355	380	407	435
Kombuisassistent	254	272	291	311
Kwekelingkok—				
gedurende eerste jaar ondervinding	277	297	317	340
gedurende tweede jaar ondervinding	293	313	335	358

Klas werknemer	Vir die tydperk eindigende 31 Desember 1986	Vanaf 1 Januarie 1987	Vanaf 1 Julie 1987	Vanaf 1 Januarie 1988
	R	R	R	R
Hoofkelner/Hoofwynkelner	355	380	407	435
Kelner/Wynkelner	309	331	354	379
Kwekelingkelner/Kwekelingwynkelner	287	307	329	352
Hoofkroegman	817	875	936	1 001
Kroegman—				
gedurende derde jaar ondervinding	436	466	499	534
gedurende vierde jaar ondervinding	564	604	646	691
daarna	651	697	746	798
Kwekelingkroegman—				
gedurende eerste jaar ondervinding	309	331	354	379
gedurende tweede jaar ondervinding	363	388	416	445
Buiteverkoopassistent—				
gedurende eerste jaar ondervinding	345	370	395	423
gedurende tweede jaar ondervinding	410	439	470	503
gedurende derde jaar ondervinding	475	508	544	582
gedurende vierde jaar ondervinding	494	528	565	605
daarna	541	579	620	663
Motorvoertuigdrywer	355	380	407	435
Besteller	270	288	309	330
Klerk—				
gedurende eerste jaar ondervinding	355	380	407	435
daarna	409	438	468	501
Portier	309	331	354	379
Hoteljoggie	254	272	291	311
Skakelbordoperateur	355	380	407	435
Faktotum	325	347	372	398
Algemenedienstewerknemer graad I				
gedurende eerste jaar ondervinding	270	288	309	330
daarna	285	305	326	349
Algemenedienstewerknemer graad II				
gedurende eerste jaar ondervinding	254	272	291	311
daarna	262	280	300	321

WAGES PER MONTH

Class of employee	For the period ending 31 December 1986	From 1 January 1987	From 1 July 1987	From 1 January 1988
	R	R	R	R
Manager	1 078	1 153	1 234	1 321
Assistant manager	926	991	1 060	1 135
Departmental manager	818	876	937	1 003
Assistant departmental manager	740	792	848	907
Trainee manager—				
first year of experience	330	353	378	404
second year of experience	386	413	442	473
third year of experience	440	471	504	539
Housekeeper/Kitchen supervisor	377	404	432	462
Assistant housekeeper	293	313	335	358
Chef	417	446	477	511
Cook	355	380	407	435
Kitchen assistant	254	272	291	311
Cook trainee—				
first year of experience	277	297	317	340
second year of experience	293	313	335	358
Head waiter/Head steward	355	380	407	435
Waiter/Steward	309	331	354	379
Waiter trainee/Steward trainee	287	307	329	352
Head barman	817	875	936	1 001
Barman—				
third year of experience	436	466	499	534
fourth year of experience	564	604	646	691
thereafter	651	697	746	798
Trainee barman—				
first year of experience	309	331	354	379
second year of experience	363	388	416	445
Off-sales assistant—				
first year of experience	345	370	395	423
second year of experience	410	439	470	503
third year of experience	475	508	544	582
fourth year of experience	494	528	565	605
thereafter	541	579	620	663
Motor vehicle driver	355	380	407	435
Delivery employee	270	288	309	330
Clerical employee—				
first year of experience	355	380	407	435
thereafter	409	438	468	501

Class of employee	For the period ending 31 December 1986	From 1 January 1987	From 1 July 1987	From 1 January 1988
	R	R	R	R
Porter	309	331	354	379
Page	254	272	291	311
Switchboard operator	355	380	407	435
Handyman	325	347	372	398
General services employee, Grade I—				
first year of experience	270	288	309	330
thereafter	285	305	326	349
General services employee, Grade II—				
first year of experience	254	272	291	311
thereafter	262	280	300	321

4. KLOUSULE 5.—BETALING VAN BESOLDIGING

1. Vervang die inleidende gedeelte van subklousule (5) deur die volgende:

"Wanneer daar ingevolge enige wet van 'n werknemer (uitgesonderd 'n los werknemer) vereis word of wanneer hy daartoe instem om kos en/of inwoning van sy werkgewer aan te neem, kan 'n bedrag van hoogstens die bedrae hieronder uiteengesit van sy besoldiging afgetrek word (AVB ingesluit):

Aftrekkings per maand vir alle werknemers:

(a) Kos:

(i) Indien die werknemer nie op die perseel inwoon nie: R30,00 per maand.

(ii) Indien die werknemer op die perseel inwoon: R50,00 per maand.

(b) Inwoning: R30,00 per maand.

5. KLOUSULE 7.—GETALSVERHOUDING VAN WERKNEMERS

Vervang klousule 7 (2) deur die volgende:

"(2) Waar daar in hierdie klousule melding gemaak word van ongekwalifiseerde werknemers mag niks in hierdie klousule die indiensneming verbied van 'n gekwalifiseerde werknemer in plaas van 'n ongekwalifiseerde werknemer nie.".

6. KLOUSULE 12.—SIEKTEVERLOF

In die Engelse teks klousule 12 (1), voeg die syfer "36" in tussen die woorde "during each cycle of" en "consecutive months of employment".

7. KLOUSULE 13.—BEËINDIGING VAN DIENSKONTRAK

Voeg die volgende subklousule (8) in na subklousule (7):

"(8) Hierdie klousule is nie op los werknemers van toepassing nie.".

8. KLOUSULE 14.—VRYSTELLING

In die Engelse teks, in klousule 14 (3), vervang die woord "in" tussen die woorde "of this clause" en "licence of exemption" deur die woord "a".

9. KLOUSULE 15.—UITGAWES VAN DIE RAAD

In klousule 15, vervang die syfer "50c" deur die syfer "70c".

10. KLOUSULE 19.—VAKVERENIGINGARBEID

In subklousule (3)—

(1) in die Engelse teks, in paragraaf (c), vervang die woord "assiting" deur die woord "assisting";

(2) voeg die volgende nuwe paragraaf (d) in na paragraaf (c):

"(d) besonderhede verkry wat nodig is vir die rekenaarisering van die register van lede.".

11. KLOUSULE 24.—PENSIOENFONDS

(1) In klousule 24 (1), vervang die woorde "Hotelpensioenfonds wat deur die Hotelraad ingestel is" deur die woord "FEDHASA-pensioenfonds".

(2) In klousule 24 (6), vervang die woorde "Hotelpensioenfonds" deur die woord "FEDHASA-pensioenfonds".

(3) In klousule 24 (7), vervang die woorde "Suid-Afrikaanse Nasionale Lewensassuransiemaatskappy" deur die woorde "Price Forbes Federale (Employee Benefits Consultants) (Proprietary) Limited".

12. Voeg die volgende nuwe klousule in na klousule 26:

"27. GEDRAGSKODE

Werkgewers en werknemers moet voldoen aan die Gedragskode, soos deur die partye by die Ooreenkoms aanvaar. 'n Kopie van hierdie Gedragskode, soos van tyd tot tyd gewysig, moet gehou word by die kantoor van die Sekretaris van die Nywerheidsraad."

Namens die partye op hede die 17de dag van Junie 1986 te Pretoria onderteken.

P. J. DU PRÉ LE ROUX,
Voorsitter van die Raad.

L. E. ETCHELLS,
Ondervoorsitter van die Raad.

M. J. BROWN,
vir Ernst & Whinney, Sekretaris van die Raad.

4. CLAUSE 5.—PAYMENT OF REMUNERATION

1. Substitute the introductory portion of subclause (5) with the following:

"Whenever an employee (other than a casual employee is required in terms of any law, or agrees to accept board and/or lodging from his employer, a deduction may be made from his remuneration not exceeding the amounts specified hereunder (GST included):

Deductions per month for all employees:

(a) Board:

(i) If employee does not reside on premises: R30,00 per month.

(ii) If employee resides on premises: R50,00 per month.

(b) Lodging: R30,00 per month.

5. CLAUSE 7.—PROPORTION AND RATIO OF EMPLOYEES

Substitute the following for clause 7 (2):

"(2) Whenever reference is made in this clause to unqualified employees, nothing in this clause shall be deemed to prohibit the employment of a qualified employee in the place of an unqualified employee.".

6. CLAUSE 12.—SICK LEAVE

In clause 12 (1), insert the figure "36" between the words "during each cycle of" and "consecutive months of employment".

7. CLAUSE 13.—TERMINATION OF CONTRACT OF EMPLOYMENT

Insert the following subclause (8) after subclause (7):

"(8) The provisous of this clause shall not apply to a casual employee.".

8. CLAUSE 14.—EXEMPTIONS

In clause 14 (3), substitute the word "a" for the word "in" between the words "of this clause" and "licence of exemption".

9. CLAUSE 15.—EXPENSES OF THE COUNCIL

In clause 15, substitute the figure "70c" for the figure "50c".

10. CLAUSE 19.—TRADE UNION LABOUR

In subclause (3)—

(1) in paragraph (c), substitute the word "assisting" for the word "assiting";

(2) insert the following new paragraph (d):

"(d) obtaining details required for computerising the register of members".

11. CLAUSE 24.—PENSION FUND

(1) In clause 24 (1), substitute the words "FEDHASA Pension Fund" for the words "Hotel Pension Fund inaugurated by the Hotel Board".

(2) In clause 24 (6), substitute the words "FEDHASA Pension Fund" for the words "Hotel Pension Fund".

(3) In clause 24 (7), substitute the words "Price Forbes Federale (Employee Benefits Consultants) (Proprietary) Limited" for the words "South African National Life Assurance Society".

12. Insert the following new clause after clause 26:

"27. CODE OF CONDUCT

Employers and employees shall conform to the terms of the Code of Conduct agreed to by the parties to the Agreement. A copy of this Code of conduct, as amended from time to time, shall be kept at the office of the Secretary of the Industrial Council".

Signed at Pretoria, on behalf of the parties, this 17th day of June 1986.

P. J. DU PRÉ LE ROUX,
Chairman of the Council.

L. E. ETCHELLS,
Vice-Chairman of the Council.

M. J. BROWN,
for Ernst & Whinney, Secretary for the Council.

26/9/86 DD

Court confirms hotel workers restraint order

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Dispatch Reporter

EAST LONDON — An order served on several workers at the Kennaway Hotel here at the beginning of the month was confirmed in the Grahamstown Supreme Court yesterday.

The order, restraining the respondents from interfering with any of the other staff in their duties at the hotel, was served against 53 workers and the Hotel and Restaurant Workers' Union after the workers staged a sit-in strike at the hotel.

Workers were informed that they had until 2 pm on the day that the order was served to return to work or leave the hotel premises.

The union claimed the workers were unfairly dismissed and said it would try to take the action to the Industrial Court.

The order was made final in respect of the workers present at yesterday's hearing in Grahamstown. The order was not confirmed in respect of those workers not present.

The order against the union was postponed to October 23, to enable the relevant papers to be served.

Mr Justice P. J. J. Olivier presided over the hearing. Counsel for the applicants was Mr Mike Whitehead, instructed by Mr Mark Nettleton.

Hotel workers fired after strike

By MATHATHA TSEDU

TWENTY-THREE workers at the Great North Road Hotel in Pietersburg were dismissed on Monday following a work stoppage, a spokesman for the Black General Workers Union (Blagu) said yesterday.

The union national organiser, Mr Phosakuwa Mashele, said the workers were demanding the recognition of Blagu by management. The hotel's manager, Mr Steve Rudd, has not been available for comment since Monday.

Twenty-four workers, including union members, are still working, Mr Mashele said. Those on strike include the chef, waiters, wine stewards, barmen, cleaners, bedmakers and scullery workers. The strike has seriously affected the hotel's service.

Mr Mashele said the work stoppage resulted from "management's arrogance. The workers signed a petition which called for the recognition of the union but the manager refused to accept it. He has refused to even speak to us".

'Chaotic' 2-hour strike at city hotel

Staff Reporter

GUESTS at the Holiday Inn in Woodstock woke up on Monday morning to find the hotel's entire non-managerial workforce on strike.

Management has declined to comment on the action, which lasted from 8am till 10am, but the Liquor and Catering Trades Employees' Union (LCTEU) said the situation at the hotel was "chaotic".

"Guests had to queue for ages for breakfast. Everyone was on strike — the receptionists, the workers, everybody," a union spokesman said.

He said the workers were demanding a 20% pay increase, better food in the staff canteen, a 5½-day week instead of the current six-day week and better maternity benefits for women workers.

Workers returned to work after two hours following a meeting with management.

The two parties were due to have met yesterday afternoon to try to resolve the dispute, but the talks were cancelled.

Instead, the union called shop stewards from all the city's Southern Suns hotels to a meeting last night at its offices.

Own Correspondent

Staff cuts as hotels wage war

HOTEL tariff discount wars have led to major staff cuts in the industry, with a loss of 547 employees in Durban area alone during the past year.

This was revealed by Fedhasa's Durban branch chairman Alan Gooderson at the association's annual meeting at a beachfront hotel yesterday.

But the good news, according to Gooderson, is that average room occupancy figures for the Durban area remained the same as last year, at 60%. This was about 11% higher than the national average.

Gooderson said the high inflation rate of between 18% and 20% had had an adverse effect on the industry, particularly as the price of food items continued to rocket while hotel tariffs lagged far behind — with average increases of 5% to 12%.

Although hotels had been innovative by producing excellent competitive packages in a major drive to maintain market share for the Durban area, inflation had taken its toll. And the reductions in staff numbers were of great concern to the overall economy, he said.

DD 17/4/87

Hotel workers' strike causes morning chaos

Dispatch Correspondent

CAPE TOWN — Hundreds of workers at six Southern Suns hotels in the Peninsula stopped work for three hours yesterday morning to support their demand for higher wages.

The strike caused breakfast-time chaos at the Cape Sun, the Inn on the Square, the De Waal Sun, the Newlands Sun and the Holiday Inns at Woodstock and Bellville, according to the Liquor and Catering Trades Employees' Union (LCTEU).

The union said about 800 of its members, including receptionists and clerical staff, had taken part in the action which lasted from 7 am to 10 am.

The workers are demanding a minimum wage of R450 a month, an across-the-board increase of R200, a 45-hour working week and the establishment of a national committee to negotiate employment conditions for Southern Suns' workers.

The last demand has already been taken up by the Hotel and Restaurant Workers' Union (Harwu), which represents workers at 20 Southern Suns hotels in the Transvaal, and the LCTEU hopes to cooperate with Harwu.

The union said Southern Suns' regional manager, Mr Chris de Kock, held talks with shop stewards yesterday but refused to admit union officials.

The shop stewards had demanded that union officials chosen by workers be permitted to attend the negotiations, that Southern Suns and Holiday Inns be considered as one unit for the purposes of negotiation and that representatives from the group's Cape Town hotels be allowed to attend a national negotiation meeting on April 23 in Johannesburg.

A union spokesman said the workers had given management until today to meet these demands.

The two parties will meet again at 10 am today.

Union ready to mediate in hotel wage dispute

ARGUS 21/4/82

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Labour Reporter

THE Liquor and Catering Trades Employees Union will today discuss intervention in the dispute with Southern Sun which has caused stoppages at seven leading Peninsula hotels.

A union spokesman said workers at the hotels were negotiating individually with managements and the union was ready to mediate in the wage dispute.

Workers are demanding a R450 a month minimum, a R200 across-the-board increase and a 45-hour week.

The spokesman said the R450 minimum already applied at Southern Sun hotels in Johannesburg, Durban and Bloemfontein.

THREE-HOUR STOPPAGE

Hotels involved in Thursday's three-hour stoppages were Cape Sun, Inn on the Square, De Waal Sun, Newlands Sun, the President, and Bellville and Woodstock Holiday Inns.

The union is pressing for a national structure to negotiate conditions of employment at Southern Sun hotels.

"In the Cape they claim wage rates are set by the Industrial Council, but in many other industries employers willing to pay above these levels negotiate separate agreements," the spokesman said.

The demand for national negotiations has been taken up in the Transvaal by the Hotel and Restaurant Workers Union.



STEPPING IN: Management staff at the Cape Sun help guests with the hotel's car service today during a work stoppage by hotel staff.

Workers on strike at six hotels

Labour Reporter

A THREE-HOUR work stoppage hit six major Southern Suns hotels in and around Cape Town today.

A spokesman for the Liquor and Catering Trades Employees' Union said the hotels affected were the Cape Sun, De Waal Hotel, Newlands Sun, Inn on the Square and Holiday Inns at Woodstock and Bellville.

He said the union could not comment on the reasons for the stoppages as they were still being discussed.

At the Cape Sun, workers presented demands to management at a meeting with regional manager Mr Chris de Kock and general manager Mr Daniel Reeg.

Guests had to serve themselves in dining areas while management staff coped with other functions.

● Meanwhile, about 50 workers at Firefite, a fire detection equipment factory, are still on strike. They are members of the Electrical and Allied Workers' Trades Union.

Workers said management had told them yesterday that the strike was not legal and that they were to return to work immediately, and had given them notices explaining their legal position.

"They said they had powers they would use if workers did not return immediately and could not be held responsible for any actions they were forced to take," said one worker.

Striking workers today marched from the company's Plein Steet factory to the union's Strand Street offices.

Hotel firings possibly unfair

PATRICK BULGER

KYALAMI Ranch Hotel — where 135 workers have been dismissed — was responsible for "a possible unfair labour practice", an Industrial Council hearing found yesterday.

The hearing took place in an attempt to resolve an ongoing dispute in which the Hotel and Restaurant Workers' Union (Harwu) is contesting the validity

● To Page 2

Hotel in possible unfair labour practice

● From Page 1

of the dismissals at the start of the month.

In a letter addressed to the Industrial Court, the Pretoria Industrial Council for the liquor and catering trade yesterday asked for an urgent hearing to resolve the dispute.

"The council is of the opinion that the Kyalami Ranch has not conformed to the terms and conditions as laid down in the Industrial Council agreement and that the subsequent actions by Kyalami Ranch represent a possible unfair labour practice," the letter reads.

A Harwu organiser said yesterday the union wanted the court to declare the dismissals invalid. It wanted the hotel to reimburse the excess levy for food and accommodation it claims workers have paid over the past few years.

The council set down a maximum levy of R85, but the hotel deducted R124 which led to the illegal work stoppage and subsequent dismissal.

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Sowetan
18/6/82

Hotel told to take back staff

THE Industrial Council has ordered Kyalami Ranch Hotel to reinstate the 135 workers it dismissed two weeks ago.

The hotel's management has refused to reinstate the workers, saying it could only do so through an industrial Court order, according to the Hotel and Restaurant Workers' Union (Harwu) which represents the workers.

A management spokesman yesterday referred inquiries to the hotel's lawyer who was not available for comment.

Unfair

A Harwu spokesman said the Industrial Council ruled that the dismissals were unfair and that Kyalami Ranch Hotel illegally deducted R135 a month from its employees' pay for boarding and lodging.

The legal limit set by Industrial Council for the liquor and catering trade is R80 a month.

The workers were dismissed on May 29 after a brief work stoppage during which the workers demanded their full pay. The ruling ordered their reinstatement from May 29.

Illegal

Harwu said the Kyalami Ranch Hotel had twice violated the industrial council's ruling over the illegal deductions.

It also said that its members were earning R235 a month which was also below the council's R270-a-month minimum.

The Harwu spokesman said the union had already sought a date with the Industrial Court and expected a reply soon.

Dispute at Watney's Girls

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THREE Sea Point restaurant workers have been dismissed for staying away from work on June 16 and 17.

Ms Ethel Nomfusi Blou, a Guguletu mother, and M Tozama Makhwenkwe, of Paarl, and Ms Julia Soli, a South African Allied Workers Union (SAAWU) members, have been out of work for more than three weeks.

The workers said in their affidavits they were afraid go work at Watney's Girls on those days.

A spokesperson for Watney's Girls said they woul close down the business rather than re-employ the workers.

A legal adviser for the workers said the matter woul be taken further.

South

6-12/8/87

(259) (DD) DD 7/8/87.

TO ADVERTISE ON THIS PAGE — TELEPHONE

Pay dispute at EL hotel

Dispatch Reporter

EAST LONDON —Tipplers at a local hotel were thrown into confusion yesterday when staff stopped work because they said they had not received their pay for last month.

A pay dispute at the Grand Hotel in Drury Lane resulted in a work stoppage of about four and three-quarter hours, when workers refused to resume work until they received last month's pay.

The vice-chairman of the Border Catering Workers' Union and an employee at the hotel, Mr Bernard Gregory, said most of the staff had stopped working at 10 am because they had not received pay for last month.

A director of the controlling company in Vereeniging, Mr Anton Meyer, said as far as he was concerned, there was no problem with the pay.

The manager of the hotel, Mr Shaun Branfield, said the employees were paid half their salaries by 2.45 pm yesterday and confirmed they had been paid in full by last evening.

"The whole staff has stopped working because the commitments made to them were not met," Mr Gregory said.

"Of the 30 people working here, most have stopped working.

"Enough is enough. The telephone has been cut off and everything is cash and carry. The company is certainly suffering from a cash flow problem."

Earlier Mr Meyer said the company was awaiting a new telephone installation to block out all the outgoing calls because unauthorised people were using the telephone.

"As far as I know, there are no cash flow problems and the stock and everything is going well.

"I know there was a pay dispute but the manager has sorted it out," Mr Meyer said.

"The problem resulted from a pay rise dispute involving the previous owners."

The present owners took over the hotel in March.

Mr Branfield said the reason the employees were not paid was that a new partnership had been drawn up and agreement had not been reached on who would pay the expenses.

"The payment to employees would have been delayed two months, but a wrong account number for the company's local account was handed in, which resulted in further delay," Mr Branfield said.



Workers stand around outside the Grand Hotel in East London, during a four-hour work stoppage yesterday over a pay dispute.

Work stoppage at city hotel

Labour Reporter

ABOUT 100 employees of the Vineyard Hotel, Newlands, refused to work for a busy lunch-hour this week after a woman colleague was dismissed.

The owner of the hotel, Mr Louis Petousis, yesterday confirmed the incident but declined to comment.

A Liquor and Catering Trades' Union official, Mr Mark Ramsdon, said that after the woman's dismissal on Thursday her colleagues decided at 1.10pm to "down tools".

They resumed work at 2.15pm when union officials arrived and the hotel management gave them 30 minutes to return to work or face dismissal.

● The dismissed employee appeared in the Wynberg Magistrate's Court yesterday. No charges were put and the case was postponed.

LABOUR BRIEFS

Hotel workers demand R200 wage increase

ABOUT 100 Liquor and Catering Trade Union workers are demanding a minimum salary of R450 — an increase of more than R200 a month.

The workers, employed as labourers at the Cape Sun in the City Centre and the Woodstock Holiday Inn, are also demanding four-week's annual leave, free meals while on duty and an end to segregated canteens.

Other demands include maternity leave for workers with more than two years service, and paid public holiday.

Mr Chris de Kock, a regional manager of Southerns Sun, was not available for comment.

Work 289 South 17-23/9/87

South LABOUR

No place in the sun

289

By VUYO BAVUMA

CLAIMS of racist practices and low wages have been made by workers at a Peninsula hotel in the Southern Suns group.

Workers at the Inn on the Square say most of the facilities such as canteens and toilets are racially separated. Facilities for blacks are invariably of a lower standard.

"Our canteen is generally clean, but it is not furnished like the white staff's. The supervisors scold us for using wrong toilets. Sometimes we are unable to use the appropriate toilet as it is not close by," said a worker who refused to be named.

Negotiations

The union representing the workers, the Liquor and Catering Trade Union (LCTU), is presently involved in wage negotiations with the management of Southern Suns and several other hotels.

According to a union spokesperson, the workers' demands include a R200 across-the-board increase; four weeks paid annual leave; and a 45-hour week.

At present workers work an average of 53 hours a week, and transport home is provided.

The negotiations have been marked by sporadic picket protests outside hotels.

Several workers interviewed at hotels said promotion opportunities for Africans were limited.

A mother of two from Khayelitsha, who works as cleaner at the Inn on the Square, said it was difficult to live on her wage of R259 a month.

She has to pay R30 for creche fees, R37 a month for bus fare and a monthly rental of R20 for her three-roomed house.

Lend money

"My wages hardly meet my needs. I often have to lend money from my relatives to buy food for my family," she said.

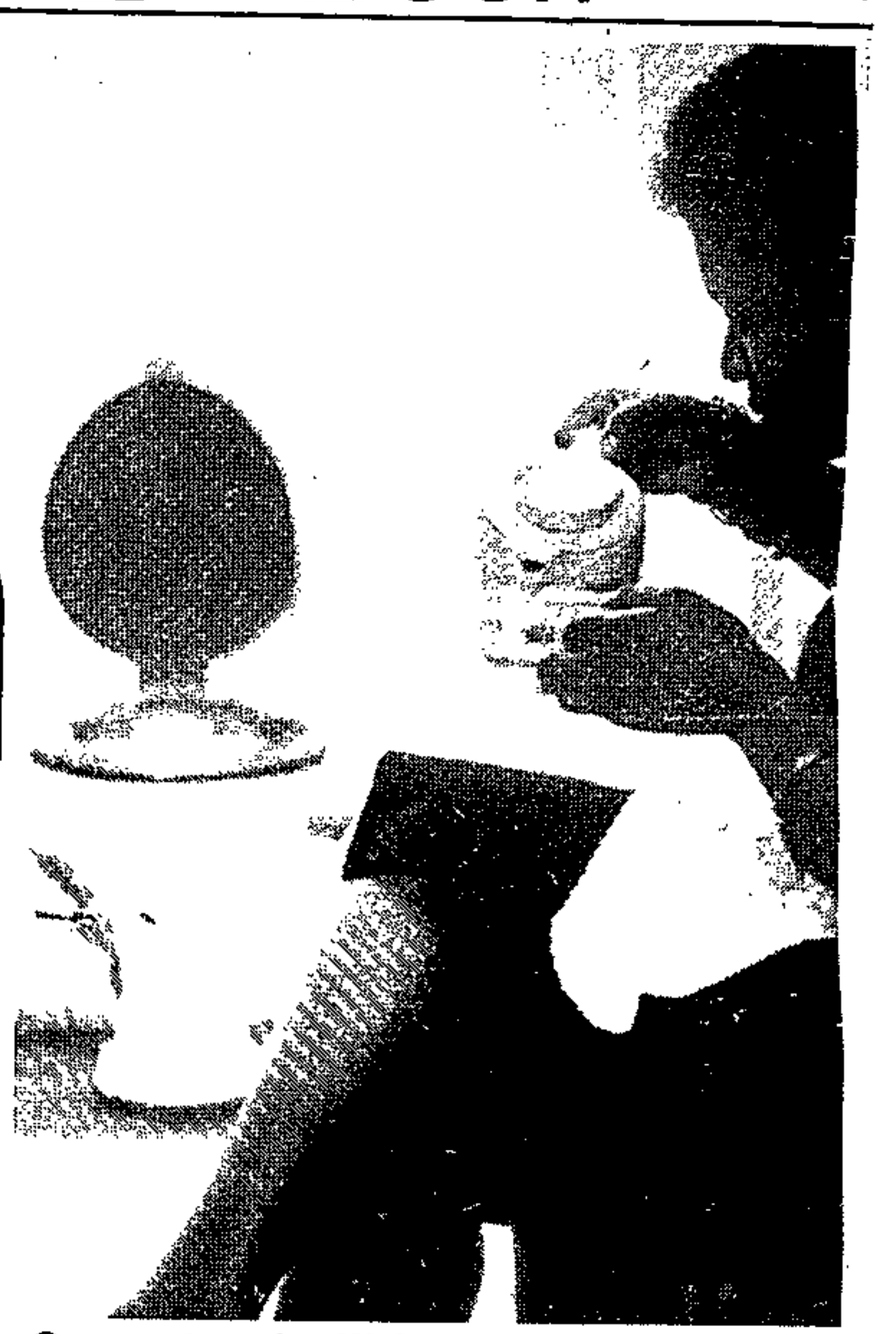
Mr Isaac Mbomela, of Langa, a chef who had been working at the Mount Nelson since 1954, said he could not support his ten children on his weekly wage of R138.

Desmond Melani, a father of two from Langa who works as a dishwasher at the Cape Sun, said his monthly wage of R240 was not enough to support his family.

"I have to pay rent of R30 a month for our house, keep my children at school and buy groceries.

"I also try to get other essential needs to maintain a normal family life. But it's always a struggle to keep our heads above water," he said.

The regional manager of Southern Suns, Mr Chris de Kock, was not prepared to comment.



Separate facilities ... An Inn on the Square worker having her tea in the "canteen" PIC: FANIE JASON

GM Trips
4/8/87

Beer garden demise: Staff at 'Forries' cut

Municipal Reporter

EIGHT staff members of the Forester's Arms Hotel in Newlands — a third of the establishment — were made redundant over the weekend because of a huge drop in turnover which the manager blames on the closure of the beer garden.

Mr John Scott, the manager of "Forries", yesterday said the staff members — cleaners, bar-hands and waiters — had been kept on for as long as possible since the beer garden closed on March 9 this year.

"Our turnover has dropped by a third," Mr Scott said. "If the beer garden was opened, I would be able to reinstate the staff.

"I am so bitter about it. They were good, honest workers. One of them, Mrs Ethel Booi, was supporting eight people on her wages alone.

"Another one is the only breadwinner in his family. He has no father, and has three school-going brothers and sisters. Putting out these staff will affect the lives of 40 to 50 people."

Mr Robin Bosomworth, chairman of the Forester's Arms Action Committee, said the Liquor Board had no objection to the beer garden — which had existed for decades — though the city council objected.

He said it seemed only ratepayers had standing with the council, while the broader community did not.

"They (council members) only brought this up because a couple of residents threatened to take the city council to court. It was a knee-jerk reaction which has done nothing to solve the problems."

Mrs Eulalie Stott, a councillor for the Newlands ward, replied that "Forries" had had no right to increase the size of its operation in the first place and it was not the council's fault that it had done so.

"There is no special favouritism given to the residents there, and no antipathy to the general body of patrons," she said. "Ratepayers have rights and if these are infringed they can expect the council to ask people to comply with regulations."

Any request for a waiver of regulations would be considered on its merits, she said.

"The fact that four people want something and 4 000 do not, does not mean that will be the overriding consideration. The rights and wrongs of the matter do count."

Mike's Kitchen company rules

No black waitresses

289
Sowetan 24-30/9/87

By CHRIS GUTUZA

IT IS company policy at Mike's Kitchen, the popular franchised restaurant chain, not to employ black waitresses.

The reason, according to marketing director Mrs B Eglin, is that market research has shown that its customers "enjoy the white waitresses and see them as a plus factor when eating at Mike's Kitchen".

Mike's Kitchen Franchising Ltd is a subsidiary of "Sun King" Sol Kerzner's Kersaf Investments.

A regular customer at Mike's Kitchen in Claremont inquired why the restaurant used only white waitresses to serve clients of all races.

Eglin, stationed at the group's headquarters in Johannesburg, wrote a letter saying it was part of the historical popularity of Mike's Kitchen to have all the "upfront" staff as whites.

She said the market research had been conducted annually for the past three years.

"As I am sure you can understand being a franchise company we must continue to do what is best for our franchise holders, ie to supply a formula which ensure their getting good returns on their investments."

Eglin could not be reached for comment on the content of the letter.

But the group's general manager, Mr Gabriel Meenahan, said he did not believe that any franchiser discriminated against people of colour.

AWB stronghold

"We have Indian waiters in a place like Standerton which is an AWB stronghold. We also plan to move into the coloured and black market in the future.

"Mitchells Plain is already being considered a possibility," said Meenahan.

He said the new ventures were based on economic decision because nowadays the "coloured man" had more money in his pocket.

A spokesperson for Kersaf Investments said he could not comment at this stage.

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SA IWMTL Oct 30 - Nov 5 187.

Mount Nelson spies a black hole in the labour code

By ALASTAIR TEELING-SMITH and GAYE DAVIS

THE Mount Nelson, one of Cape Town's most prestigious hotels, is circumventing the European Community Code of Conduct for multinationals, a union has alleged.

In terms of the code, the Mount Nelson should pay its workers a minimum monthly wage of R427,51.

But a Liquor and Catering Trades Employees' Union official said although the hotel claimed in its reports to the EC — copies of which are in the union's possession — that it was doing so, Mount Nelson management maintained the code applied only to "black Africans".

"Coloured" workers at the hotel were being paid a minimum wage of R250 a month, the official said.

The union — a Cosatu affiliate — has declared a dispute with the hotel following the breakdown of wage talks. Last week hotel workers welcomed guests by putting pamphlets on their cars and in their bedrooms, inviting them to enjoy themselves as "our efforts will make sure you do".

The pamphlet carried details of the workers' demands for a minimum monthly wage of R455 and asked guests to "spare a thought for our needs". Another demand is that the present 53-hour working week be reduced to 44 hours.

The Mount Nelson is governed by the EC Code because it is wholly owned by the British Union Castle Company, which in turn is owned by the British Commonwealth Shipping Company, recently renamed Britcom.

The union official, describing the Mount Nelson's employment policy as "racist", claimed no "so-called black Africans" had been employed over the past two years.

He said the Mount Nelson had provided the union with the names of four Africans employed during the past two years; on investigation, LCTEU found one of the four was classified "coloured".

Asked to comment, Dodds denied the hotel was circumventing the EC Code. He also denied "coloured" workers were paid R250 a month minimum but refused to disclose how much they were paid.

Dodds said wage talks had not broken down. "Negotiations are continuing. We have 30 days to bring this matter before the Industrial Council." He declined to discuss the dispute further.

Tools down at Pepsi

ABOUT 200 South African Allied Workers Union members at the Pepsi Cola factory in Epping this week downed tools for higher wages.

A Saawu spokesperson said the workers demanded R2,50 an hour and a 44-hour week.

The management offered R2.00 an hour — 49 cents more than the present hourly rate and a 46-hour week.

The workers also demanded the company refund money deducted last week after they had worked 44 hours.

Other demands were interest-free loans of R2 000 and busaries for workers wishing to study.

Negotiations are continuing.

Cape waitresses, eat you heart out

DURBAN. — Here's a good tip for Cape Town waitresses — watch the growing militancy of your Durban counterparts, where workers are negotiating the country's first union recognition agreements for restaurant staff.

"Right now the union is on its toes to protect waitresses and kitchen staff," said Mr Important Mkhize, the Durban Commercial, Catering and Allied Workers' Union of South Africa (Ccawusa) organiser and negotiator with two Durban restaurants and several national fast food chains.

"Recognition agreements are the answer to abuses because the bosses hide behind inadequate legislation," he said.

Restaurant workers were vulnerable to victimisation because they had a domestic servant-style relationship with their bosses, Mkhize said.

Mkhize said sexism made the workers' situation worse.

"Male bosses still take advantage of women.

"So workers must educate the employers and unions are the training ground. In unions they learn courage and know how for dealing with bosses". — *Concord News Agency.*

Brilliant strike

fit."

Argus 3/4/87

Dispute declared at Mount Nelson

Labour Reporter

WAGE negotiations at the Mount Nelson Hotel have stalled and the union has declared a dispute.

A spokesman for the Liquor and Catering Trades Union said there were about 10 points of difference between the parties. Agreement had been reached on some points.

If the dispute cannot be resolved 30 days after its declaration, the union can take steps to call a legal strike.

30 DAYS' GRACE

Mr Angus Dodds, managing director of the Mount Nelson, said: "We are in a dispute situation and now we go to the Industrial Council as, in terms of the agreement, we have 30 days to bring this to a head.

"We have not ended negotiations and they will continue."

● Meanwhile, the hotel has become embroiled in a row about its reporting to the British Government on employment practices.

A wholly-owned subsidiary of the British company Union-Castle, the hotel must submit a yearly report to authorities in Whitehall in terms of the European Community's code of conduct for companies doing business in South Africa.

The Liquor and Catering Trades Union alleges that in its 1986 report, which the union has a copy of, the hotel misrepresented the pay situation and claimed its African employees were paid more than the supplemented living level (SLL).

WAGE RECORDS

"All black employees are paid in excess of the SLL ... the lowest grades are paid R459,16 a month," the report said.

However, according to wage records from the Industrial Council, some African workers were normally paid R84 a week, or R353,72 a month.

The union also claims that the Mount Nelson, by referring only to wages of African employees, evaded reporting that many coloured staff were paid well below the SLL.

Mr Dodds said the points had been raised in wage negotiations.

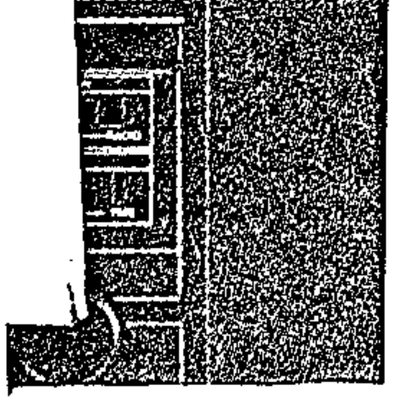
"As far as we are concerned they are *sub judice* and we do not wish to discuss them further in case we are accused of acting in bad faith," he said.

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Cape Times 4/11/87 289 [illegible] 859

Luxury hotel staff seek a living wage

By PETER DENNEHY

STAFF at the Mount Nelson Hotel, who are engaged in a wage dispute, composed their own welcoming letter to patrons of the hotel this week, and distributed copies in guests' rooms and placed them under windscreen wipers on their cars.

In the letter, hotel guests were asked to "enjoy themselves" and to "come again" — but also to "spare a thought for our needs" while theirs were being catered to.

"You may be shocked to hear that a worker who has been working here for over 12 years is still only earning R92 a week as a waiter!

"This same man was dismissed earlier this year when he was caught 'stealing' dirty scraps of food from a dirtbin to take home to his cat."

The pamphlet adds that the man had been reinstated after his union had instituted legal action against the hotel.

Workers said their demands included a minimum wage of R455 a month, and a reduction of the present 53-hour week to 44 hours "so we can enjoy some social and family life".

A spokesman for the Liquor and Catering Trades Employees' Union said yesterday that the wage the workers were now demanding was still below the present Supplementary Living Level (SLL) wage of R476,29 a month which the company was bound to pay.

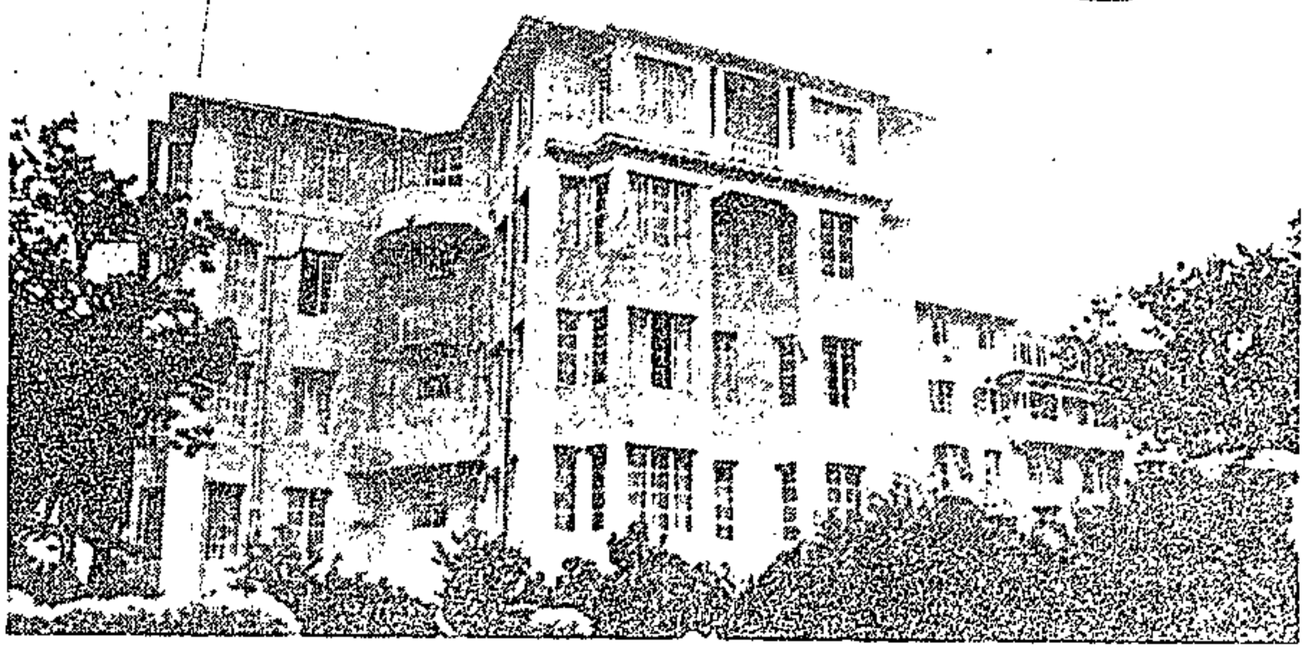
"The European Economic Community has a Code of Conduct for companies in South Africa which requires that they pay above the SLL," he said.

The Mount Nelson was subject to this code because it was owned by the Union-Castle Company which was largely owned by the British and Commonwealth Shipping Company.

The managing director of the hotel, Mr Angus Dodds, could not be reached for comment yesterday, but he has reportedly denied that the hotel is circumventing the European Community Code.

Mr Dodds is also reported to have acknowledged that claims that the hotel had "misrepresented" the wage situation in its 1986 report to Whitehall had been raised in meetings.

These points were *sub judice*, as far as management was concerned, and he declined to discuss them further for fear of being accused of acting in bad faith, he said.



MOUNT NELSON . . . Discontent below the surface

Not all that cosy at the Mount Nelson

CP Correspondent

THE Liquor and Catering Trade Union has declared a dispute with the stately Mount Nelson Hotel in Cape Town.

If the dispute is not resolved 30 days after its declaration the union can take steps to call a legal strike.

The Mount Nelson is one of the most famous and expensive hotels on the continent.

A union spokesman said there were about 10 points of difference between it and the hotel.

These include:

- The union wants a minimum of R105 a week and management's offer is R76 a week.
- An across-the-board increase of R40 against management's offer of R16 a week.
- A 44-hour week, while the hotel has offered a 51-hour week in season and 49 hours out of season.
- Four week's leave for all employees and five for those working split shifts, against the three weeks and four for employees working a three-day split shift.

The spokesman said that other areas of difference were over long-service pay, bonuses, compassionate leave and company loans.

Angus Dodds, managing director of the Mount Nelson, said: "We are in a dispute situation and now we go to the Industrial Council as in terms of the agreement we have 30 days to bring things to a head.

"We have not ended negotiations," he said.

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MAG 18/11/87

LABOUR

Mount Nelson's wage dispute goes to mediation

Labour Reporter

THE wage dispute at the Mount Nelson Hotel goes to mediation today in an attempt to reach a settlement.

The Liquor and Catering Trades Union declared a dispute with the management on October 22 when wage talks deadlocked.

They have 30 days to resolve the dispute, after which the union may take steps to call a legal strike.

Christmas bonus

The union is seeking a R105-a-week minimum wage and a R40-a-week-across-the-board increase, a 44-hour week, four weeks' leave for all employees and five weeks for those working split shifts, a Christmas bonus of three weeks' pay, a long-service bonus of R1 a week for every year's service, compassionate leave, overtime pay for Sunday work and company loan facilities for employees with more than two years' service.

The management has offered a R76 minimum wage, R16 across the board, a 51-hour week in season and 49 hours a week out of season, three weeks' leave and four weeks for those working a three-way split shift, a conditional three weeks' pay bonus, fewer days compassionate leave, no Sunday pay but a night-shift allowance and company loans at the management's discretion.

Work stops over hotel bonus dispute

Staff Reporter

EMPLOYEES at the Capetonian Hotel stopped work for about five hours yesterday before a dispute about bonus packages was resolved.

A spokesman for the Liquor and Catering Trades Employees' Union said about 70 workers at the hotel had stopped work at about 10am after two night shift workers received pay packages in which their salary and their annual bonus were paid. He said workers had asked management to pay their wages and bonuses separately.

Workers held a sit-in in the foyer of the hotel for about an hour before successful negotiations were held with representatives from the hotel's head office and the staff went back to work.

A spokesman for the hotel's management said there had been no disruption of hotel services, adding that the hotel was happy that the dispute was over.

CM Times 16/12/87

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Sun hotels holiday strike action threat

Own Correspondent

JOHANNESBURG. — The Southern Sun hotel group could be hit by widespread strike action in the latter part of the holiday season should wage talks with the Commercial, Catering and Allied Workers' Union (Ccawusa) and three other unions fail to resolve a wage dispute.

Official dispute procedures are underway at the Witwatersrand, Pretoria, Cape Town and Durban industrial councils, and the union has also applied for the establishment of a conciliation board for group hotels not covered by any industrial council.

About 8 500 workers at 53 Southern Sun and Holiday Inn establishments are involved in the dispute.

Ccawusa spokesman Mr Alan Horwitz said yesterday that workers in Johannesburg, Pretoria and Durban will be entitled to begin lawful strike action on December 23, while the right will extend to Cape Town on December 29.

The situation at hotels in other areas is as yet unclear.

"We are are not pushing for a strike, and are using every possible avenue for resolving the dispute through negotiation. But if we are pushed into taking action we have the full support of members," said Mr Horwitz.

The union produced copies of telexes sent by the Geneva-based, 2,2 million-member International Union of Foodworkers to both Southern Sun and British-based Holiday Inn franchisers Bass PLC calling on them to meet union wage demands.

The workers represented by four unions, including Ccawusa — which has a majority membership — have tabled 21 demands, including abolition of the split shift system, 45 working hours a week and equal pay for equal work.

The workers alleged in some hotels they worked 54 hours a week.

The group's personnel director, Mr Peter Cumberlege, has said the company "cannot and will not meet" the unions' 21 demands "which would mean an additional cost of R53,4 million".

"No substantial improvement to the company's final offer is possible no matter what occurs as a result of the dispute procedures," he said.

The workers are seeking guarantees that there will be no dismissals of workers engaged in a legal strike.

Southern Sun and union talk

ALAN FINE

THE Commercial, Catering and Allied Workers' Union (Ccawusa) and Southern Sun today begin a series of industrial council and conciliation board meetings aimed at avoiding strike action over wages by 8 500 workers at 53 hotels.

Because of the bargaining structure of the hotel industry, official dispute resolution procedures have to be held at the Witwatersrand, Pretoria, Durban and Cape Town councils, as well as at a conciliation board for establishments not falling under any industrial council.

The union declared a dispute last month when the hotel group, which also runs the Holiday Inns, failed to meet demands for a minimum monthly wage rising to R500 by October 1988.

If agreement is reached it will run for 18 months, with three six-monthly increases, the first effective from October 1, 1987. According to Ccawusa spokesman Alan Horwitz, the union is demanding across-the-board increases of R50, R75 and R75 respectively.

Southern Sun has offered R30, 15% and R30.

The union is also asking for a 45 hour, five day week, and the abolition of the

To Page 2

Southern Sun and union bid to avoid strikes

From Page 1

split shift system as from October 1988. The company has offered a 48 hour, six day week, and a five day week by next October if it has been unable to abolish the split shift system.

The principle of paid maternity leave has been agreed, but the union is demanding 33% of pay for six months, while management has conceded 25% for four months.

Among other union demands to which the company has not agreed are the non-dismissal of strikers and three months notice of the proposed closure of any hotel, according to Horwitz.

Hotels and union start wage talks

Own Correspondent

JOHANNESBURG. — The Commercial, Catering and Allied Workers' Union (Ccawusa) and Southern Sun today begin a series of meetings aimed at avoiding strike action over wages by 8 500 workers at 53 hotels.

The union declared a dispute last month when the hotel group, which also runs the Holiday Inns, failed to meet demands for a minimum monthly wage of R500 by October 1988.

According to Ccawusa spokesman Mr Alan Horwitz, the union is demanding across-the-board increases of R50 and R75.

Southern Sun has offered R30 and 15%.

The union is also asking for a 45-hour, five-day week and the abolition of the split shift system as from October 1988. The company has offered a 48-hour, six-day week.

Cape Times 14/12/87

Hotel group to hold wage talks

Own Correspondent

JOHANNESBURG — In continuing efforts to avert a holiday season strike by thousands of its employees, the giant Southern Sun hotel group is to hold talks today and tomorrow in Durban and Cape Town with the union bodies involved in the dispute.

Southern Sun negotiators have already met with union representatives on the Reef and are confident a settlement will be reached soon, according to group personnel director Mr Peter Cumberlege, who yesterday said progress was being made.

The workers are demanding a R500 minimum monthly wage by October 1988. Mr Cumberlege said management was offering R475, and were considering the workers' R500 demand.

Cape Times 18/12/82

Sun coming out on hotel staff dispute

THE Sun hotel group was considering a minimum wage demand of R500 a month and was confident that a settlement would be reached soon, the group personnel director, Mr Peter Cumberlege, said yesterday.

Meetings unions negotiating on the workers' behalf were being held in Cape Town and Durban.

The company was confident that a settlement would be reached because of progress at meetings this week.

The dispute was being mediated by industrial councils on the Witwatersrand and Pretoria.

The trade union alliance demand of a minimum wage of R500 per month was being considered and "movement" had been made by both parties on most of the 20 demands made by workers and management, Mr Cumberlege said.

(289)

Deadline for Suns dispute

FINAL dates to resolve the dispute between Southern Sun Hotels management and workers have been set by the Industrial Council.

If the dispute is not resolved at one of three meetings, set up by the council for December 23 and 28, then the unions involved will hold a strike ballot.

About 8 500 workers at 53 Southern Suns and Holiday Inn establishments are involved in the dispute de-

By DAVE SMILEY

clared on November 30 and, according to a Southern Suns spokesman, the workers' demands would cost the hotel giant an additional R53,4 million.

The workers are demanding a minimum wage of R500, an increase of R200 across the board and a reduction of their working week to 45 hours.

Management's offer on the table is for a minimum of R475 and a R175 increase spread over 18 months.

Southern Suns' group personnel director, Mr Peter Cumberlege, feels confident that a settlement can be reached.

"In the unlikely event of a strike, the hotels will be fully prepared and will ensure that guests and holidaymakers continue to enjoy their vacation," he said.

However president of the Natal Liquor and Catering Trade's Employer's Union, Mr Ronnie Kisten, said that to date "no progress has been made in talks, and if the dispute cannot be resolved by the final Industrial Council meeting on the 28th, in all likelihood the Union Alliance will ballot their members on strike action."

Allegations of intimidation and threatened repatriation of foreign workers were denied by an Alliance spokesman.

Ccawusa: Sun hotel talks aimed at avoiding strike

JOHANNESBURG — The Commercial, Catering and Allied Workers' Union (Ccawusa) and Southern Sun yesterday began a series of industrial council and conciliation board meetings aimed at avoiding strike action by 8 500 workers at 53 hotels.

Due to the bargaining structure of the hotel industry, official dispute resolution procedures have to be held at the Witwatersrand, Pretoria, Durban and Cape Town councils, as well as at a conciliation board for establishments not falling under any industrial council.

The union declared a dispute last month when the hotel group failed to meet demands for a minimum monthly wage rising to R500 by October 1988.

If agreement is reached it will run for 18 months, with three six-monthly increases. According to Ccawusa spokesman Alan Horwitz, the union is demanding across-the-board increases of R50, R75 and R75.

Southern Sun has offered R30, 15 per cent and R30.

The union is also asking for a 45 hour, five day week, and the abolition of the split shift system. The company has offered a 48 hour, six day week, and a five day week by next October if it cannot abolish the split shift system.

The principle of paid maternity leave has been agreed, but the union is demanding 33 per cent of pay for six months, while management has conceded 25 per cent for four months.

Among other union demands to which the company has not agreed are the non-dismissal of strikers and three months notice of the proposed closure of any hotel.

It is reported that Southern Sun group personnel director Peter Cumberlege said the company's offer, amounting to R37,4m over the next 18 months, would make employees the highest paid in the industry. — DDC

Claridges staff stop work over food quality

Labour Reporter

STAFF at Claridges Hotel in Green Point stopped work today in protest at the quality of staff meals.

They said all staff, about 80 people, had downed tools when they arrived for work.

There was no dining-room or other service available.

Spokesmen said the problem had become worse over the past year, but representations to the management had not produced results.

"About four weeks ago we spoke to the general manager about the meals and were promised improvements and a staff menu, but nothing has happened.

"OFTEN OLD"

"It's not only the quality of the food, which is often old, but the way it's served to us," they said.

The employees are all members of the Liquor and Catering Trades Union, but they said this was independent action.

The general manager, Mr Paul Gums, said: "I have a small internal problem which will be solved soon."

He would not comment further.

Six city hotels affected by work stoppage

CAPE Times 17/4/87 289

Labour Reporter

HUNDREDS of workers at six Southern Suns hotels in the Peninsula stopped work for three hours yesterday morning to support their demand for higher wages.

The strike caused breakfast-time chaos at the Cape Sun, the Inn on the Square, the De Waal Sun, the Newlands Sun and the Holiday Inns at Woodstock and Bellville, according to the Liquor and Catering Trades Employees' Union (LCTEU).

By last night, no response had been received to a request for comment from Southern Suns management.

The union said about 800 of its members, including receptionists and clerical staff, had taken part in the action, which lasted from 7am to 10am.

The workers are demanding a minimum wage of R450 a month, an across-the- board increase of R200, a 45-hour working week and the establishment of a national committee to negotiate employment conditions for Southern Suns' workers around the country.

The last demand has already been taken up by the Hotel and Restaurant Workers' Union (Harwu), which represents workers at 20 Southern Suns hotels in the Transvaal, and the LCTEU hopes to co-operate with Harwu on this point.

The union said Southern Suns regional manager, Mr Chris de Kock, held talks with shop stewards yesterday, but had refused to admit union officials to the meeting.

The shop stewards had demanded that union officials chosen by workers be permitted to attend negotiations, that Southern Suns and Holiday Inns be considered as one unit for the purposes of negotiation and that representatives from the group's Cape Town hotels be allowed to attend a national negotiation meeting on April 23 in Johannesburg.

A union spokesman said workers had given management till 12 noon today to meet these demands, or face further action.

The two parties are due to meet again at 10am today.

Cape Times 28/12/87

Hotel group, union reach agreement

JOHANNESBURG. — Agreement was reached on Christmas Eve on all major issues in the wage dispute between Southern Sun Hotels and the Trade Union Alliance, the personnel director for the hotel group, Mr Peter Cumberledge, told Sapa in a statement.

Meetings were held last week between Southern Sun and the Trade Union Alliance, which comprises the Hotel and Restaurant Workers' Union and the Natal and Cape Town Liquor Unions, with Ccawasu in observer status.

Mr Cumberledge said progress had been "good", with meetings at industrial councils in Johannesburg, Pretoria and in Durban last week.

"Agreement was reached on all major issues and all that remains is the wording of one sub-clause. An additional meeting is being held on today in Durban.

"The agreement provides for a minimum wage of R500 a month by October 1988, an increase of R30 a month for all employees earning less than R600, back-dated to October 1, 1987, a 15% across-the-board increase in April 1988 and a further across-the-board increase of R50 in October 1988." — Sapa

SERVICES SECTOR

ACCOMM., LIQUOR & CATERING - LABOUR

1988

CAPE Times 6/11/88

Strike ballot for Sun hotel unions

Labour Reporter

THE Commercial, Catering and Allied Workers' Union of South Africa (CCAWUSA), the Liquor and Catering Trades Employees' Union and the Hotel and Restaurant Workers' Union have announced their intention to begin a strike ballot of workers, a Southern Sun Hotels spokesman said yesterday.

The groups declared a dispute with Southern Sun — which also runs Holiday Inns — in November, over wage and conditions of service demands.

The parties will meet today in a further attempt to avoid strike action by 8 500 workers at 53 hotels.

Southern Sun group personnel manger Mr Peter Cumberlege confirmed yesterday that the group had refused the alliance permission to use its premises for strike ballot, although it was legal in terms of the Labour Relations Act.

LONDON. — The Government has been granted an interim

Hotel dispute: Unions 'threatened with lock-out'

ARGUS 6/1/88

Labour Reporter

SOUTHERN Sun management has threatened employees with a lock-out in a dispute over conditions of employment, according to a spokesman for an alliance of four trade unions.

The spokesman said the threat was made during an Industrial Council meeting yesterday.

He said the hotel group's management had also refused to allow the use of company premises for a strike ballot.

FLEXIBILITY

Two more meetings are due today. If the dispute is not settled the next step is a strike ballot.

The four unions in the alliance are the Liquor and Catering Trades Union (Cape), the Liquor and Catering Trades Union (Natal), the Hotel and Restaurant Workers' Union and the Commercial, Catering and Allied Workers' Union.

The company wants flexibility in assigning employees' duties but the unions want conditions attached to the way flexibility is applied.

They say changes of duty should be in the same job category and such changes should be mutually agreed and arranged. Where a higher wage rate applies to the new duties the higher rate should be paid.

In a statement Mr Peter Cumberledge, group personnel manager, questioned the alliance's motives.

He said negotiations had proceeded well, agreement had been reached on 18 demands and the company's offer, when implemented, would make the group's employees the highest paid in the industry.

Mr Cumberledge was not available for further comment.

Man, 35, stabbed to death in station brawl

Crime Reporter

A MAN was stabbed to death at Woodstock station during a brawl.

Police said the man, about 35, had not been identified. A spokesman said he was stabbed in the chest about 10.50pm yesterday.

Southern Sun dispute: lockout possible

THE Southern Sun hotel group yesterday threatened to implement a lockout against members of four trade unions involved in a wage dispute with the company since late November.

The dispute involves 8 500 workers at 53 hotels, including the Southern Sun-owned Holiday Inn chain, countrywide.

Union spokesman Alan Horwitz said

ALAN FINE

the threat was made at a Cape Town industrial council meeting.

Southern Sun personnel director Peter Cumberlege confirmed this, but said the two sides were now close to agreement.

The parties meet in Cape Town for further talks today.

e Centre tomorrow. Picture: ALAN TAYLOR

Sun group settlement averts hotel strike

Own Correspondent

JOHANNESBURG. — The Southern Sun group and an alliance of four trade unions have, after a long-running dispute, reached a wage settlement which is likely to set new standards for the hotel industry throughout South Africa.

The agreement, which was signed on Wednesday night and narrowly averted threatened lock-out and strike action, was announced yesterday and applies to several thousand workers at the group's 53 hotels.

The accord will remain in force for the 18 months to March 31, 1989. It will raise the group's minimum monthly wage to R500 by next October.

Three across-the-board increases of R50, 15% and R30 have been agreed upon. These will be paid at six-monthly intervals.

October 1988 will see the implementation of a 45-hour, five-day week. The present average, according to Southern Sun group personnel director Mr Peter Cumberlege, is a 50-to-52-hour, six-day week.

In addition, the split shift system will be abolished at all but five rural hotels.

Other key aspects of the agreement are paid maternity leave and a job flexibility agreement, based on a roster prepared in advance.

Hoteliers and unions reach new accord

289 Bday 6/1/88

ALAN FINE

THE Southern Sun group and an alliance of four trade unions have, after a long-running dispute, reached a wage settlement which is likely to set new standards for the notoriously low-paying hotel industry in SA.

The agreement — which was signed on Wednesday night, thus narrowly averting threatened lockout and strike action — was announced yesterday and applies to several thousand workers at the group's 53 hotels.

The last sticking point, the question of job flexibility, was resolved when management agreed that advance rosters be drawn up and that grievances be taken up through the relevant procedures.

The accord will remain in force until March 31, 1989. It will raise the group's minimum monthly wage to R500 by next October — a 150% increase over the period for some workers.

Three across-the-board increases of R50, 15% and R30 will be paid at six-monthly intervals, the first backdated to last October.

October, 1988 will see the implementation of a 45-hour, five-day week. The present average, according to Southern Sun group personnel director Peter Cumberlege is a 50- to 52-hour, six-day week. Industrial council agreements for the sector generally provide for a working week of up to 56 hours.

And the split-shift system will be abolished at all but five rural hotels where employees live on the premises.

Another key aspect of the agreement is paid maternity leave. Employees will receive six months such leave, and will get 33% pay for four months.



Singing garment workers arrive at the Atlantis meeting

PE hotel strikers fired

By MBULELO LINDA

PORT ELIZABETH. – Wage strikes at three hotels here resulted in the firing of 150 workers this week.

The last strike of hotel workers took place at Port Elizabeth's Holiday Inn on November 6 last year.

This week's strike coincided with lunch-hour demonstrations held by workers belonging to the East Cape Congress of South African Trade Unions (Cosatu) on Monday to protest the new Labour Relations Bill soon to be introduced by the government.

The firing of the 150 workers followed a simultaneous sit-in on Monday afternoon.

Police intervened after workers failed to comply with an ultimatum to return to work or vacate the hotels premises within a specified time.

No incidents were reported as workers packed their belongings and left the premises escorted by police.

The South African Police liaison officer, Captain Cecil Vermaak confirmed the police action and the detention of a Beach Hotel wine steward, Mr Honest Sinana. Sinana was released hours later.

The workers, are all members of the Commercial Catering and Allied Workers' Union of South Africa (Ccawusa) which represents the entire black workforce at the Beach, Walmer Gardens and Edward hotels.

The organiser for the Port Elizabeth branch of Ccawusa, Mr Patrick Klaas, said the strikers demanded joint negotiations for wages and working conditions at the three hotels. The sit-in was this week sparked off by management's refusal to hold joint talks with the representatives of the three hotels workers.

Management argued that the demands could be the same but all hotels had seperate recognition agreements and felt that the matter should remain as it was.

Ccawusa said there would be a delay in resolving the strike if management insisted on holding separate talks.

Some of the joint demands of the workers from the three hotels were:

- That workers be paid a minimum living wage of R500 per month. The present minimum is R130.
- A R100 across-the-board increase.
- A 45-hour working week. The present working week was 54 to 56 hours.
- Maternity benefits, including six months off with half pay as well as a job guarantee after confinement.

In response to the demands, manager Mr Trevor Lombard said these were company matters which should be sorted out within the company. - PEN.

Management replacing fired hotel employees

DURBAN hotel workers who were fired at eight hotels after they stopped work on Monday were being replaced, a spokesman for the Federated Hotel, Liquor and Catering Association of South Africa, Mr Alan Gooderson said yesterday.

Mr Gooderson said each hotel was making the necessary plans to reinforce its staff.

He said workers at the Blue Waters, Lonsdale, Edward, Four Seasons, Asoka, Palm Beach, Aroma and Killarney hotels were fired after they had gone on what he called an illegal strike.

He could not give the exact number of the fired workers as there were several unions in each hotel.

However, the general secretary of the Black Allied Workers Union, Mr Bheki Khumalo, yesteday said that more than 200 workers were fired on Monday. He said the workers had stopped work in a demand for more pay and the recognition of their union.

The union is demanding an across-the-board increase of R150 a month and to negotiate with employers at plant level.

Mr Khumalo said that as far as the union was concerned, the strike was legal because they had followed all the channels laid down in the Labour Relations Act.

Strike

He said the strike was continuing with more workers joining in yesterday.

Meanwhile, the Natal Liquor and Catering Trades Employees Union, which is due to conduct a strike ballot on behalf of its 7 000 members in the hotel industry, has distanced itself from Monday's stoppage, saying that none of their members was involved.

A spokesman for the union said their membership had been constantly advised of the importance of exhausting all legal channels before resorting to strike action.

He said the fired workers had been misled by irresponsible forces who were trying to take advantage of the dispute situation between the union and Fedhasa. — Sapa.

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19/5/88

Hotel workers stop work

SOUTHERN SUNS hotels in Cape Town were hit by sporadic work stoppages yesterday as workers protested at the dismissal of 17 colleagues at the Newlands Sun on Monday night.

A spokesman for the Commercial, Catering and Allied Workers Union of SA said workers at the Cape Sun, De Waal, and President hotels, Inn on the Square and Bellville and Woodstock Holiday Inns downed tools.

Mr Chris de Kock, Southern Suns group operations manager, confirmed the Newlands Sun stoppage and the firing of 17 workers, but denied that there were grounds for the dispute.

He could however not be reached for comment last night and despite repeated attempts, Southern Suns staff refused to divulge details.

Tourists see 245 arrested in pay protest

Weekend Argus Correspondent

JOHANNESBURG. — Guests awakened at the Carlton Hotel here to no room service and apologetic notices as 245 hotel staffers were arrested outside in a protest sparked by a change in the hotel's management.

Many of the international guests — delegates invited to a promotional tourism workshop hosted by the South African Tourism Board — saw police arresting the demonstrators under emergency regulations and the Internal Security Act.

"I was horrified to see placard-holding women being manhandled by the police as they were loaded into police vans," said a Taiwanese tourist, who did not want to be named.

She added that the demonstration seemed peaceful and this had given her a "totally different perspective on South African laws".

Restaurant bookings at the hotel were cancelled and there was no bar service.

The management said they were inundated with queries from guests but denied any had left because of the inconvenience.

According to the hotel's marketing director, Mr Larry Macartney, the dispute arose after the disinvestment of the Seattle-based Western International (Westin) on April 15. The staff expected a service bonus payout.

Mr Macartney said protesters made it plain that their dispute was with Westin and not the Carlton. However, he said, they seemed to misunderstand that they were employed by the Carlton and were not the former managing company.

Witnesses said the demonstrators, due to start work on the morning shift, gathered outside the hotel demanding compensation allegedly promised by Westin. Soon afterwards the 142 men and 103 women were arrested.

Late yesterday afternoon Mr Macartney said bail of R100 each was paid by the management and the demonstrators were being processed at John Vorster Square and released.

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CAPE TIMES 28/5/80

Hotel guests make own beds

JOHANNESBURG. — Guests at the Carlton Hotel made their own beds yesterday after police arrested nearly all the black staff protesting against disinvestment by the American managers. — Sapa and UPI

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Cape Times 30/5/88

Carlton Hotel workers released

Own Correspondent

JOHANNESBURG. — All 245 Carlton Hotel workers arrested during demonstrations on Friday were released and resumed work, a hotel spokesman said.

He said the Commercial Catering and Allied Workers' Union had taken up the issue of the international hotel group Westin's withdrawal with its headquarters in Seattle in the United States.

More than half of the Carlton staff demonstrated when they heard Westin was planning to withdraw its management prior to paying severance benefits promised, a union spokesman said.

HOTEL WORKERS

Wrong menu

The Hotel and Restaurant Workers' Union (Harwu) seems to have chosen an ill-considered way to go about pressing its members' possibly misdirected claim for "service bonuses" from US-based Westin, which until April, managed The Carlton Hotel on behalf of Amaprop.

Last Friday morning's surprise demonstration by the hotel's unionised employees outside the premises saw the police (after a five minute warning to disperse) promptly arrest 245 Harwu members, who make up nearly half the Carlton's black staff complement. They are to appear in court on June 27 on charges of illegal gathering under the emergency. Management paid their bail of R100 each, which the employees must pay back. They returned to work the next day.

When Westin terminated its management contract with Carlton Hotel Ltd, an Amaprop subsidiary, after 16 years — as a direct result of disinvestment pressure — the union demanded some kind of severance payment. The new local management duly conveyed the demand to Westin's head office in Seattle and informed Harwu that Westin had received it and was giving it consideration. It is understood (although the *FM* was unable confirm this with Harwu's Alan Horwitz) that the union then telexed Westin asking for a reply within a week. Evidently a reply was not received in time, which seems to have led to the union's placard demonstration and the police swoop.

The Carlton's management say the difficulty is that the union's gripe is expressly with Westin. Although Friday's events will be viewed as a "spontaneous stoppage", any further action will not be taken so lightly as it obviously jeopardises the hotel's operations.

Even though Westin departed without so much as a tea party for the workers, let alone any goodwill payment or trust fund, not Westin but The Carlton has always been the employer. Westin's management contract was on the basis of providing a management service and international marketing support. Its only two employees were the GM and his assistant, Carlton marketing director Larry Macartney points out.

So just when they presumably thought they'd washed their hands of their South African connection, it seems Westin — who've asked that all communication with Harwu now be channelled straight to Seattle — are in the thick of it. ■

New pay levels seen as crippling blow to hotels

EAST LONDON — New minimum wage levels for black staff at boarding houses and private hotels have been described as a "crippling blow" to the industry which may force tariffs to be increased

Describing the wage levels gazetted last month as "astronomical the chairman of the Hotel and Accommodation Establishments Association here, Mr Ken Norden, said they would result in unemployment as black staff was retrenched to keep down wage costs.

"These astronomical increases are a crippling blow to our industry, which has been keeping tariffs low for permanent residents, who are mainly pensioners, thus providing a useful service to the community.

"These drastic wage increases, together with the ever increasing costs of foodstuffs, rates and electricity charges, will compel us to increase tariffs to at least offset these additional costs.

"Furthermore retrenchment of employees to reduce the wage-bill will cause more unemployment."

Mr Norden said boarding establishments were already in trouble and it was becoming a more viable proposition to either sell up or convert accommodation space into office space

During the past year, four of the association's 18 boarding establishment members had left the business — a drop of 22 per cent.

Mr Norden said the new minimum wage levels were an immediate increase of about 70 per cent on the 1979 levels and would increase every eight months until June 1984, by 30 per cent, 25 per cent and 20 per cent.

Mr Norden said that at a Wage Board meeting in September last year the association had agreed that black staff wages had to be increased and had suggested a 30 per cent increase phased in over two years

"However, at the outset the Wage Board indicated that it intended abolishing the female scale and applying the higher male scale to all black employees, which meant an immediate 10 per cent increase. In addition, the grade for scullery workers would also be abolished and a higher grade introduced, which meant an immediate increase of nearly 25 per cent."

He said none of the association's recommendations had been taken into consideration.

"Our association has never retained wages at the minimum as gazetted in 1979, but increases were given annually to the satisfaction of black employees.

"Our wage structure cannot be compared with that of the industrial field.

"This is another example of the bureaucratic system in which we live, under which measures are introduced without taking cognisance of our recommendations, which are based on experience and efficiency.

There are now five categories of hotel staff and the immediate increases in nett minimum wages, compared with the 1979 level, are:

Bedroom attendant from R40 to R66.30; bedroom attendant and waiter from R44 to R72.30; cook from R69.50 to R119.30; general assistant from R33 to R60.30 and waiter from R47.50 to R84.30.

These will escalate during the next two and a half years until June 1984 to R135.30; R143.30; R221.30; R120.30 and R163.30 respectively. — DDR

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NOTE CAREFULLY

1. Enter at the top of each page and in column (1) of the block on this cover the number of the question you are answering.
2. Blue or black ink must be used for written answers. The use of a ball point pen is acceptable. Red or green ink may be used only for underlining, emphasis or for diagrams, for which pencil may also be used.
3. Names must be printed on each separate sheet (e.g. graph paper) where sheets additional to examination book(s) are used.
4. Do not write in the left hand margin.

WARNING

1. No books, notes, pieces of paper or other material may be brought into the examination room unless candidates are so instructed.
2. Candidates are not to communicate with other candidates or with any person except the invigilator.
3. No part of an answer book is to be torn out.
4. All answer books must be handed to the commissioner or to an invigilator before leaving the examination.

Any dishonesty will render the candidate liable to disqualification and to possible exclusion from the University

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Hotel group in bid to evict workers

Staff Reporter

KAROS Wilderness Hotel has applied in the Supreme Court for an order to evict 122 workers from its staff quarters after they were dismissed for failing to report for duty on June 16 and taking part in an illegal strike.

The application is being opposed by the Hotel and Restaurant Workers Union, seven shop stewards and 115 workers.

Mr I G Farlam SC, for Karos, gave the court a chronology of events leading up to the court application.

On May 24 an interim recognition agreement was negotiated and concluded between hotel management and the Hotel and Restaurant Workers Union (Harwu).

One of the demands raised by the union was that a "no work, no pay, no discipline" clause be included in respect of three commemorative days.

The first stayaway took place on June 6,7 and 8.

At an informal disciplinary meeting held afterwards, each worker who took part in the stayaway was given a warning.

On June 16, only a handful of workers reported for duty.

All the workers who took part in the stayaway were told by management they were being suspended on full pay until the outcome of the hearing and were requested to vacate the staff quarters.

The workers were "found guilty" by management and 76 were dismissed after the disciplinary hearing on June 18.

The workers were given two hours to report for duty on June 20, and when they did not do so, were dismissed. They were asked to vacate the staff quarters by Friday June 24.

The union approached management and said the workers wanted an extension of the deadline to vacate the premises. Management agreed to extend the deadline to June 26.

The workers have not yet vacated the staff quarters.

Mr Justice Selikowitz will hand down an order today.

HOTEL WORKERS WIN BACK JOBS

MORE than 40 workers fired by the Palm Beach Hotel during a strike in May are to be reinstated this month following an industrial court ruling in their favour.

At the hearing the court ruled the 41 workers, all members of the Black Allied Workers Union (Bawu), must be reinstated by the hotel on terms and conditions not less favourable to them than those which applied before their dismissal.

The order is effective from July 18, but applicants may be employed before.

Secret vote nears end

Sowetan 15/6/88

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THE long, drawn-out secret ballot by about 7000 Durban hotel workers, who have declared a dispute against the Federated Hotel Liquor and Catering Association of South Africa over wages and working conditions, looks set to be completed by the end of this week.

The union is an affiliate of Nactu.

The ballot — probably the longest ever conducted — began on May 16 and will be a month old by the end of this week.

President of the Natal Liquor and Catering Trades Employees Union, Mr Ronnie Kisten said that the delay had been caused because there was a lot of work involved in conducting the ballot at more than 120 establishments.

"We sometimes spend nearly a week in one hotel alone because our members work different shifts. But we are likely to finish by the end of this week," he said.

The delay was also the result of the vast geographical area covered by the Industrial Council, he said.

Mr Kisten said although the dispute was against hotel, liquor or catering establishments belonging to Fedhasa, workers at Southern Sun establishments had to be included in the ballot because they fell under the jurisdiction of the Industrial Council.

The union has demanded an across-the-board increase of R200 a month. Fedhasa has offered increases of up to 32 percent to be paid in two phases, with the first R58 on March 1 and the second of R30 on October 1.

Hotel workers reinstated

21-27/7/88 South

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DURBAN. — Workers at Palm Beach Hotel, who were fired after a strike early in May, have been reinstated following a decision by the Industrial Court.

The court action came after a request by the Black Allied Workers Union (Bawu) that the dismissals be declared unlawful.

Bawu said the court decision would have positive effects for workers in the hotel trade who were dismissed for similar reasons. Hotels which will be affected by the decision include many on Durban's popular "Golden Mile" like the Blue Waters, the Palmerstone, Killarney, Four Seasons, and the Lonsdale Beach Hotel.

— *PTSA*

FEDHASA CONGRESS

Labouring the point

Labour relations have taken centre stage, together with the more traditional items such as the level of government aid and tourism, at this year's congress of the Federated Hotel Liquor and Catering Association of SA (Fedhasa).

The new focus is understandable; as Fedhasa delegates gathered in Durban for their first "theme congress" — devoted this year to "Human Resources and Needs to the Year 2000" — strike action continued at eight local hotels.

Wage settlements agreed by the larger, more profitable groups are at the heart of disputes now erupting between unions and independent hotels.

Among the issues debated at the congress was the wisdom of beginning a special fund to finance litigation arising out of labour disputes.

"It's an insurance scheme we're proposing," explained outgoing Fedhasa president Mike Kovensky.

"The focus has changed. Delegates recognise the need to educate themselves and avoid conflict. But if we are destined to go to court and become involved in drawn out and costly litigation, we should be prepared for it."

Kovensky says no decision is likely to come from the congress on the amount required, how it is to be raised, or how access to the fund will be regulated. "Congress has asked for the matter to be investigated and we will now do so," he says.

Earlier this week, in a speech delivered in his absence by Manpower Director-General Piet van der Merwe, Manpower Minister Pietie du Plessis warned hoteliers and liquor traders not to look to government to bail them out of industrial imbroglios.

"Conflict and clashes in the work situation are part of any free market economy," observed Du Plessis. "Peace must be established between employers and employees alone."

Extending an olive branch to government after a recent clash over tax allowances, Kovensky says government sympathy for hoteliers is evident in its dealings with Fedhasa.

"We have for some time argued that we operate in an uncertain environment which is extensively regimented and regulated. What we wanted was a signal from government to instil confidence and promote investment," says Kovensky.

He contends the readiness of government to reconsider its downward revision of the hotel tax allowances and a new spirit of co-operation between Fedhasa and the SA Tourism Board has sent such signals to the industry. ■

FINANCIAL MAIL AUGUST 12 1988

Court curb on hotel leaflets

Cpy. Times 23/8/88 289

By RONNIE MORRIS
Supreme Court Reporter

AN interim interdict restraining 103 dismissed hotel workers and three organizations from distributing pamphlets to guests and employees at two City hotels was yesterday extended until judgment is given at a later date.

This was the order yesterday of Mr Acting Justice Comrie in an application by the Townhouse and Vineyard Hotels, interdicting and restraining the Unemployed Workers' Movement (UWM), The Townhouse/Vineyard Workers' Support Committee, the Liquor and Catering Trades Employees' Union and Mr Winston Kom and 99 others.

Mr Francois George Petousis, managing director of the Townhouse, said that up to mid-June, Mr Kom and 99 other workers were all employed at either the Townhouse or the Vineyard hotels.

After a stayaway on June 6,7 and 8 this year, a disciplinary hearing was held between June 11 and 17, and they were dismissed.

On June 21 he found pamphlets — issued and printed by the UWM — on a bench at the front of the Townhouse Hotel.

Replacement workforce

Mr Richard Johnston, general manager, of the Vineyard Hotel, said that on June 20 his attention was drawn to a man distributing pamphlets in the coffee shop by placing them on the tables.

The man ran off when approached, he said.

Mr Shaheed Mohammed, treasurer of the UWM, said that after the dismissed workers had approached the movement, it was decided to distribute pamphlets to the replacement workforce and guests at the hotel.

Mr W G Thring and Mr J A Newdigate, instructed by P Faber of Sonnenberg, Hoffman and Galombik, appeared for the Townhouse and the Vineyard Hotel. Mr L A Rose-Innes, instructed by E Moosa and Associates, appeared for the UWM. Mr K Engers, instructed by Bernadt, Vukic and Potash, appeared for Mr Kom and remaining respondents.

Trespass charges withdrawn

False Bay Bureau

CHARGES of trespassing against 13 women employees of the Copper Creek Spur restaurant in Fish Hoek were withdrawn when they appeared in the Simon's Town Magistrate's Court today.

The were charged after a labour dispute.

They are Beverley Femela, 23, Monica Ntugela, 27 and Miriam Lawana, 20, all of Khayelitsha; Kate Sikuni, 36, Linda Mpama, 25, and Roseline Ntsepe, 32, all of Guguletu; Beatrice Velele, 22, Shirley Nomnganga, 28, of Nyanga, and Candy Qwanti, 23, Angela Zibi, 31, Judith Sigago, 26, Constance Mtehoko, 24, and Yvonne Mtzhono, 25, all of Langa.

Hotel chains expect more work stoppages

BRONWYN ADAMS

SOUTHERN Sun and Holiday Inn were expecting further illegal work stoppages today after management and a trade union alliance failed to resolve a dispute, Southern Sun group personnel director Carl Ludick said yesterday.

The dispute was caused by the dismissal of 142 workers after the June 16 stayaway.

The Commercial Catering and Allied Workers' Union (Ccawusa) said 2 000 hotel employees stopped work on Monday in order to protest against management's breaking of an agreement signed in 1986 granting May 1 and June 16 as public holidays.

Ccawusa said it would be seeking support of its 9 000 members to join in a sympathy strike.

Double pay

Ludick said Ccawusa was not recognised by management as part of the six-member alliance with whom it negotiated. He said management had agreed to the two days as holidays but this did not mean workers could stay at home on those days. Rather, those who had to work would receive double pay.

When employees failed to arrive for work on May 1 they were given warnings, and when they were again absent on June 16 they were dismissed, he said.

He said workers indulging in further illegal work stoppages may have to face disciplinary inquiries.

Political comment in this issue by Ken Owen. Newsbills by Kevin Davie. Headlines and sub-editing by Michael Moon. All of Times Media Ltd, 11 Diagonal Street, Johannesburg.

GN 15/9/88

2-day strike by hotel workers ends

By Adele Baleta

Two-day work stoppages by Southern Sun and Holiday Inn hotel employees to support a demand for the reinstatement of 142 dismissed workers ended yesterday, said Southern Sun group personnel director Mr Carl Ludick.

At least 300 workers took part in the sporadic sympathy action on Monday and Tuesday at three hotels in Johannesburg.

The workers were dismissed from hotels countrywide after they stayed at home on June 16.

The leader of one of two factions in the Commercial Catering and Allied Workers Union, Mr Papi Kagnare, said at least 2 000 workers went on strike after management failed to adhere to an agreement signed in January 1988 recognising May 1 and June 16 as public holidays.

Mr Kagnare confirmed that employees had returned to work but added that the dispute had not been resolved.

Caesars ex-owner cleared of assault

Natt Trib 23/9/88

289

THE former owner of Caesars Restaurant, who admitted hitting a woman trade union official with a baton, was yesterday acquitted in Cape Town Magistrate's Court of assault.

Mr Marius Jansen Aggenbach, 47, of Plattekloof, admitted beating Ms Elize Visser with a baton on her arm after she swore at him.

The court heard that Ms Visser and Miss Monica Zabo had come to see Mr Aggenbach at Caesars in Long Street on February 2, about two workers who had been dismissed.

Mr Aggenbach denied pushing Miss Zabo against a wall and throwing her to the floor. He said he had taken her by the arm and told her to leave on many occasions. He said she had sat down and refused to leave.

Ms Visser and Miss Zabo told the court that when they arrived at Caesars, Mr Aggenbach had refused to discuss the matter with them.

The magistrate, Mr O Schrenk, said Mr Aggenbach had behaved the way "any normal person would have who wanted to protect his clients and business".

Ms S J Human prosecuted. Mr Van Zyl Loots appeared for Mr Aggenbach.

Court orders reinstatement of workers

THE Industrial Court has ordered Durban's Palm Beach Hotel to reinstate 41 employees dismissed after going on strike on May 2.

Members of the Black Allied Workers Union, the workers are some of the 800 from 10 hotels and restaurants who were dismissed on the same day.

The order is likely to have favourable implications for the dismissed workers because the dispute against the individual hotels is the same.

It is also likely to hit employers hard, because they may already have replaced the dismissed workers.

The president of the court, Mr Arthur de Kock ordered the Palm Beach to reinstate the workers "on terms and conditions not less favourable to them than those which applied prior to their dismissal".

The order is not retrospective , but will operate from July 18. Mr de Kock made no order as to costs.

Hotel workers stay away over sackings

An estimated 300 to 1 000 workers at four leading hotels in Johannesburg downed tools in a three-hour protest against the sacking of members of the Commercial Catering and Allied Workers Union (Ccawua) who took off June 16.

There were stoppages yesterday morning at Sandton Sun, Milpark Holiday Inn, Rand International Hotel, and at Gold Reef City involving about 1 000 workers, said a spokesman for Ccawusa.

But the group managing director of Southern Sun/Holiday Inns, Mr Bruno Corte, said only about 300 workers were involved in the stoppages,

The union declared a dispute with Southern Sun and Holiday Inn management after the dismissal of workers who took off June 16 — the day marking the Soweto uprising of 1976.

A deadlock was declared and workers this week received warnings that they would be dismissed if they downed tools or took any form of protest action concerning the sackings.

Ccawusa claim that 200 workers were dismissed after not working on June 16.

The hotel chain put the figure at 94.

Mr Corte said the hotel group had negotiated June 16 as a holiday with the union and had agreed to pay workers who had to work on that date double time.

"We had given people the day as a holiday, but we still require people to work as we are a seven-day-a-week business," Mr Corte said.

He added that most of the staff scheduled for work on that day had turned up. — Sapa.

Hotels have 'warned of dismissal'

27/9/88.

289 B/day

BRONWYN ADAMS

SOUTHERN Suns-Holiday Inns employees who took part in work stoppages at the weekend claimed they had received final written notices from management warning them of dismissal if they embarked upon further industrial action, a Commercial Catering and Allied Workers' Union (Ccawusa) official said yesterday.

Speaking from the Hotel and Restaurant Workers' Union's (Harwu) offices, the Ccawusa representative said management had failed to address the union on the issue of the dismissal of 143 workers taking part in the June 16 work stayaway.

She said the latest action by 1 000 employees at three hotels was part of the protest action which began two weeks ago when 2 000 workers downed tools for two hours.

Hearings

A management spokesman denied they had issued any warnings. He estimated 400 individual disciplinary hearings had been held to date.

He said workers were in breach of their contracts when they stopped work, adding that warnings could only be issued once all the hearings had been completed.

Being absent from work was not an offence punishable by dismissal, he said. But, refraining from duties while participating in disruptive practices, as happened at a number of hotels, was a dismissable offence, he added.

He said Harwu, not Ccawusa, was the official representative of his employees but was not prepared to comment on Ccawusa's informal status.

A Harwu spokesman said the Ccawusa group led by Papi Kganare had merged with Harwu, and Southern Suns-Holiday Inn workers were being organised by Ccawusa officials.

Hotel on skeleton staff as strike enters Day 2

Staff Reporter ARGUS 30/9/88 289

THE Arthur's Seat Hotel is operating on a skeleton staff as the strike by workers entered its second day.

Yesterday the Liquor and Catering Trades Union, which represents Karos workers in the Western Cape, said that about 100 employees had joined the national strike by Karos workers.

They were backing demands for the reinstatement of colleagues dismisséd after stayaways in June to commemorate June 16 and to protest against the Labour Relations Amendment Act.

Mr B Humphreys, the manager of the Arthur's Seat Hotel, said reports that more than 100 workers were on strike were "inaccurate" but declined to give the exact number.

Hotel workers on strike

By ANDRE KOOPMAN

MORE THAN 100 workers at the Arthur's Seat Hotel in Sea Point yesterday joined a strike of the Karos Hotels, the Hotel and Allied Workers' Union (Hawu) said.

Six Karos hotels have been affected by industrial action after the dismissal of a number of workers following the June 16 stayaway and a deadlock in wage negotiations.

The manager of the Arthur's Seat Hotel yesterday declined to comment on the strike and referred queries to his head office in Johannesburg where there was "no one available to speak to the press".

The union claims that Karos Hotels had dismissed 122 workers at the Karos Wilderness Hotel for commemorating June 16 and more than 70 workers at the Arthur's Seat Hotel.

More than half the workers at the Arthur's Seat Hotel earned less than R250 a month for a 54-hour, six-day work week, Hawu added.

In Johannesburg about 120 workers spent Wednesday night in the Johannesburger Hotel basement after being locked out on Tuesday.

Hawu met management yesterday afternoon to discuss the dispute.

Six Karos hotels hit by strikes

28/9/1988 BRONWYN ADAMS 30/9/88

SIX Karos hotels have been affected by industrial action after the dismissal of workers following the June 16 stayaway and a deadlock in wage negotiations, a Hotel and Allied Workers' Union (Harwu) spokesman said yesterday.

About 120 workers spent Wednesday night in the Johannesburger Hotel basement after being locked out on on Tuesday. They were still under police guard yesterday afternoon, he said.

Additionally, workers at Karos' Wilderness Hotel went on strike yesterday.

Eighty workers were locked out of Karos Bay Shore Hotel in Richards Bay.

Harwu met with management yesterday afternoon to discuss the disputes.

Karos refused to comment.

Sapa reported Johannesburg police liaison officer Capt Pierre Louw said there was nothing on record to show there had been any police action taken.

Cape Times 3/10/88

Strike at Karos hotel: Police hold 43 workers

~~45~~ 259

Staff Reporters

MORE THAN ~~40~~ striking hotel workers were arrested yesterday for trespassing after the management of the Karos Arthur's Seat Hotel in Sea Point allegedly "broke an agreement and called the police".

A police spokesman confirmed that 43 people had been arrested for trespassing at the hotel yesterday afternoon.

Six of the Karos group's hotels have been affected by industrial action since the dismissal of a number of workers following the June 16 stayaway and a deadlock in wage negotiations.

The Liquor and Catering Trades Union (LCTU) claims that Karos Hotels dismissed 122 workers at the Karos Wilderness Hotel for commemorating

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Cape Times 3/10/88 259

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Hotel strike

June 16 and two workers at the Arthur's Seat Hotel for the same "offence".

A union official said that workers at the hotel were picketing peacefully off the hotel premises yesterday and were singing in the canteen — an area agreed upon for workers to meet — when the general manager, Mr Bruce Humphreys, requested a meeting with shop stewards of the union.

"About 2pm the strike committee met with Mr Humphreys and he said that workers who were not living on the hotel premises must remove themselves within 10 minutes or he would call the police.

"Two police vans arrived. Mr Humphreys said he was telling the police to remove everyone from the premises. The police then moved in and arrested workers in the staff canteen."

The company had also evicted all workers.

Mr Humphreys, the hotel's spokesman, was unavailable for comment last night.

Four top Reef hotels hit by strike

JOHANNESBURG. Between 300 and 1 000 workers at four leading hotels here went on strike yesterday in a three-hour protest against the sacking of members of the Commercial Catering and Allied Workers' Union (Ccawusa), who took the day off on June 16, hotel management and the union said.

There were stoppages at the Sandton Sun, the Mill Park Holiday Inn, the Rand International Hotel and at Gold Reef City involving about 1 000 workers, a spokesman for Ccawusa said.

But Southern Sun/Holiday Inns management said about 300 workers were involved in the stoppages.

The union declared a dispute with Southern Sun and Holiday Inns management after the dismissal of workers who took off June 16. — Sapa

LATEST

Striker shot dead in hotel

JOHANNESBURG. — A striker was shot dead in the lobby of the Johannesburg Sun hotel today, police said.

Mr John Mkhize, a member of the Commercial, Catering and Allied Workers Union of South Africa, was employed at the Sun.

He was shot through the heart at close range by a policeman.

He had allegedly run into the lobby after an argument with another worker, who he chased into the hotel.

The Sun is one of the hotels in the Southern Sun/Holiday Inn chain that has locked out 2 000 workers since yesterday. — Sapa.

See page 4.

3 000 hotel workers on the Reef locked out

The Argus Correspondent

JOHANNESBURG. — At least 3 000 Southern Sun/Holiday Inn workers on the Witwatersrand were locked out yesterday as the dispute in the industry over June 16 worsened.

The lockouts followed similar action taken by the Karos Hotel Group last week, involving about 390 workers.

A Commercial, Catering and Allied Workers' Union (Ccawusa) spokesman, Mr Alan Hurwitz, said employees at all Southern Sun/Holiday Inn hotels on the Reef were threatened with dismissal unless they agreed by October 7 to the company's demand that they may be required to work on May 1 and June 16.

BRING TO A HEAD

The hotel group's spokesman, Mr Carl Ludick, said: "The legal lockout action is an attempt to bring to a head the six-month dispute over public holidays and illegal stoppages at the group's hotels."

He said if workers accepted the company's offer they would be reinstated with full benefits.

The hotel group has been hit by a spate of stoppages to protest against the dimissal of 142 workers for staying away on June 16 (the anniversary of the 1976 Soweto uprising).

STRIKE ACTION

Mr Hurwitz said the lockout was a company attempt to pre-empt strike action by Ccawusa, which intended taking a strike ballot at the hotels this week.

Mr Hurwitz added that at least 43 employees of the Karos group's Arthur's Seat Hotel in Cape Town were arrested at the weekend for alleged trespassing.

4/10/88

1 000 Reef workers locked out

28

Southern Sun, union deadlock

THE conflict between the Southern Sun hotel group and members of the Hotel and Restaurant Workers' Union (Harwu) — which resulted in 1 000 workers being locked out of company premises throughout the Witwatersrand yesterday morning — had reached a deadlock, a spokesman for the hotel chain said yesterday.

Karl Ludick said only 400 of about 3 000 workers affected by the lock-out had agreed to the company's terms.

The terms stipulated that staff must arrive for work on public holidays if they were scheduled to do so. On such days they would receive double pay, Ludick said.

The deadlock remained after talks between management and the union late yesterday morning.

The hotel management maintained that the public holiday-double pay agreement was reached with Harwu's consensus on January 8.

Earlier, a spokesman for the Commercial, Catering and Allied Workers' Union (Ccawusa) said workers at 12 Southern Sun hotels in the Johannesburg area had been locked out.

He said later the difference between Ccawusa and Harwu was "just technical", although Ludick maintained his company had never had dealings with Ccawusa.

The lock-out was accompanied by notices of summary dismissal, unless workers agreed — by October 7 — to the company's stipulation that they must work on May 1 and June 16, if scheduled to do so.

Ludick said he was expecting union members to consult and that further talks between the hotel chain's management and Harwu might take place.

Meanwhile, in the wake of a wage dispute involving Harwu and Karos Hotels, that company's management said yesterday that no disruption had taken place and "full alternative staffing requirements have been made throughout the country".

A statement from the group said when they had attempted to implement a wage increase, Harwu had invoked a clause in the Labour Relations Act to prevent management from doing so. — Sapa.

Hotel workers' union will contest lockout in court

By Adele Baleta

The Hotel and Restaurant Workers' Union intends to bring an urgent application to contest the legality of lockout action taken by the Southern Sun/Holiday Inn hotel group, a union spokesman said yesterday.

Management locked out about 3 000 union members at all the group's hotels on the Witwatersrand on Monday after a dispute over the recognition of June 16 and May 1 as holidays.

Management spokesman Mr Carl Ludick said between 400 and 600 workers had accepted the company's proposal that they might be required to work on May 1 and June 16 but would be paid double time.

The company has given workers until Friday to accept their proposal or be dismissed.

The union spokesman said some workers had accepted the proposal but management's figure of up to 600 was doubtful.

Mr Ludick said the group's hotels were functioning normally. Managers, trainees and casual employees were filling in for the locked-out workers and all facilities were open.

● The Karos Hotel group yesterday notified the Commercial Catering and Allied Workers' Union in Cape Town of its intention to take legal action against striking workers at the Arthur's Seat Hotel in Sea Point, Cape Town.

Employees at the Arthur's Seat and six other hotels in the Karos group nationwide are still affected by a strike over the dismissal of 125 workers for failing to report for duty on June 16.

2 300 are locked out

THE lock-out of 2 300 workers at 12 Southern Sun Hotels on the Witwatersrand comes in the wake of numerous illegal work stoppages in the last month, Mr Karl Ludick, the company's personnel director said in Johannesburg yesterday.

He said this was despite an agreement reached with the Hotel and Restaurant Workers' Union (Harwu) on January 8, this year.

The agreement "clearly made provision" for six public holidays a year, Mr Ludick said, and workers scheduled for those days would receive double pay, "as per various industrial council agreements."

Mr Ludick said Southern Sun had decided to institute a legal lock-out at all their hotels on the Witwatersrand, effective from 6am yesterday.

He said the company was insisting on an acceptance by employees that they were required to report for duty even if it was scheduled on public holidays.— Sapa.

Striker is killed in hotel foyer

By JOSHUA RABOROKO and SAPA

A STRIKING member of the Commercial Catering and Allied Workers' Union was shot dead in the lobby of a plush Johannesburg hotel yesterday.

The worker, Mr John Mkhize, who was employed at the Johannesburg Sun, was gunned down in the foyer of the hotel allegedly by an armed security guard at about 8am.

Members of Ccawusa at the hotel are on strike following a dispute over working on June 16.

A company spokesman yesterday confirmed the incident and said that Mr Mkhize had run into the lobby armed with a knife after an argument with another worker.

He allegedly chased a worker into the hotel and threatened to stab other people when he was gunned down.

A union spokesman, Mr Allan Hurwitz, said Mr Mkhize was shot at close range through the heart. No warning shots were fired, and no attempt was made to disarm him, he claimed.

The company is one of all the hotels in the Southern Sun/Holiday Inn chain which has locked out about 2000 workers as the dispute over working on June 16 worsened.

The hotel's operations were affected, but management engaged casual labour to run the business. However, the spokesman said "everything was under control".

A spokesman for the police public relations division in Pretoria, Capt Reuben Bloomberg, confirmed the shooting saying the man was shot by a policeman.

"At about 7.45am a black man was fatally wounded when he allegedly attacked and wounded two passers-by at the Johannesburg Sun.

"When a member of the SAP confronted him, he allegedly attempted to attack him with a screwdriver. The police force member fired a shot, fatally wounding the man," Capt Bloomberg said.

Lock-out hits hotel service

ELEVEN Witwatersrand hotels in the Southern Sun group affected by a two-day-old lock-out of 3 100 employees were yesterday offering only limited services to guests through the employment of casual labour.

And about 150 delegates attending a business seminar at the Johannesburg Sun yesterday signed a strongly worded petition condemning the shooting of Hotel and Restaurant Workers' Union (Harwu) member John Mkhize by a police constable in the hotel's foyer area yesterday morning.

Regarding the fatal shooting, Witwatersrand police spokesman Col Frans Malherbe said shortly before, Mkhize had stabbed passerby Gift Ngubane with a screwdriver. He then turned and charged Constable Wentzel, who drew his pistol and shot Mkhize in the left side of the chest from 2m.

However, two delegates who witnessed the shooting and signed the petition said Mkhize had been shot unnecessarily as four hotel security guards could have pounced on him but instead did nothing.

The union, meanwhile, was preparing an application to the Industrial Court to have the lock-out declared unlawful and/or unfair, and a spokesman threatened that strike action would spread to the rest of SA in both Southern Sun and the Karos group should the disputes over May 1 and June 16 — and, at the latter

● To Page 2

Lock-out hits 11 Witwatersrand hotels

● From Page 1

group, wages — not be resolved soon.

The dispute is over whether workers are entitled to time off on those days or are obliged to work if required, while receiving the normal double pay for working on a public holiday.

Southern Sun/Holiday Inns personnel director Karl Ludick said all facilities at the 11 hotels were being serviced; however, some restaurants and bars were operating on a limited scale.

Security guards at the Downtown Holiday Inn told people entering that the hotel was not accepting guests "because workers were on strike".

The Johannesburg Sun had only one restaurant operating in the lobby, and guests at the Rand International were told there would be no room service.

THIEF SHOT DEAD IN JAIL



Seven in

AT LEAST seven people wer
a head-on collision near the
the injured, Mr Petrus Nd

A BANK robber was shot dead and his accomplice wounded when police opened fire on them at the Johannesburg Prison after they received long jail terms from the Johannesburg Supreme Court on Friday.

The death of Mr Wesley Shongwe (25), of Alexandra Township has startled his family who believe that "there is more to the shooting than meets the eye."

The other prisoner, who was shot and wounded in the leg, is Hans Tselanyane, said South African Police liaison officer, Lieutenant-Colonel F G Malherbe.

By THEMBA MOLEFE

Bid

According to Col Malherbe, the prisoners were shot when they made an escape bid after one of the men had apparently got hold of a firearm from the Supreme Court soon after they were sentenced.

Shongwe, Tselanyane, Andrew Montoedi, Christopher Mthombeni, Frans Jele and Romeo Cronje were on Friday sentenced to terms ranging from 15 years to 20 years' imprisonment for robbing the Barclays Bank, Isando, of R313000 in 1986.

Col Malherbe said Tselanyane was shot and wounded in the leg when he and Shongwe attacked Warrant Officer Holmes, after Cronje had fired a shot with a .38 revolver.

A spokesman for the Shongwe family, Mr Bafana Sibanda, said they were deeply shocked by the incident and that they would "leave no stone unturned in getting to the root of the shooting."

He said they had already briefed attorneys who were looking into the matter.

The mother of Mthombeni, Mrs Maggie Mthombeni, said she feared for her son's life and that she would not rest easy after hearing of Shongwe's death.

"First it was the nightly raids after my son was arrested, with the police coming here almost daily to search the

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REPORTS, pictures and comment in this edition may be censored in terms of the Government's state of emergency.

Striker is killed in hotel foyer

By JOSHUA RABOROKO and SAPA

A STRIKING member of the Commercial Catering and Allied Workers' Union was shot dead in the lobby of a plush Johannesburg hotel yesterday.

The worker, Mr John Mkhize, who was employed at the Johannesburg Sun, was gunned down in the foyer of the hotel allegedly by an armed security guard at about 8am.

Members of Ccawusa at the hotel are on strike following a dispute over working on June 16.

A company spokesman yesterday confirmed the incident and said that Mr Mkhize had run into the lobby armed with a knife after an argument with another worker.

He allegedly chased a worker into the hotel and threatened to stab other people when he was gunned down.

A union spokesman, Mr Allan Hurwitz, said Mr Mkhize was shot at close range through the heart. No warning shots were fired, and no attempt was made to disarm him, he claimed.

The company is one of all the hotels in the Southern Sun/Holiday Inn chain which has locked out about 2000 workers as the dispute over working on June 16 worsened.

The hotel's operations were affected, but management engaged casual labour to run the business. However, the spokesman said "everything was under control".

A spokesman for the police public relations division in Pretoria, Capt Reuben Bloomberg, confirmed the shooting saying the man was shot by a policeman.

"At about 7.45am a black man was fatally wounded when he allegedly attacked and wounded two passers-by at the Johannesburg Sun.

"When a member of the SAP confronted him, he allegedly attempted to attack him with a screwdriver. The police force member fired a shot, fatally wounding the man," Capt Bloomberg said.



Locked-out hotel workers held a lunch-time placard demonstration outside the Johannesburg Sun yesterday.

Strike-hit hotels take legal action

By Mike Siluma,
Labour Reporter

Industrial action affecting at least 18 hotels countrywide and involving nearly 3 000 workers, continued yesterday as management proceeded with legal action.

A spokesman for the Hotel and Restaurant Workers' Union (Harwu) said yesterday that an application by the Karos hotel chain, seeking to restrain the union from conducting pickets and demonstrations on or near the premises of Arthur's Seat Hotel, was brought in the Cape Supreme Court yesterday.

In Johannesburg, a similar application against the union in the Rand Supreme Court was postponed this week until October 18.

At least seven of the group's hotels are presently affected by strike action in protest against the sacking of 125 workers for being absent from work on June 16.

Southern Sun workers, locked out since Monday, yesterday staged a lunchtime placard demonstration outside the luxury Johannesburg Sun, demanding, among other things, the reinstatement of more than 100 colleagues fired for absenteeism on June 16. The demonstration ended after the arrival of several van loads of policemen.

Southern Sun employees have been given until noon today to agree to work on June 16 and May 1.

However, Southern Sun spokesman Mr Carl Ludick said the company was "looking sympathetically at extending the deadline" due to the union's Industrial Court application against the lockout, due to be heard today. The company would oppose the application, he said.

According to a union spokesman, the union's argument is that the company has "no material interest" in the workers accepting management's demand that they be willing to work on June 16 and May 1 when required to do so.

The union feels that there is enough time to re-negotiate the issue before May 1 or June 16 next year.

The dispute between Southern Sun-Holiday Inn and Harwu centres on the company's insistence that workers agree to work on June 16 and May 1 when called upon to do so — at double pay. The union regards the days as symbolic, and wants working on those days to be optional.

Karos management could not be reached for comment at the time of going to press.

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Part of the crowd of nearly 1 000 locked-out Southern Sun employees demonstrating ...sterday for reinstatement of 140 colleagues dismissed for staying away from work on ...ne 16.

Picture: ROBERT BOTHA

Big SAP presence, says union

DEMONSTRATIONS in protest at the shooting of John Mkize, and the deeper issues of pay and recognition by the hotel industry of June 16 and May 1 as public holidays, were held yesterday by hundreds of Hotel and Restaurant Workers Union (Harwu) members throughout the country, a union spokesman said.

Harwu organiser Allan Horwitz said worker action in the vicinity of Karos Hotels was associated with an "unnecessarily large police presence".

Harwu had therefore appealed to Karos' and Southern Sun/Holiday Inns management to request the withdrawal of police and stressed the dispute was associated with labour and not security issues.

Southern Sun/Holiday Inns denied calling for police intervention, while

BRONWYN ADAMS

Karos declined to comment.

Horwitz claimed four unionists were arrested in Cape Town and one was beaten by police during demonstrations at the Johannesburg Sun.

He said 15 demonstrators were arrested at Pretoria's Church Square.

Horwitz claimed workers were blocked by police from entering the vicinity of the Southern Sun/Holiday Inns' Rand International Hotel where a worker was assaulted, but no arrests were made.

He claimed police tried to prevent picketing at the Johannesburg Sun despite agreements between management, SAP and Ccawusa.

DANIEL SIMON reports that the police directorate denied there were any arrests, and refused to comment further, saying details would given in today's unrest report.

Southern Sun personnel director Karl Ludick said management would await the outcome of today's Industrial Court application, being brought by the union on the legality of the lockout, before acting on the midday deadline for workers to accept management's position.

Karos reported interdicts were granted in its favour in the Johannesburg Supreme Court restraining union shop stewards and strikers from attempting to disrupt business at the Johannesburger Hotel.

Also, 58 strikers at the Arthur's Seat Hotel were restrained in a Cape Town Supreme Court ruling.

Harwu said it would oppose the rulings against it on the return dates.



Sisters Bernadette (front) and Lourdes Escorcio step in as chambermaids to replace workers who were locked out by management at the Jan Smuts Holiday Inn. ● Picture by Etienne Rothbart.

Wives, students replace workers at strike-hit hotels

Star 6/10/88

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By Adele Baleta

Schoolchildren, housewives and university and technikon students are standing in for thousands of workers locked out at at least 11 Southern Sun/Holiday Inn hotels on the Witwatersrand on Monday.

The hotel group's personnel director, Mr Carl Ludick, said bookings at all hotels were still being accepted.

Although the group was not advertising for schoolchildren, several 16-year-olds were helping out at the coffee shop at the Jan Smuts Holiday Inn.

ROOM SERVICE

"A contingent of housewives are attending to room service at the hotel, and students are working mainly in the restaurants," he said.

At least one restaurant and one bar was open at all hotels, he added, but there was only limited room service available.

A Hotel and Restaurant Workers' Union (Harwu) spokesman said the hotel group was exploiting replacement labour by involving them in a battle which did not concern them.

He said the dispute over May 1 and June 16 was a matter of principle for workers.

One hundred and fifty business people have condemned the shooting and killing of a union member, Mr John Mkhize, by a policeman in the Johannesburg Sun's foyer yesterday.

The delegates, who were attending a conference in the hotel at the time, signed a petition describing the shooting as "outrageous".

They collected R350 for the dead man's family.

Police said Mr Mkhize was shot in self-defence after he had stabbed another man.

COURT ACTION

A Harwu spokesman said the union intended bringing an urgent application to contest the legality of the lock-out by the company.

He warned that the dispute over holidays was a national issue, and added that a strike ballot would be held countrywide on the dismissal of 140 workers by the company for being absent from work on June 16.

The company claims that at least 700 of the 3 000 workers who were locked out on Monday have accepted the company proposal that they may be required to work on June 16 and May 1.

● The Karos Hotel group has notified the Commercial Catering and Allied Workers' Union in Cape Town of its intention to take legal action against striking workers at Arthur's Seat Hotel in Sea Point.

Sibasa, said the people, who included a three-month-old baby, were being held at the Masisi police station near the Zimbabwean border.

... police commissioner, Major General T R Mulaudzi, said the group were illegal immigrants "who were running away from Zimbabwe

Dr Tavenier said the cells were made of corrugated iron. "There are a lot of mosquitoes and the cells are extremely hot."

Hotel killing sparks protest

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A BUSINESS seminar held at the Johannesburg Sun hotel this week ended with a sour note after a worker was killed, prompting the 150 delegates to sign a petition protesting against the tragic incident.

The petition was presented to the management of the hotel after a striking member of the Hotel and Restaurant Workers Union, Mr John Mkhize, was gunned down by a policeman in the lobby of the plush hotel.

It is understood that Mr Mkhize had chased and threatened to stab people at the hotel which was hit by strike action over working on June 16.

All the delegates at the conference, organised by *Business Magazine* and entitled "tax for today's businessman", were shocked and dismayed by the excessive use of violence.

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South NEWS

Strike spreads

By CHIARA CARTER

THE strike at hotels belonging to the Southern Sun-Holiday Inn and Karos groups claimed a life when a striker was shot dead in the lobby of the Johannesburg Sun hotel on Tuesday.

Mr John Mkhize was shot in the heart by a hotel security guard after he chased another worker into the lobby following an altercation outside.

Mkhize was a member of the Commercial, Catering and Allied Workers Union (Ccawusa) and an employee at the hotel.

The shooting follows reports in the past week of a police presence at hotels affected by industrial action.

About 43 workers were arrested at the Arthur's Seat Hotel in Sea Point, part of the Karos group. A union spokesperson said that while workers were demonstrating outside the hotel, a contingent of police arrived.

Names to police

They claim the manager gave their names to the police who then arrested 43 workers for trespassing. One of the workers was released on Sunday night and the other 42 were released on bail the next day after appearing in the Cape Town magistrate's court. They are due to appear in court in a month's time.

There are unconfirmed reports that four workers were arrested outside the Johannesburger hotel after picketing on Friday.

According to a Commercial Catering and Allied Workers Union spokesperson 3 000 workers at 12 Johannesburg hotels were locked out by Southern Suns management on Monday this week.

Prempt a strike

He said this action was not prompted by any action on the workers' side, but appeared to be an attempt to preempt a strike ballot due to be taken at the Southern Sun-Holiday Inn group this week.

The ballot is over a dispute about the reinstatement of 142 workers dismissed for staying away on June 16. The hotels have been hard hit by protest action taken to demand the reinstatement of the workers.

Last week, all Witwatersrand employees of the group received a letter threatening them with dismissal if they did not agree to the company's demand that they may be required to work on May Day and June 16.

A spokesman for the hotel group, Mr Carl Ludick, said the lockout was a legal action taken to "bring to a head the six-month dispute over public holidays and illegal work stoppages at the hotels" and that workers who accepted the company's terms would be reinstated with full benefits.

In a statement released this week Karos Hotels confirmed that most hotels in the group had been subject to industrial action but said this was not affecting service at the hotels which had made alternative staffing arrangements.

Workers at Cape Town's Holiday Inn and Cape Sun are to consider industrial action in the coming week.

Order restrains Karos workers

KAROS hotel group yesterday obtained a Supreme Court interdict restraining its 58 striking employees from — among other things — interfering with guests.

A spokesman for the company said the interdict affected Mr George Nzuli and 57 other strikers, who were

By LEN MASEKO

on strike in protest against the dismissal of 125 employees fired by management for staying away from work on June 16. In addition, the interdict obtained in the Cape Supreme Court — restrained the 58 workers from:

Picketing

- Entering Karos-owned Arthur's Seat Hotel for the purpose of picketing, distributing pamphlets and displaying placards on the hotel premises;
- Interfering with and harassing guests; and
- Singing, chanting and "creating disturbance" while on the hotel premises.

Commuters demand season tickets

SCORES of bus commuters, mostly labourers travelling between Radium and Warmbaths and earning an average wage R200 a month, have appealed to the Bophu-

Union to contest legality of lockout by hotel group

The Argus Correspondent

JOHANNESBURG. — The Hotel and Restaurant Workers' Union intends to bring an urgent application to contest the legality of a lockout by the Southern Sun/Holiday Inn hotel group, a union spokesman said.

The management locked out 3 000 workers at the group's hotels on the Witwatersrand on Monday following a dispute over the recognition of June 16 and May 1 as holidays.

Management spokesman Mr Carl Ludick said 400 to 600 workers had accepted that they may be required to work on May 1 and June 16 and that they would be paid double time.

The company has given workers until Friday to accept the proposal or be dismissed.

IN QUESTION

The union spokesman agreed that some workers had accepted the proposal, but questioned the management's figures.

Mr Ludick said managers, trainees and casual employees were filling the positions of workers who had been locked out. There had been no cancellations of bookings and all facilities were open.

The Karos Hotel group yesterday notified the Commercial Catering and Allied Workers' Union in Cape Town that it intended to take legal action against strikers at the Arthur's Seat, Sea Point.

A union spokesman said the group intended to bring an urgent application restraining workers from picketing or demonstrating near or at the hotel.

The managment could not be reached for comment.

Employees at the Arthur's Seat and six other hotels in the Karos group nationwide are still affected by a strike over the dismissal of 125 workers for failing to report for duty on June 16.

FATAL SHOT

● There are conflicting accounts of the shooting yesterday of a worker in the lobby of the Johannesburg Sun.

Police claim that a policeman fired the fatal shot in self-defence.

According to the Hotel and Restaurant Workers' Union, the off-duty employee, Mr John Mkhize, was shot through the heart at close range.

A union spokesman, Mr Alan Hurwitz, said the union's information was that Mr Mkhize attacked another employee, Mr Gift Ngubane, outside the hotel during an argument. A policeman fired at Mr Mkhize.

Hotel spokesman Mr Ludick said: "According to our reports Mr Mkhize stabbed a man with a screwdriver outside the hotel and then ran inside shouting and tried to stab an employee at the reception desk."

The policeman told Mr Mkhize to put down the screwdriver but Mr Mkhize advanced towards him and was shot.

Mr Ngubane is in Hillbrow Hospital.

Court orders Southern Suns to end lock-out

SOUTHERN SUNS Hotels yesterday agreed to lift a week-long lock-out of 3 000 workers at 11 Johannesburg hotels following an Industrial Court ruling that the termination of the workers' contracts was invalid.

An application by the Hotel and Restaurant Workers' Union (Harwu) that the lock-out be declared unfair was, however, turned down by the court.

The court ordered that workers be permitted to return to work and restrained the hotel chain from excluding employees from their premises.

Reciprocally, the union undertook that members affected by the lock-out would not engage in strike action or work stoppages, pending the outcome of Section 43 proceedings concerning the dispute over workers' obligation to work on May 1 and June 16.

The union was ordered not to conduct strike ballots before the Section 43 proceedings.

A union spokesman yesterday told Sapa that more than 200 strikers demonstrated yesterday outside the Johannesburg Sun — scene of the fatal shooting of a striking worker.

Meanwhile Sapa reports that, according to a Harwu spokesman, 14 Karos Hotel workers were yesterday detained for picketing.

"We have received reports that four strikers from the Safari Hotel, Rustenburg, were detained for picketing and 10 more from the Manhattan Hotel, Pretoria, were also detained," the spokesman said.

Cape hotel workers to vote on strike

Labour Reporter

HOTEL strikes appear set to spread following ballots in the Transvaal.

A spokesman for the Liquor and Catering Trades Union (LCTU) in Cape Town said that Southern Sun employees in the Transvaal had voted to strike and voting locally would take place next week.

And strikes at Karos hotels in the Cape and Transvaal, backing employee demands for the reinstatement of workers dismissed after taking off June 16, continue.

Hearings opposed

The LCTU spokesman said the union also opposed disciplinary hearings scheduled for Monday arising out of the strike at the Arthur's Seat Hotel in Sea Point and there was a fair chance they would not take place.

In Johannesburg the Industrial Court has ordered Southern Sun to lift the lockout of about 3 200 workers engaged in industrial action over dismissals following stayaways on June 16 and the cancellation of the recognition agreement.

Businessmen slam police killing of city hotel worker

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CAWM
9/10/88

By KERRY CULLINAN

THE Hotel and Restaurant Workers Union has called for a commission of inquiry into the fatal shooting of John Mkhize – a steward at the Johannesburg Sun – by a police constable this week.

It is also looking into the possibility of laying charges against the police, and is contacting some of the 80 businessmen who witnessed the early morning shooting.

The hotel has been fraught with tension since Monday, when management locked out over 2 000 striking workers at 11 Johannesburg Southern Suns hotels and Holiday Inns.

The strike was sparked off after 140 workers were fired for staying away from work on June 16.

Southern Suns has subsequently cancelled the union's recognition agreement, and workers have been given until noon today to return to work.

According to Harwu official Allan Horwitz, no attempt was made by hotel security to restrain or disarm Mkhize, who was allegedly threatening people with a screwdriver in the foyer of the hotel.

"Given the tension around the lockout, bosses didn't act quick enough to prevent the killing," said Horwitz, who said Mkhize was even on strike, but had just come off shift duty.

Meanwhile, 150 businessmen who were attending a tax seminar at the hotel, sent a petition to the hotel's management, expressing their disgust at the shooting.

Alec Diamond, who witnessed the killing, said "all the man was doing was screaming and shouting for five to 10 minutes."

"When he was downstairs, he was looked upon as a bit of a clown. That is how little of a threat the people watching him regarded him as," Diamond said.

Harwu has indicated that workers will not go back to work until those fired in June are reinstated.

Meanwhile, the group's personnel director, Carl Ludick, said the group would look at recruiting new staff on Monday, but hoped to meet the union beforehand to resolve the issue.

Harwu is also involved in strike action over the same issue at seven Karos-con[redacted]tels.

Big losses as strike action hits 18 hotels

By Robyn Chalmers

EIGHTEEN hotels across the country have been hit by industrial action which has seriously affected service and cost many thousands of rand.

The hotels, belonging to the Southern Sun and Karos groups, have had well over 3 500 Hotel and Restaurant Workers' Union (Harwu) members on strike and were employing women, children and students to fill in.

In an industrial court ruling on Friday, however, Southern Sun was ordered to lift its lockout of about 3 000 workers which it imposed on Monday.

Workers have been temporarily reinstated on the condition that they do not strike or hold ballots.

Revival

The strike started at a time when hotels are just beginning to feel the effects of a revived local and international tourist market, brought on by perceptions of decreased township unrest and good foreign exchange rates.

The stoppage led to over 700 workers being sacked at seven Karos Group hotels, the lockout of about 3 000 workers at 11 Southern Suns hotels and widespread demonstrations.

It was also plagued by arrests and marred by the death of one worker. Harwu steward John Mkhize was shot and killed by a policeman in the lobby of the plush Johannesburg Sun on Tuesday this week.

Mr Mkhize was creating a disturbance in the hotel by waving a screwdriver in the air and threatening surrounding people when he was shot.

The incident was soundly condemned by the union and 200 delegates attending a conference at the hotel — of whom about 80 witnessed the incident.

Karos Hotels obtained an urgent order in the Cape Supreme Court on Thursday against 58 strikers at the Arthur's Seat hotel restraining them from entering the hotel's premises for the purposes of, among others, singing, chanting, picketing, distributing pamphlets and displaying placards.

Under the order they may not unlawfully interfere with or obstruct the normal, lawful operation of the hotel.

In Johannesburg a similar application against the union in the Rand Supreme Court was postponed this week until October 18.

Both hotel groups were involved in disputes over whether workers are allowed time off on declared public holidays — especially June 16 and May 1 — or are obliged to work if required while receiving double pay on those days.

Other reasons for the strike were the harsh conditions of employment experienced by hotel workers and the poor wages they are paid.

A spokesman says the industrial council has set a minimum wage of R350 a month for a six-day, 50-hour week in the Johannesburg area and a minimum of R180 a month in rural areas for a 56-hour week.

Harwu is demanding that management accept the principle of voluntary work on May 1 and June 16, and the reinstatement of 140 workers dismissed from Southern Sun/Holiday Inns and the 125 dismissed from Karos after failing to attend work on June 16.

289 Times.

Campaign 9/10/88.

The union has accused the hotel employer body Fedhasa of co-ordinating a campaign among its members aimed at destroying the trade union alliance organising hotel workers.

At the federation's annual general meeting in Durban two months ago, a fund was set up to assist member companies in litigation against the union.

A Fedhasa spokesman denies that employers want to destroy the unions, and stresses that the federation is a national body which does not get involved in individual disputes.

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Mass firings, lockouts and a killing rocks hotel industry

Simmering conflict in the hotel industry boiled over this week writes EDDIE KOCH and GAYE DAVIS

THE fatal shooting of a striker in the foyer of Johannesburg's prestige Southern Sun hotel this week highlighted a national build-up of labour conflict in the catering industry.

Lunchtime demonstrations by union members; mass sackings in the Karos group where 700 workers at seven hotels are on strike; a lockout of 3 000 workers at 12 Southern Suns hotels in Johannesburg; two supreme court cases and an industrial court hearing in one week; and union plans to ballot workers in hotels across the country for a national strike are just some of the signs of turbulence in the sector.

Union member John Mkhize was gunned down by a police constable on Tuesday morning in the foyer of the Johannesburg Sun hotel as the group locked out 3 000 workers at 12 of its hotels in the city who were planning industrial action over management's refusal to grant May Day and June 16 as workers' holidays.

The workers have been given until noon today to accept the company's position on the issue or be dismissed. In a bid to preempt the move, the Hotel and Restaurant Workers' Union (Harwu) is going to the industrial court this morning in an attempt to have the lockout declared illegal.

MUSA ZONDI reports that some 400 Southern Suns workers yesterday staged a lunch-time demonstration outside the Johannesburg Sun to protest at the lockout of their colleagues and the shooting of Mkhize.

Placard-carrying demonstrators attempted to march through the city but were dispersed. Security force action cannot be reported in terms of emergency regulations

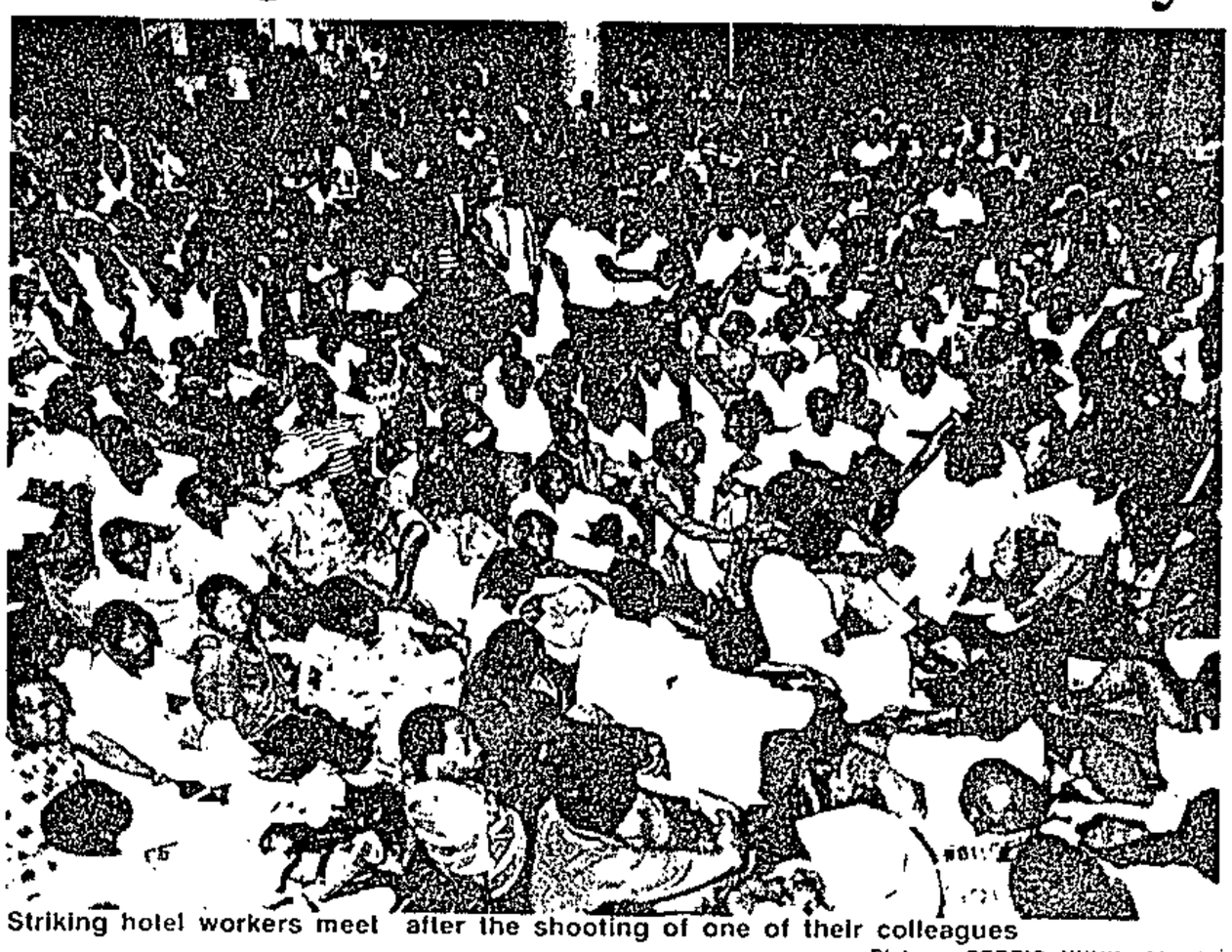
On Monday next week Harwu will begin balloting some 10 000 members at 54 Southern Suns hotels in preparation for a national strike to protest at the group's refusal to allow workers to take the days off. Management says it is prepared to pay workers at holiday rates for working on these days but refuses to allow them time off.

Southern Suns representative Karl Ludick told reporters that management's version of the holiday arrangement was agreed to by Harwu in a meeting on January 8.

Meanwhile 150 delegates to a business seminar held at the hotel at the time of the shooting have signed a petition protesting at the killing. The businessmen, echoing allegations made by the union, say excessive force was used against the worker.

Mkhize was gunned down by a constable after he chased people in the foyer with a screwdriver and threatened to stab them. Witnesses say Mkhize was aggressive but not a threat to life. Police headquarters in Pretoria say the policeman acted in self-defence.

Four hotels which form part of the Karos group have been hit by two weeks of legal strike action by some 700 union members who are demanding wage increases and are protesting over the mass dismissal of workers who took part in the stayaway on June 6,7 and 8.



Striking hotel workers meet after the shooting of one of their colleagues

Picture: CEDRIC NUNN, Afrapix

The Karos workers want 125 workers reinstated. They are also demanding a minimum wage of R475 a month with increases backdated to the beginning of September and a five-day week. Management has offered to increase average wages of R250 a month to R475 over a two-year period and refuses to reduce the six-day shift.

On Wednesday Karos was granted an interim interdict in the Rand Supreme Court which bars strikers at the Johannesburger Hotel from picketing or entering the hotel premises. A similar application was due to be heard by the Cape Town Supreme Court yesterday.

In Cape Town, 61 workers at the Arthur's Seat Hotel in Sea Point went on strike last Thursday, said Mark Ramsden of the Liquor and Catering Trade Union which represents Karos workers in the Western Cape.

On Sunday, 43 workers were arrested in the canteen and held overnight at the Sea Point police station.

Ramsden alleged the hotel called in police in breach of an agreement reached with the union.

On Tuesday afternoon Karos served papers on the union in an application for an urgent interdict restraining workers from interfering with customers/guests and disrupting the hotel's operations.

Tension has been building up in the industry since the stayaway in June which was supported by large numbers of hotel and catering workers, says Harwu representative Allan Horwitz. Since then hotel managements have conducted a concerted campaign to contain the growing strength of the union, which first began organising black catering workers in 1986.

Horwitz said the hotel employer's association, Fedhasa, is co-ordinating a campaign among its members to "show the union who is the boss". At the federation's annual meeting in Durban two months ago a fund was set up to assist all member companies in litigation against the union.

Southern Suns, by far the biggest hotel chain, has also given notice that it wants to scrap the recognition agreements it has signed jointly with Harwu, the Cape Liquor and Catering Employees' Union and the Natal Liquor and Catering Employees Union. Harwu is planning industrial court action to prevent this.

Other reasons for worker militancy, said Horwitz, were the harsh conditions of employment experienced by hotel workers and the conservative attitudes of managers at rural hotels

"Historically catering work was treated as an extension of domestic work and wages and conditions of service reflect this," he said. "In the Johannesburg area the industrial council has laid down a minimum wage of R350 a month in return for a six-day, 50-hour week. In the rural areas the minimum wage is R180 a month for a 56-hour week."

Fedhasa executive director Fred Thermann denied his body was co-ordinating a campaign to hamstring unions and stressed the federation was a national body which did not intervene in individual disputes.

He denied that Fedhasa had set up a fund to facilitate litigation against unions but acknowledged this might have been done by the local employers' association in Durban.

Harwu and its sister union in the Cape form part of the Commercial Catering and Allied Workers' Union (Ccawusa), an affiliate of the Congress of South African Trade Unions. Together they have some 20 000 members around the country. Ccawusa split last year when attempts were made to merge all the catering unions in the country and Harwu belongs to the Kganare faction which is officially recognised by Cosatu. The Natal union involved in the Southern Suns clash is an affiliate of the National Council of Trade Unions (Nactu).

'Escaped' detainee still missing. Vlok to meet father

By GAYE DAVIS
Cape Town

MINISTER of Law and Order Adriaan Vlok has agreed to meet the father of missing Mamelodi activist Stanza Bopape whom police claim escaped from custody two days after he was detained.

Vlok will meet Matome Bopape in Pretoria on Tuesday amid mounting concern over Bopape, who has not been seen nor heard from since his alleged escape. He was detained by police on June 10 and held incommunicado under Section 29 of the Internal Security Act, which provides for indefinite detention for interrogation purposes.

The meeting was requested by independent MP Jan van Eck on "humanitarian grounds" to clarify "disquieting facts" which "raised a number of questions":

- Bopape, general secretary of the Mamelodi Civic employed by the Community Resource and Information Centre (Cric), had neither been seen nor heard of since his "escape";
- Police, who have said they were investigating his "escape", had yet to visit Bopape's home to question his family;
- Police told the family's lawyers of Bopape's "escape" on July 4. They said Bopape, who was detained on June 10, had escaped on June 12. However, between June 12 and July 4 police communicated with the family's lawyers on three occasions over visiting rights and never mentioned that Bopape had escaped;
- Police refused to answer a question put by the family's lawyers inquiring whether Bopape was wearing leg-irons and handcuffed at the time of his "escape", which police said occurred when their vehicle had a flat tyre near De Deur.

Concern is also mounting for a colleague of Bopape's, Bheki Nkosi. He was detained at the same time and held with the missing activist. He was released and then re-detained on September 7.

"We believe he could have vital information about what happened to Bopape," Van Eck said. "There are reasons to fear for his safety in detention."

Van Eck sent a telegramme to Vlok on September 9 expressing concern and asking that Nkosi be seen by a private psychiatrist — he underwent treatment for post-traumatic stress after his initial release. Van Eck sent a follow-up letter. The letter and the telegramme were acknowledged by Vlok but there had been "nothing further", Van Eck said.

Hotel staff return to work as lockout ends

Cape Times 10/10/88

Own Correspondent

JOHANNESBURG. — Most Southern Suns employees returned to work yesterday by 7am after a week-long lockout affecting 11 hotels.

Southern Suns-Holiday Inns human resource director Mr Karl Ludick said that by yesterday afternoon there had been no reported incidents from any of the hotels and most workers had returned to work according to the agreement.

He said that during the past week, Southern Suns had operated on a 50% staff complement of casual labour, students, houswives and some employees.

He said he believed Southern Suns had rendered an "average service" throughout the week and had guaranteed the functioning of one bar and one restaurant.

On Friday, Johannesburg Industrial Court member Mr Mohammad Bulbulia ruled that the termination of the contracts of employment of workers locked out by Southern Sun be declared void.

Hotel groups spurn unions

JOHANNESBURG. — Two hotel groups want to cancel their agreements with an alliance of three catering unions, according to an organiser for the Hotel and Restaurant Workers' Union.

The alliance had agreements with 54 Southern Sun/Holiday Inns hotels and eight Karos hotels.

Mr Allan Horwitz said Southern Sun/Holiday Inns and Karos Hotels had issued notices of termination of recognition agreements with the alliance, made up of Harwu, the Commercial Catering and Allied Workers' and the Cape liquor unions.

Southern Sun/Holiday Inns personnel director Mr Karl Ludick confirmed that he had given notice of termination of procedural agreements as unions within the alliance could not agree on strategies when entering into negotiations with management.

A Karos representative would only deny that his management had withdrawn recognition.

Mr Horwitz said Harwu would declare a dispute and added that Karos and the alliance were to meet today to discuss re-employment of 125 people dismissed after June 16, pay increases and recognition.

Harwu threatens fresh dispute

Hotels ditch agreements with unions

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B/day 12/10/88

SOUTHERN Sun/Holiday Inns and Karos Hotels have terminated their recognition agreements with the alliance of three hotel unions, Hotel and Resturant Workers' Union (Harwu) organiser Allan Horwitz said yesterday.

Southern Sun/Holiday Inns human resources director Karl Ludick confirmed he had given Harwu notice of the termination of procedural agreements.

A Karos representative denied that management had withdrawn recognition but preferred not to make any further comment.

Ludick said they had taken the action because the unions in the alliance had been "incapable" of agreeing on common strategies when negotiating with management.

He also blamed the alliance for the conflict experienced by the industry, which has resulted in strikes and lockouts at hotels countrywide.

Members of the alliance include Harwu, the Commercial Catering and Allied Workers' Union of SA (Ccawusa) and the Cape Liquor Union.

BRONWYN ADAMS

They had concluded agreements with 54 Southern Sun/Holiday Inns hotels and eight Karos hotels.

Horwitz said Harwu would declare a dispute over the cancellation of the recognition agreements.

Ludick said his group had been approached by Harwu to discuss an out-of-court settlement of the public holiday issue, which sparked the strikes.

The strike by Harwu's 700 members — 80% of the workforce — at seven out of 11 Karos hotels was continuing, Horwitz said. But all workers at Southern Sun/Holiday Inns had resumed work by yesterday without any incidents.

Horwitz added that Karos and the alliance were scheduled to meet today to discuss the re-employment of 125 workers dismissed after June 16, as well as increases and recognition.

Karos workers return

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Business Day 13/10/88

KAROS Hotel employees belonging to the Hotel and Restaurant Workers' Union (Harwu) were resigning their membership daily and returning to work at many of the group's hotels, a Karos representative claimed yesterday.

Management said this meant union members were abandoning the strike.

Karos confirmed the union was in breach of its recognition agreement and said a meeting scheduled for yesterday was cancelled by Harwu.

The meeting was arranged to discuss the dismissal of 125 workers following the June 16 stayaway, wages and the alleged

BRONWYN ADAMS

withdrawal of recognition of the union alliance, Harwu spokesman Allan Horwitz said.

Management was unprepared, however, to give details on both the number of union resignations and strikers returning to work.

Horwitz said the strike was still effective and he had no knowledge of management's allegations.

Horwitz said police were again called in by Karos to intervene during picketing outside the Johannesburger Hotel.

A police spokesman said no incidents were reported yesterday.

Star 14/10/88

Public picket at Karos hotel

By Adele Baleta

At least 30 members of the public held a placard demonstration outside the Karos Johannesburger Hotel yesterday in support of workers on strike over pay increases and the dismissal of 125 colleagues for staying away on June 16.

Employees at seven Karos hotels countrywide have been holding daily demonstrations.

Some of the slogans on the placards carried by members of the strikers support group who stood outdside the foyer of the Twist Street hotel read: "I won't stay in Karos Hotels" and "We support workers who were fired on June 16".

Two members of the South African Defence Force told The Star they had been called by management to monitor the situation.

A Hotel and Restaurant Workers' Union (Harwu) spokesman said the union had sent a telex to the Commissioner of Police requesting that they stop interfering with people who were picketing legally outside Karos hotels.

He said the union would apply for an urgent interdict to restrain the police from harassing demonstrators.

He said Harwu was also considering taking the company to the Industrial Court to prevent management of the Karos Johannesburger Hotel from holding disciplinary hearings, relating to intimidation, while the strike was still on.

Company comment was unavailale at the time of going to press.

Hotel union denies workers have quit

By Adele Baleta

The Hotel and Restaurant Workers' Union (Harwu) has strongly denied allegations by the Karos hotel group that workers have resigned from the union.

In a statement, Harwu said management's claims that there had been mass resignations and that striking Karos employees were returning to work were "totally unfounded".

Seven of the group's hotels have been hit by strikes over pay increases and the dismissal of over 100 employees for staying at home on June 16.

The union said that it would take legal action if Karos refused to publicly retract its claims.

A company spokesman said that a number of workers had resigned from the union and some strikers had returned to work.

The spokesman said a meeting between the union and management would be held today to discuss the dispute.

17/10/88 B/day

Hotel strike: war of words

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BRONWYN ADAMS

KAROS Hotels has been challenged to justify its claim that workers are abandoning their strike and quitting the union.

The challenge was issued at the weekend by the Hotel and Allied Workers' Union (Harwu), which threatened legal action against the hotel group if it did not publicly retract its claim.

Union official Allan Horwitz said the three-week-old strike by 700 members over June 16 dismissals and a wage dispute was still strong and accused Karos of furthering a "strategy of disinformation".

A Karos representative said management had declined to comment.

Horwitz also criticised Southern Sun/Holiday Inn human resource director Karl Ludick for terminating recognition agreements with the union alliance.

Ludick could not be contacted.

70 arrested in Karos strikes

BRONWYN ADAMS

THE six-week-old strike at seven Karos hotels throughout the country resulted in more disruptions this week with 70 Hotel and Allied Workers of SA (Harwu) members being arrested, union spokesman Allan Horwitz said yesterday.

He said police action continued at most of the hotels on strike. He also claimed that the manager of the Karos hotel in Richards Bay had admitted that management had called in the police last Sunday to prevent strikers from legally picketing off the hotel premises.

A police spokesman in Pretoria refused to comment.

A Karos representative denied calling in police where picketing occurred off company premises.

Horwitz said 52 workers from Rustenburg's Safari Hotel were arrested after four people were held by police when they distributed union pamphlets in the town. They were expected to appear in the Rustenburg court today.

Another 12 workers from the Manhattan Hotel were charged with intimidation in Pretoria yesterday but were released on R200 bail each.

Six workers from the Johannesburger Hotel were to appear in court on Tuesday also on charges of intimidation.

Horwitz said Karos and Harwu would meet late next week to discuss all the issues in dispute.

Karos management refused to comment.

ed to launch a patrol boat donated [illegible]
the South African Navy.

CPT Times 28/10/88

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Hotel workers arrested

JOHANNESBURG. — THE six-week-old strike at seven Karos hotels throughout the country remained unresolved and 74 members of the Hotel and Allied Workers of SA (Harwu) were arrested, union spokesman Mr Allan Horwitz said yesterday.

289 Sunetra 28/10/88

HOTELS SEAL WAGE DEALS

By LEN MASEKO

THE Commercial Catering and Allied Workers' Union of South Africa has concluded wage agreements with two Johannesburg hotels.

Ccawusa official Mr Elias Silala said the union has negotiated a minimum wage of R462,50 at Protea Gardens and R410 at Mark Hotel.

Mr Silala said the Protea management has agreed to — among other things — an across-the-board increase of R100; March 21 and June 16 to be recognised as paid holidays; improved maternity benefits; and compassionate leave of seven days.

At Mark Hotel, the Ccawusa official said, union members — as a result of the negotiations — would receive an across-the-board increase of R90, a bonus equal to a week's salary and a merit increase. June 16 would be regarded as a paid holiday and March 21 would be exchanged with one of the existing public holidays.

Hotel strikers stage city protests

By CHRIS BATEMAN

ABOUT 80 Karos Arthur's Seat Hotel workers marked the 30th day of their legal strike yesterday by holding council-approved one-man placard demonstrations in Sea Point's Main Road.

The hotel's general manager, Mr Bruce Humphreys, said the demonstrations and strike by more than 60% of his staff were no longer causing any problems in the running of the hotel. "We've employed casuals and things are running extremely well. We've had very few complaints from guests, mainly compliments," he said.

The strike is part of nationwide protest by an estimated 500 members of the Commercial, Catering and Allied Workers' Union (CCAWUSA) and affects seven hotels.

It is to protest at the June 16 dismissals of 122 workers at the Karos Wilderness hotel. "Equally important" were minimum wages and allegedly unfair final-warning hearings after June 6, 7 and 8 stayaways, a Johannesburg co-ordinator said.

Sixty-four workers — 52 in Rustenburg and 12 in Pretoria — have been arrested during the strike.

A mediator has been appointed and hearings are set to begin in Johannesburg on November 3 and 4.

Karos strike moves into mediation

Own Correspondent

CAPE TOWN — A mediator in the Karos Hotels legal strike dispute, over the June 16 dismissal of 122 workers from the Wilderness Karos Hotel, has been appointed and hearings will begin in Johannesburg on Thursday and Friday, management and Commercial, Catering and Allied Workers Unión (Ccawusa) spokesmen say.

The union is also opposing a Karos application in the Rand Supreme Court tomorrow to have six Johannesburger Hotel workers barred from entering the hotel premises.

The strike, in its 34th day today, has seen 52 workers arrested in Rustenburg last week and 12 in Pretoria, the latter pleading not guilty to charges of intimidation before a Pretoria magistrate on Thursday.

Five-hundred Ccawusa members are striking at seven of the group's hotels.

□ Karos Hotels last week denied that the Hotel and Restaurant Workers' Union — a Ccawusa breakaway group — had achieved a majority at the Mont-aux-Sources Hotel, reports Sapa. The union said it would hold a strike ballot there this week.

300 workers

Hotel chain 'to retrench strikers'

By Adele Baleta

The Karos Hotel chain will begin retrenching striking workers on January 1, according to a Hotel and Restaurant Workers' Union (Harwu) spokesman.

He said the Karos group announced its intentions at a meeting this week, the 10th week of the strike over a demand for the reinstatement of about 100 employees who were fired by the hotel chain for absenteeism on June 16.

The union regarded the proposed retrenchment of 254 out of 500 striking workers as disguised dismissals, the Harwu spokesman said.

He said management's withdrawal of previous wage offers and its tabling of a lower offer at the meeting was "another form of punishment" for striking employees.

Karos management maintained that its retrenchment campaign was part of a productivity drive to bring staffing levels in line with the rest of the industry.

Responding to the dispute over wage increases, the spokesman said when the group wanted to implement wage increases on September 1, it received a court interdict initiated by the union restraining it from implementing a unilateral wage increase.

The spokesman said new staff had been employed since the start of the strike on the new scales of pay.

Sacked city hotel strikers bid for jobs

EMPLOYEES of the Vineyard and Town House hotels, dismissed for taking part in a three-day stayaway in June, have applied for their reinstatement in the industrial court.

The 97 workers, who between June 6 and 8 protested against the Labour Relations Amendment Bill and restrictions placed on the Congress of SA Trade Unions, were dismissed in mid-June after disciplinary hearings.

The workers, who were all members of the Liquor and Catering Trade Employees' Union, claimed that stayaways were a legitimate form of protest for blacks.

Jobs: '89 looks good for those with drive

Cape Times 26/11/88 (289)

By ELAINE DURBACH

NEXT year promises greater opportunity for jobseekers than the past four — but competition will be tougher.

The same cautionary encouragement comes from employers, counsellors and employment agencies: skilled people are needed but the economic picture is too cloudy for employers to welcome risks. Jobs will go to those who inspire confidence in their ability.

Those leading the job hunt, young white males, are finding competition on all sides. With training courses — public and private — opening to all races and women being welcomed all-round ability is being tested as never before and demand for experience is giving the edge to those already in the swim.

People are Cape Town's strength — as tourists or incoming workers; their needs spell demand for goods and services and thus for jobs. It is estimated that for every 11 tourists a job is created.

But people also mean competition and the region now has a higher ratio of workers to jobs than exists in the Transvaal. A business executive cited an example: two companies advertised for computer staff. In Johannesburg 45 people responded; in Cape Town 250.

It is not necessarily negative. Sonja Muller, regional manager of Drake International, describes the local situation as more "balanced" and therefore healthier in terms of salary expectations and competition.

Perceptions

Colin McCarthy, director of the Cape Chamber of Industries, said: "The order books look better than the perception surveys indicate, particularly in the Cape where the mood tends to be gloomy. People are anticipating a tough time and a downturn in business would result in fewer jobs. But in fact, except in certain areas, consumer demand does not seem to be diminishing."

There is certainly an awareness of potential growth in the region. With the Mossgas project taking off on the Cape south coast, the UN Transition Assistance Group (Untag) coming into Namibia and plans for the Stellenbosch Technopark rapidly taking shape, the demand for locally supplied commodities could surge.

A leading Johannesburg white-collar recruiter is moving down to Cape Town — a gesture of faith in the local job market — though he was too guarded to want the move publicised.

Employers are looking for people, Drake's Sonja Muller said, but they were hesitant, waiting to see which way things would go in the new year, whether there was going to be a downswing. The combined uncertainty in recent months about factors such as tax changes, rising interest rates and the American presidential election had frozen some sectors of employment.

"I don't believe it's as bad as people think it's going to be," she said.

Public sector

For the first time in six years, South African Transport Services is recruiting from outside its own ranks, according to a Western Cape spokesman.

Cost-cutting, restructuring and privatisation since 1982 has meant the loss of 100 000 jobs and most replacements had come from internal transfers. Outside applicants were now being considered, particularly for clerical positions (requiring a minimum of a standard eight) and as train drivers and heavy-duty drivers (with standard six, and a code 11 or 14 driver's licence). Race was not a consideration.

The raised educational require-

☐ To Page 14

Oh for 170 000 tourists...

IF THE calculations are right and every 11 tourists generate one more local job then another 15 500 jobs of all kinds should be within reach in the Western Cape.

All that's needed, says Professor Marius Leipold of Stellenbosch University who drew up Captour's newly approved Business Plan, is a way to attract another 170 000 tourists.

The Western Cape is expecting 500 000 tourists for 1988. It sounds a lot and it is 70 000 more than last year but it still adds up to only a 15% share of the country's tourism. The Cape needs to lure another 5% of the market.

Those working on the problem say the Cape's distance from Johannesburg and the unpredictable nature of the weather give Durban the edge. To overcome that, they are chasing three types of visitor: holidaymakers, business and professional groups and special interest visitors such as botanists, climbers or sailors. That demands expansion in a diverse range of services.

With local hotels 90% booked and more for December more visitors could cause problems with accommodation. The goal is to sell the Western Cape as a year-round attraction. The tourism season has already been extended from the six-weeks of 10 years ago to around six months.

Karos to fire strikers

9M Times 29/11/88

Own Correspondent

JOHANNESBURG. — The Karos hotel group, into the tenth week of a strike by members of the Hotel and Restaurant Workers' Union (Harwu), yesterday gave notice of its intention to retrench more than half of the 500 strikers, a union spokesman said.

Alan Horwitz said the proposed retrenchments of 254 employees were clearly dismissals in disguise. The union was taking legal advice.

Karos spokesmen were unavailable for comment.

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Karos strikers: Charges dropped

Court Reporter

FORTY-THREE Sea Point hotel workers, who had been arrested for trespassing while on a legal strike on October 2, had charges against them withdrawn in Cape Town Magistrate's Court yesterday.

Charges were withdrawn in absentia and before they were asked to plead.

Mr B van Eck was the magistrate. Mr D Horne prosecuted.

Minister denies misusing position

CM Times 5/12/88 (289)

JOHANNESBURG. — The Minister of Manpower, Mr Pietie du Plessis, has referred a front-page Afrikaans Sunday newspaper article to his lawyers to "consider the necessary steps" against the paper and others involved.

A statement late last night from the minister said it was very clear that Rapport's front-page lead story was aimed at damaging Mr Du Plessis's integrity and honesty, among other issues.

The article detailed allegations that state machinery, and in particular full-time personnel of the Department of Manpower, had been misused to the benefit of the Du Plessis group of companies.

The statement said Mr Du Plessis had not been contacted for comment and this ran contrary to the practice of good journalism.

Mr Du Plessis denied strongly the contents of the Rapport article, saying he had never misused his position or personnel.

In another development yesterday, it was learnt that the advocate-general, Mr Justice Piet van der Walt, had not approved the newspaper story, as the newspaper claimed. The judge declined to comment.

The deputy leader of the Conservative Party, Dr Ferdie Hartzenberg, yesterday called on Mr Du Plessis to resign. — Sapa, Own Correspondent

Rapport claims Van Tonder was involved in various negotiations on behalf of the Du Plessis companies.

He is currently busy with an investigation into a property deal involving Du Plessis junior and said yesterday he hoped to submit his report to Parliament by early next month.

The investigation followed a complaint of possible improper advantage or enrichment after Du Plessis bought the building for R2m in June last year.

Rapport says the documents it holds also refer to dealings with certain officials from the Department of Education and Training, and to Defence Force personnel who were allegedly required to search several buildings related to the Du Plessis companies for listening bugs.

Strike ends

Sowetan 6/12/86

By LEN MASEKO

THE 10-week-old strike by Karos hotel employees has been resolved, a spokesman for the Hotel and Restaurant Workers' Union said yesterday.

The Harwu spokesman said the two parties had agreed on various issues including a minimum wage of R350 a month and an across-the-board increase of R50 a month.

Harwu members were expected to report for duty at six Karos hotels today, he said.

Karos employees downed tools at the company's hotels about three months ago, demanding wage increase and the reinstatement of their 125 colleagues who were dismissed for observing a June 16 stayaway this year.

The Harwu spokesman said the case of the 125 employees would be referred to the Industrial Court.

Hotel group and union reach pay agreement

THE Karos hotel group and the Hotel and Restaurant Workers' Union (Harwu) have reached agreement on wages and dismissals — the issues which sparked a 10-week strike — union spokesman Alan Horwitz said yesterday.

However, there would be no return to work until agreement had been reached on management's attempt to link a retrenchment exercise to the settlement, he said. The group

ALAN FINE

planned to lay off about 250 employees. He said management should address the matter separately. The union considered it to be bad faith bargaining for Karos to link it to the settlement.

A Karos spokesman said a national wage agreement was reached on the basis of common productivity requirements throughout the group. This, unfortunately, rendered certain posts redundant. He believed this problem could be resolved.

At talks on Monday, a minimum monthly wage of R350, a R70 across-the-board increase and the abolition of monthly meal deductions had been agreed on.

The minimum wage would increase to R475 on March 1 and to R525 from September.

Karos strike finally resolved

JOHANNESBURG. — The 10-week-old strike by Karos hotel employees has been resolved, a spokesman for the Hotel and Restaurant Workers' Union said, the Sowetan reports.

The Harwu spokesman said the two parties had agreed on various issues — including a minimum wage of R350 a month and an across-the-board increase of R50 a month.

Harwu members were expected to report for duty at six Karos hotels yesterday, he said.

Long strike ends with minimum wage agreement

Hotel workers return

By Mike Siluma, Labour Reporter

About 500 members of the Hotel and Restaurant Workers Union have ended a strike of more than 10 weeks after an agreement on wages and the reinstatement of workers dismissed on June 16.

A union spokesman said workers returned to work at hotels in the Transvaal, Natal and Cape on Tuesday. Although agreement had been reached in principle last week, the strike had continued after disagreement between the union and management over proposed retrenchments.

According to the union, the wage agreement entailed the raising of the monthly minimum wage to R350 from this month, to R475 from March 1989 and again to R525 in September 1989. The present minimum is R150 a month.

Individual monthly increases would be: an effective R95 in December, plus R50 in March and September next year. The working week would be reduced to 45 hours.

The union said it had been agreed that employees fired on June 16 would jointly receive a payment of R60 000.

● The Supreme Court hearing between the National Education, Health and Allied Workers Union (Nehawu) and the Natal Provincial Administration (NPA) over wages and the union's recognition has been postponed to February 2.

'FEAR AND CONSERVATISM'

The action, brought by Nehawu and 87 NPA employees, is a sequel to a number of work stoppages which began on November 15, affecting services including hospitals. The union asked the court to nullify the dismissal of workers after stoppages sparked by the NPA's refusal to recognise Nehawu.

● The Commercial, Catering and Allied Workers Union has condemned the banning of its workers' cultural rally last Saturday by a Johannesburg magistrate.

Ccawusa branch secretary Mr Kaizer Thibedi said the cultural day had been "silenced by the culture of fear and conservatism (which) used as its medium bannings and detentions".

● Workers at the Mount Nelson Hotel in Cape Town have been given an average 27,5 percent pay increase, with their minimum wage increasing to R500 a month, the Liquor and Catering Trades Employees Union said.

In terms of the settlement, the lowest-paid category of workers will receive a 44 percent increase, from R346,40 to R500 a month, in January. Those in the top category will get an increase from R822,70 a month to R900.

● One of the first reference books on the new Labour Relations Amendment Act has been published by consultants Andrew Levy/Johan Piron & Associates.

Called "The 1989 SA Industrial Relations Yearbook", it contains information on industrial disputes, industrial councils, the Industrial Court, and worker and employer organisations.

● Continued efforts to improve occupational safety and health, as well as reduce the adverse effects of shift work in the world's chemical industries, has been urged by a recent tripartite meeting of the International Labour Organisation. According to *ILO Information*, published by the ILO office, the meeting called for stricter controls on the transport and disposal of toxic wastes.

Mount Nelson staff get a raise

Cape Times 13/12/88.

289

Staff Reporter

WORKERS at the Mount Nelson Hotel have been given an average 27,5% salary increase, with their minimum wage going up to R500 a month.

A spokesman for the Liquor and Catering Trades Employees' Union said yesterday the settlement with the hotel management had been reached on Friday and was reported back to workers yesterday.

"The workers are happy with the settlement — but next year we negotiate again," he said.

Hotel spokesmen were not available for comment.

The lowest-paid workers will receive a 44% increase — from R346,40 to R500 a month — by next month, while the highest-paid workers' salaries will be increased from R822,70 a month to R900 a month — a 9% raise.

The average increase for the nine categories of workers is 27,5%.

Hours of employment were also changed from 53 hours a week to 48 hours a week.

During the wage negotiations workers downed tools for about two hours, disrupting lunchtime service on November 29.

ment and pictures in the Cape Times

NOTICE 876 OF 1988

DEPARTMENT OF MANPOWER

289

LABOUR RELATIONS ACT, 1956

REGISTRATION AS A TRADE UNION

It is hereby notified for general information that the South African Integrated Workers' Union has, with effect from 11 November 1988, in terms of section 4 (7) of the Labour Relations Act, 1956, been registered as a trade union in respect of all persons engaged in the Liquor and Catering Trade, as defined below, in the Magisterial District of Warmbaths:

"Liquor and Catering Trade" means the trade in which employers and employees are associated for the purpose of—

(a) conducting an accommodation business in respect of which a liquor licence (other than a mealtime wine-and-malt licence) is held in terms of the Liquor Act, 1977, by the employer, and/or

(b) supplying food and/or liquor on premises in respect of which a bar liquor licence is held or deemed to be held in terms of the Liquor Act, 1977, but excluding any new bar licence which may be or may have been issued after 1 September 1978; and/or

(c) supplying liquor for off-consumption from premises in respect of which an off-sales privilege is held in terms of the Liquor Act, 1977; and/or

(d) supplying food and/or liquor at a special function conducted under a temporary liquor licence issed in terms of the Liquor Act, 1977, by—

(i) the liquor licensee of an accommodation establishment; or

(ii) the liquor licensee of a bar first lisensed prior to 1 September 1978:

Provided that such function is an occasional and incidental undertaking and that the said licensee does not conduct such functions as a major or regular form of business nor to the benefit of any catering organisation other than that of the said licensee directly or indirectly associated with him; and/or

(e) conducting on the premises of an accommodation establishment a take-away food outlet for ready-to-consume food and/or refreshments; and/or

(f) preparing on the premises of an accommodation establishment ready-to-consume food and/or refreshments for sale on other premises: Provided that the business of selling such food and/or refreshments on such other premises shall not fall within the meaning of "Liquor and Catering Trade".

For the purpose of this definition "accommodation establishment" means premises in or upon which the business of supplying lodging with or without one or more meals is conducted, but does not include flats.

(23 December 1988)

KENNISGEWING 876 VAN 1988

DEPARTEMENT VAN MANNEKRAG

WET OP ARBEIDSVERHOUDINGE, 1956

REGISTRASIE AS 'N VAKVERENIGING

Hierby word vir algemene inligting bekendgemaak dat die South African Integrated Workers' Union met ingang van 11 November 1988, ingevolge artikel 4 (7) van die Wet op Arbeidsverhoudinge, 1956, as 'n vakvereniging geregistreer is ten opsigte van alle persone betrokke by die Drank- en Spyseniersbedryf, soos hieronder omskryf, in die landdrosdistrik Warmbad:

"Drank- en Spyseniersbedryf" beteken die bedryf waarin werkgewers en werknemers met mekaar geassosieer is vir—

(a) die bedryf van 'n akkommodasie-onderneming waarvoor 'n dranklisensie (uitgesonderd 'n maaltyd-wyn-en-bierlisensie) kragtens die Drankwet, 1977, deur die werkgewer gehou word; en/of

(b) die verskaffing van voedsel en/of drank op persele waarvoor 'n kroegdranklisensie gehou word of geag word gehou te word kragtens die Drankwet, 1977, maar uitgesonderd enige nuwe kroeglisensie wat na 1 September 1978 uitgereik is of uitgereik kan word; en/of

(c) die verskaffing van drank vir buiteverbruik vanaf 'n perseel ten opsigte waarvan 'n buiteverkopevoorreg gehou word kragtens die Drankwet, 1977; en/of

(d) die verskaffing van voedsel en/of drank by 'n spesiale funksie, gehou ingevolge 'n tydelike dranklisensie uitgereik kragtens die Drankwet, 1977, deur—

(i) die dranklisensiehouer van 'n akkommodasiebedryfsinrigting; of

(ii) die dranklisensiehouer van 'n kroeg wat voor 1 September 1978 vir die eerste keer gelisensieer is:

Met dien verstande dat so 'n funksie 'n geleentheids- en toevallige onderneming is en dat genoemde lisensiehouer nie sodanige funksies bedryf as 'n hoof- of gereelde vorm van handelsbedrywighede nie en ook nie tot die voordeel van enige spyseniersorganisasie uitgesonderd dié van genoemde lisensiehouer wat direk of indirek met hom geassosieer is nie; en/of

(e) die bedryf, op die perseel van 'n akkommodasiebedryfsinrigting, van 'n verkooppunt vir eetklaar wegneemetes en/of verversings; en/of

(f) die voorbereiding, op die perseel van 'n akkommodasiebedryfsinrigting, van eetklaar voedsel en/of verversings vir verkoop op ander persele: Met dien verstande dat die sake wat gedoen word in verband met die verkoop van sodanige kos en/of verversings op sodanige ander persele nie deur "Drank- en Spyseniersbedryf" gedek word nie.

Vir die doeleindes van hierdie woordomskrywing beteken "akkommodasiebedryfsinrigting" persele waarin of waarop die besigheid van die verskaffing van losies met of sonder een of meer maaltye bedryf word, maar sluit dit nie woonstelle in nie.

(23 Desember 1988)

NOTICE 877 OF 1988

DEPARTMENT OF MANPOWER

LABOUR RELATIONS ACT, 1956

APPLICATION FOR VARIATION OF SCOPE OF REGISTRATION OF A TRADE UNION

I, David William James, Industrial Registrar hereby, in terms of section 4 (2) as applied by section 7 (5) of the Labour Relations Act, 1956, give notice that an application

KENNISGEWING 877 VAN 1988

DEPARTEMENT VAN MANNEKRAG

WET OP ARBEIDSVERHOUDINGE, 1956

AANSOEK OM VERANDERING VAN DIE REGISTRASIEBESTEK VAN 'N VAKVERENIGING

Ek, David William James, Nywerheidsregistrateur, maak ingevolge artikel 4 (2) soos toegepas by artikel 7 (5) van die Wet op Arbeidsverhoudinge, 1956, hierby bekend dat 'n

Sun group settles with unions

JOHANNESBURG. — A settlement has been reached between Southern Sun Hotels and three hotel workers unions in their dispute over the proposed cancellation of a procedural agreement, said group personnel director Mr Carl Ludick yesterday.

The two parties reached agreement in the Pretoria Industrial Court where the unions — affiliated to the Commercial, Catering and Allied Workers' Union — challenged the hotel group's resolve to go ahead with the cancellation.

The challenge followed a ruling by the Natal Industrial Council that the cancellation was an unfair labour practice. Mr Ludick said the alliance withdrew its dispute at the Industrial Court this week.

"It was agreed between the two parties that the procedural agreement would terminate on 31 December," he said. "Wage negotiations will begin in January 1989." — Sapa

Captour has plans to raise R500m

Municipal Reporter

CAPTOUR has planned its 1989 budget to attract an additional. 170 000 tourists, "which will result in total indirect additional revenue of more than half a billion rands", chairman Mr Louis Kreiner said yesterday.

Delivering the chairman's address at Captour's 10th anniversary general meeting in the city hall, he said the organisation would have to raise R800 000 over and above its existing funds to finance marketing strategies to achieve this aim.

Captour was confident that it would generate the needed funds, he said. The city council would fully underwrite Captour's administrative costs and match the private sector income for marketing rand-for-rand up to R150 000.

Thousands of new jobs should be created if the extra tourists came. The cost to Captour of doing enough marketing to bring the tourists here worked out to only R100 per job created, compared with the R2 000 or so it cost the Small Business Development Corporation.

When Captour had been formed in 1978 it had hoped to lengthen the tourist season from two months to six by 1988.

"This goal has now been achieved," Mr Kreiner said.

Terrorism won't kill tourism

By PETER DENNEHY

TOURISM can survive terrorism — and prosper, says Mr Robert Hall, former chief executive of the Northern Ireland Tourist Board (NITB).

Mr Hall, the guest speaker at Captour's annual general meeting in the city hall last night, said some of his experiences "during 11 years of bombs, bangs and bullets might have some useful application to the local tourism effort here".

He now lives in Tokai, after retiring in 1981. Mr Hall said the 120 000 high-spending holiday tourists South Africa gets each year "is just peanuts".

Northern Ireland had a million tourists, not counting day-trippers from the south, as far back as 1968. Soon after that "the troubles" — the Irish word for unrest — started, and the trade was cut in half.

"We stopped all consumer advertising in 1972. No amount of money could counter all the bad publicity put out daily by the media," he said.

Instead, travel and sporting journalists were brought in and showed "the other side of Ulster", and special interest or activity holidays (golf, fishing, game-fishing, shooting) were promoted. In 1981 there were a million tourists again.

Mr Hall said attention had to be paid to transportation and accommodation as well as marketing.

Charter airlines could bring "millions of holidaymakers" on "sun package" holidays here much more cheaply than at present, he added.

The NITB had "put forward something on which both Protestant and Catholic could agree" in Northern Ireland, and it had enjoyed more credibility than the government.



Hotel group, unions agree to R500 minimum

Argus 8/1/88 (289)

Labour Reporter

UNION leaders say the latest wages and working conditions agreement with the Southern Sun hotel group will open job opportunities and have ripple effects on the whole industry.

The agreement applies to about 7 000 workers at 53 hotels in the group.

Main points in the agreement between the group and an alliance of four trade unions are: a minimum monthly wage of R500 from October; a 45-hour, five-day week from October; four months' paid maternity leave; abolition of the split-shift system, except at five rural hotels; and a job flexibility agreement, based on a roster prepared in advance.

A spokesman for the alliance of the Hotel and Restaurant Workers Union, the Commercial, Catering and Allied Workers Union and the two Liquor and Catering Trades Unions (Cape and Natal) said the reduction in the work week, abolition of split shifts and negotiated flexibility meant the group would have to employ about five-percent more staff.

"The reduction of hours and the agreement on flexibility will have a ripple effect throughout the industry as employees of other hotels will demand the same conditions.

"It is usual for employees covered by industrial council agreements to work 52-hour, six-day weeks at present.

"The R500 minimum negotiated with Southern Sun will also have a ripple effect. It is about double the present minimum in industrial council agreements," he said.

CAPE TIMES 19/1/88

Hotels, union in deadlock

Labour Reporter

JOINT negotiations between the management of the Town House and Vineyard hotels and the Liquor and Catering Employees' Trade Union have ended in deadlock.

A management representative, Mr Garth Tupper, said the union was demanding an increase of the minimum wage, a reduction in the hours of work, double pay for night shift, and six months maternity leave.

The union spokesman said it was demanding that the minimum wage be increased from R65 a week to R130, with an across-the-board increase of R75. They wanted working hours to be reduced from 53 hours to 42.

14bn compared

Hoteliers and unions reach new accord

ALAN FINE

THE Southern Sun group and an alliance of four trade unions have, after a long-running dispute, reached a wage settlement which is likely to set new standards for the notoriously low-paying hotel industry in SA.

The agreement — which was signed on Wednesday night, thus narrowly averting threatened lockout and strike action — was announced yesterday and applies to several thousand workers at the group's 53 hotels.

The last sticking point, the question of job flexibility, was resolved when management agreed that advance rosters be drawn up and that grievances be taken up through the relevant procedures.

The accord will remain in force until March 31, 1989. It will raise the group's minimum monthly wage to R500 by next October — a 150% increase over the period for some workers.

Three across-the-board increases of R50, 15% and R30 will be paid at six-monthly intervals, the first backdated to last October.

October, 1988 will see the implementation of a 45-hour, five-day week. The present average, according to Southern Sun group personnel director Peter Cumberlege is a 50- to 52-hour, six-day week. Industrial council agreements for the sector generally provide for a working week of up to 56 hours.

And the split-shift system will be abolished at all but five rural hotels where employees live on the premises.

Another key aspect of the agreement is paid maternity leave. Employees will receive six months such leave, and will get 33% pay for four months.

ARGUS 21/1/88 (29) (289) (291)

Catering union dispute settled out of court

The Argus Correspondent

JOHANNESBURG. — The seven-month-long dispute in the Commercial, Catering and Allied Workers' Union (Ccawusa) has been resolved in an out-of-court settlement.

The settlement, which followed an application by one faction led by general secretary Mr Vivian Mtwa, was made an order of the Supreme Court yesterday by Mr Justice Gordon. It was preceded by negotiations which started on Tuesday.

Conflict in the union broke out in June last year when differences arose between the factions at a meeting called to merge Ccawusa with two other unions in the catering sector.

Mr Mtwa had orginally asked the court to restrain leaders of the opposing faction, led by Mr Papi Kganare, from making statements on Ccawusa's behalf and holding themselves out as Ccawusa officials and holding out that Ccawusa had merged with the Hotel, Restaurant and Allied Workers Union (Harwu) and the Retail and Allied Workers' Union (Rawu).

In terms of the settlement, the two parties agreed that:

- Ccawusa is one union, and that de jure no merger took place between Ccawusa, Harwu and Rawu at the June meeeting.
- The recognised national office-bearers be Mr Herbert Mkhize (vice-president), Ms Dinah Nhlapo (treasurer) and Mr Vivian Mtwa (general secretary).
- Fresh branch congresses be held on or before February 28, followed by a national congress by May 15 1988.
- All duties of the union's secretariat, including issuing statements, would be carried out unanimously by the national office-bearers.
- All purported suspensions, expulsions and dismissals in the various branches since the June meeting be of no force or effect.

Importantly, it was also agreed that the parties shall not try to persuade employers not to remit members' subscriptions to Ccawusa or its branches.

1 000 more bid for UCT

Staff Reporter

APPLICATIONS for admission to the University of Cape Town have in-

Heerengracht Hotel closes on Sunday

Cape Times 28/1/88 289

Municipal Reporter

THE five-star Heerengracht Hotel, which has been in operation since 1970, is to close down on Sunday.

Legal counsel for the Cape Town municipality and Trust Bank said yesterday that an out-of-court settlement had been reached before the municipality's application for an interdict against the hotel's closure had come to court.

In terms of the Deed of Settlement, the municipality had agreed not to proceed with its application for an interdict.

The now-abandoned interdict had sought to restrain the Trust Bank from ceasing to use the building as a hotel — and from using it for any other purpose.

According to the settlement, the municipality has undertaken to institute another action if it intends to take the matter any further.

The lawyers declined to provide further information yesterday, or to release a copy of the three-page agreement.

However, it is understood that the municipality's legal advisers felt it was useless to proceed with the urgent interdict to stop the hotel from closing.

The best they could hope for was compensation for damages, should the court find that an agreement had been breached.

It has been learnt that an understanding was entered into between Trust Bank and the municipality in September 1965, requiring a hotel to be operated in a portion of the Trust Bank building for 25 years from the date of the commissioning of the hotel in 1970.

Mention was made in the undertaking of a penalty of R20 a day for each day in the period of the agreement that the building is not used as a hotel.

It is reliably understood that the hotel has been losing far more than R20 a day.

RAND DAILY MAIL INTERNATIONAL 11/2605 24/11/88 289

Tears, memories as top city hotel 'checks out'

By KAREN STANDER,
Staff Reporter

TEARS were shed as the last guests checked out of Cape Town's Heerengracht Hotel, once rated one of the four top hotels in the world, and the sign went up: "This hotel is closed."

As the original hotel in the Protea Hotels and Inns group, the Heerengracht has a special place in the hearts of staff.

Mr Otto Stehlik, Protea managing director, has a unique association with the five-star hotel on the Foreshore.

His first job in South Africa was as a receptionist there.

CHOSE WORST JOB

Austrian Mr Stehlik attended hotel school in Vienna and worked in top hotels in Europe and London.

As the 22-year-old reception manager of the Royal Garden Hotel in London, he was offered jobs all over the world, but chose South Africa.

He said: "At R230 a month it was the worst job I was offered and I came here for all the wrong reasons. But Africa always held a fascination."

He arrived two months before the Heerengracht opened on October 1 1970 and was impressed.

"It was built to the latest international five-star de luxe specifications. It was not only comparable, but superior, to the best European hotels.

IN TOP FOUR

In 1972 the Heerengracht was rated one of the four top hotels in the world by the Association of American Travel Agents.

Mr Stehlik spoke nostalgically of Israeli Minister of Defence Moshe Dayan's visit. His security guards frisked Mr Stehlik before he was allowed to show him to his room.

"What amazed me was that one guard walked backwards all the time. I'd never seen that before."

He also told of visits by Senator Edward Kennedy, American presidential candidate the Rev Jesse Jackson, Bavarian Prime Minister Dr Franz Josef Strauss and Dr Jonas Savimbi of Unita, who "slipped into the Heerengracht whenever he came to Cape Town and few people knew he was even here".

An anecdote which makes him chuckle is about a group of German policemen.



Hall porter Mr Eric Fredericks, one of the longest-serving staff of the Heerengracht Hotel, and Protea Hotels head office receptionist Mrs Sheila van Rooyen comfort each other as the hotel closes.

"It was in about 1978 when the muggings in the city were particularly bad. About three guests were being assaulted every day and our managers seemed to spend most of their time chasing muggers.

"About 70 policemen from Hamburg were coming on tour and the staff were excited because we thought the muggers were in for bad trouble. They were all big chaps.

STRIPPED OF CLOTHES

"The evening they arrived three of them went for a walk in Adderley Street and got talking to some youngsters who asked for cigarettes.

"When they came back they had been stripped of their watches and money — even their clothes. They were wearing only their underpants and they were quite pleased to still have those!"

Head-office receptionist Mrs Sheila van Rooyen, who spent a large part of her 16 years with the company at the Heerengracht, burst into tears when Mr Stehlik asked if she could remember any funny stories about the hotel.

"I can only say that we were very happy there," she said.

Mr Johnny Gilbert was a driver for the Heerengracht for 15 years and remembers driving American actor Henry Darrow, comedian Jerry Lewis and television's Knight Rider David Hasselhoff.

"It's so sad. Everyone knew the Heerengracht and it was part of the community," he said.

Dismissed for stealing a spoon

By KURT SWART

AN organiser for the Commercial Catering and Allied Workers Union (Ccawusa) was held for questioning by Stellenbosch police after she tried to intervene on behalf of a worker dismissed by Mike's Kitchen for allegedly stealing a spoon.

Ms Olivia van Rooyen was released after two hours and warned she faced charges for holding an illegal gathering. The worker, Ms Sylvia Kutta, has since been reinstated at the Stellenbosch restaurant, but still faces a charge of theft.

Theft

Police confirmed this week that Kutta had been arrested and charged with theft. She will appear in court on April 14.

Police denied Van Rooyen was arrested or detained. A spokesperson said police "talked" to her.

Thirteen workers who went on strike in sympathy with Kutta were dismissed and later reinstated.

According to Van Rooyen, restaurant manager Mr John Hugo accused Kutta of stealing a spoon after he transported workers home on February 22. Kutta was eating from a bowl in the back of the van.

The next day Kutta was dismissed and arrested. She was released on bail. The entire black staff walked out in protest and were dismissed.

Van Rooyen and the shopsteward negotiated with management and the workers were reinstated. The following day Kutta was reinstated but the charge was not withdrawn.

Last Friday Van Rooyen convened a general meeting on the premises. She claimed she and the workers were thrown out of the restaurant by the management who then called the police. Van Rooyen claimed she was arrested.

Van Rooyen said management had refused requests for further meetings and that negotiations for a union recognition agreement had fallen away.

Restaurant manager John Hugo said the incident was an internal matter and that the union had got "hot under the collar".

"Sylvia is back at work with no loss of benefits as a result of slick union negotiation. I find Sylvia very charming and pleasant to work with. The incident seems a little bizarre now," he said.

"Morale has never been higher at Mike's Kitchen," he added.

Hugo said no recognition agreement existed but that moves had been made in that regard.

He confirmed a charge had been laid against Kutta and that it had not been withdrawn.

SERVICES SECTOR

ACCOMM, LIQUOR & CATERING — LABOUR

1989 — 1990

Diligent employees awarded all-expenses-paid holiday

By Dirk Nel
Northern Transvaal Bureau

PIETERSBURG — A leading Pietersburg restaurant is offering unusual incentives to its staff in order to improve its service to the public.

Customers recently singled out four employees for their diligence and courtesy.

The restaurant owner, Mr Jeff Lawrence, duly rewarded them with an all-expenses-paid weekend in Durban.

Mr Elias Sebata (chef), Mr Daniel Moetje (waiter), Mrs Melida Kobe (kitchen help) and Mrs Everyn Makhura (salads and soft serve) were delighted, and agreed unanimously that the trip, an experience of a lifetime, was worth all the hard work they had put in.

They travelled by bus from Pietersburg to Johannesburg and then flew to Durban and back.

Mr Lawrence, known for his innovative ideas, took his entire staff to the Kruger National Park two years ago in recognition of their good work.



Mr Jeff Lawrence (back) and diligent employees (from left) Mr Elias Sebata, Mr Daniel Moetje, Mrs Melida Kobe, and Mrs Everyn Makhura.

Unions, hotel group in new row

By Adele Baleta

Trade unions in the hotel industry intend bringing an urgent application to stop Southern Sun/Holiday Inn from cancelling a procedural agreement which provides for a national wage-bargaining structure, a union spokesman said yesterday.

The Trade Union Alliance, comprising the Hotel and Restaurant Workers Union and the Cape and Natal Liquor and Catering Unions, declared a dispute with the hotel group after it cancelled the agreement.

"Although the termination clause provides for three months' notice, the company's draft proposal for a new agreement reached us two months into the notice period, leaving only a short time to renegotiate," the union spokesman said.

The union was concerned that workers would be prejudiced as wage negotiations were due to start next month and this was not possible until the issue of the procedural agreement had been resolved.

The spokesman accused the company of acting in bad faith by sending the proposals at the end of November. The alliance had offered to begin negotiations earlier in the year but the company had refused to look into the issue then.

CANCELLATION

At a meeting this week the Natal Industrial Council recommended that the company's cancellation of the procedural agreement be regarded as an unfair labour practice.

Hotel group personnel director Mr Carl Ludick yesterday said the company rejected this view and added that the group would oppose the alliance's court application.

He pointed out that a commitment had been given by the company in the draft proposal to commence wage negotiations next month. But he said this was dependent on the renegotiation of clauses dealing with wage negotiations.

Training board will aid industry

289

B1 Dan 18/4/89

THE hotel and catering industry is looking to Parliament to pass the speeding up of the establishment of industry training boards.

The Bill provides for the creation of training boards for SA's principal industrial sectors. It is expected that 18 or 19 such boards will be established, and that the new scheme will increase the standard of training and the number of graduates.

A hospitality industry training board would be able to impose a levy to help finance training. At present, official training falls under the Hotel and Catering Training Council (HCTC), and firms subscribe to it voluntarily on the basis of R1 an employee a month.

HCTC executive director Johan Fourie says the purpose of the new board is to "privatise" in large measure the funding and to extend the scope of training.

The levy applicable under the Bill will be compulsory for all sectors in an industry where 51% of all employees are committed to a contribution through their companies. Deductions would be made from a firm's total salary bill, not from an individual employee's pay packet.

There is no clarity at this stage on the size of the levy. "All we can safely say is that it will be a small percentage of the salary bill." Nevertheless, it is expected to yield substantially more money than is available under the voluntary system.

Hotel school for Cape

☐ From Page 13

of the country's main training centres for the industry. It could in a few years become South Africa's best hotel training institution with between 200 and 300 students under tuition at a time, in all aspects of the business.

Nautical training, which is also being taken over by the Cape Technikon, will continue in a section of the General Botha complex at least until July next year when the hotel school will take over almost the entire establishment.

Juliet Oosthuizen, director of the hotel school, says the name General Botha will be retained in the school's title. The proud history of South Africa's merchant navy training (nearly 3 000 cadets have received General Botha sea training since 1922) will always be respected and the prestige and traditions of the establishment upheld.

A licensed restaurant in the Granger Bay complex will become part of the training operation from July.

Fred Thermann says the hotel industry is still recovering from the severe slump it went through in the 1986/87 downturn in the economy, when hotels battled to keep going and staff had to be trimmed because of accumulating losses caused by a tailing-off in the number of tourists.

Despite the problems facing the industry, he says, well over 80% of foreign visitors, in a recent survey, rated services good to very good.

Stuart Weaving, who 21 years ago founded the Weaving Friendship Foundation and its associated travel agencies which have booked 200 000 people to South Africa (12 000 in 1989 alone), sees tourism as an essential key to continued prosperity in South Africa.

However, on his 65th visit to South Africa recently, he said that over the past two years he had noted a "marked deterioration" in the standard of service at some five-star hotels.

"I mention this more in sorrow than in anger," he told Top of the Times this week from his home in Jersey, "because in the past we have always been so proud to boast of your hotels, which have been comparable with the best in the world and which still offer superb value for money."

Weaving says while food at South African hotels is still generally excellent, he and his associates have in recent visits noted:

- Poor reception at some top hotels, with an offhand, couldn't-care-less attitude on the part of receptionists who all too often were "arrogant young girls".
- An apparently complacent, take-it-or-leave-it approach among management who, with a renewed inflow of tourists, no longer have a problem filling their hotels.
- A seemingly ineffective middle management with a resultant lack of proper supervision in public rooms, manifested in various ways such as the "slow and slovenly" clearing of tables, slow service and inefficient handling of accounts.

Weaving says while he and his party found the banqueting side and the main restaurant of the Cape Sun to be excellent, breakfast was "a real bunfight, with queues at the door ("one surely shouldn't have to queue for breakfast at a five-star hotel") and with tables still full of left-overs from previous diners — and unemptied and smelly ashtrays.

Weaving says there were also inordinate delays at the Cape Sun in the delivery of messages. One urgent message, he said, took 48 hours to reach him from reception.

Bruno Corte, MD of Southern Sun Holdings, vehemently denies there is complacency among Southern Sun management. While all criticism of hotel services in his group is taken seriously, and acted on, critics including Weaving ("why didn't he bring his complaints to us, instead of running to the media?") should in fairness appreciate that the hotel industry, as in other sectors of the national economy, has been going through "a very tough" transition period in labour relations.

"While we have had serious staffing problems (our group alone has lost 200 trained people in the past four years) we are constantly striving to raise standards. We are now spending R4 m a year on training and we have recruitment drives three times a year."

Corte says where in Europe there is one manager to every 10 hotel workers, the ratio in South Africa is more like one to 50.

"Despite the problems we have had to overcome — mainly labour problems which have been experienced by most industries in South Africa — I feel we are giving good value for money."

Louis Kreiner, chairman of Captour, says with increasing tourism the need for more training facilities and for creating the necessary inducements to trained, skilled hotel staff to remain in this country has become of "the utmost immediate importance".



STIRRING IT UP: Some of the 41 students now being trained in hotel catering and management at the new hotel school at Granger Bay are (from left) Delia Loots (Sea Point), Marius Day (Richmond, Cape), Angela Koopman (Pretoria), Henry van Zyl (Paarl) and Lynton Liou (Cape Town).

Picture: HETTIE ZANTMAN

Resentment at Chin

VANCOUVER. — An influx of immigrants from Hong Kong, rushing to find new homes overseas before Britain hands over the colony to China in 1997, has created so much resentment that the city of Vancouver is organising public meetings to try to calm the fears of long-term residents.

Immigrants have received obscene phone calls. Insulting slogans have been shouted at them in streets, and racist graffiti scrawled on walls.

Some Vancouver residents have been wearing T-shirts with the slogan

"Hong-couve

Canada ha immigrants f than from an 147 000 allow were from H as from any

They are strong econon willingness to

Most settle which already ulation. 8 000 settled in Van

Hotels pour cash into staff training

Cape Times 29/4/89 289

Hotel standards are falling, say critics. Not so, say hoteliers and point to steps being taken to ensure world-class service here — including the establishment of a hotel school in Cape Town. ROGER WILLIAMS reports.

THE hotel industry, under fire for "deteriorated" standards of service and "complacency" in management, has reacted strongly, saying millions of rands are being poured into raising standards — and into hotel training.

Last week some of the passengers on the British Airways Concorde round-the-world flight booked out of the President, Sea Point, saying it was not the first-class hotel they had been led to believe it was;

And Stuart Weaving, British millionaire businessman and founder of Friends of the Springbok, said in a televised interview he had been disappointed to find standards at some South African five-star hotels had deteriorated. He cited the Cape Sun.

Fred Thermann, executive director of the Federated Hotel, Liquor and Catering Association of South Africa (Fedhasa), says these are isolated complaints and that most foreign tourists have, in surveys, expressed satisfaction with South African hotels.

"Sure, we have a staffing problem — but we are addressing it and I'm confident we'll overcome it. We are in a situation now where the customer is king again — and we have to move in that direction, fast".

Thermann, responding to the critics, says Fedhasa is putting heavy emphasis on training in the industry, and on ensuring that a hotel career is made more attractive to people with the necessary skills and motivation. He points out that Cape Town now has its own hotel training school — at Granger Bay.

On a visit to Granger Bay this week Top of the Times found a fully-equipped hotel school, run by the Cape Technikon in conjunction with South Africa's hotel industry, that has been established in the General Botha, the under-used SA Merchant Navy Academy.

Young men and women from many parts of South Africa have begun a three-year course there in hotel catering and management, against the background of hotel staffing problems and a sharp upsurge in tourism (800 000 foreign tourists came to South Africa last year) with heavy demands on hotel services.

Latest official figures show that foreign tourists bought 102 416 bed nights in South African hotels last December, and that the most popular tourist region, measured by bed nights sold, was the Cape Peninsula.

With the hotel training schools in Johannesburg and Durban, the new Cape Town school, open to all races, will become one

□ To Page 14

UK fatcats feeling the pinch

LONDON — A disease of affluence first identified in America is now striking businessmen in Britain.

Hours of sitting at desks or in cars with a wallet filled with hard plastic sticking into a buttock can cause pain leading to sciatica and muscular complaints.

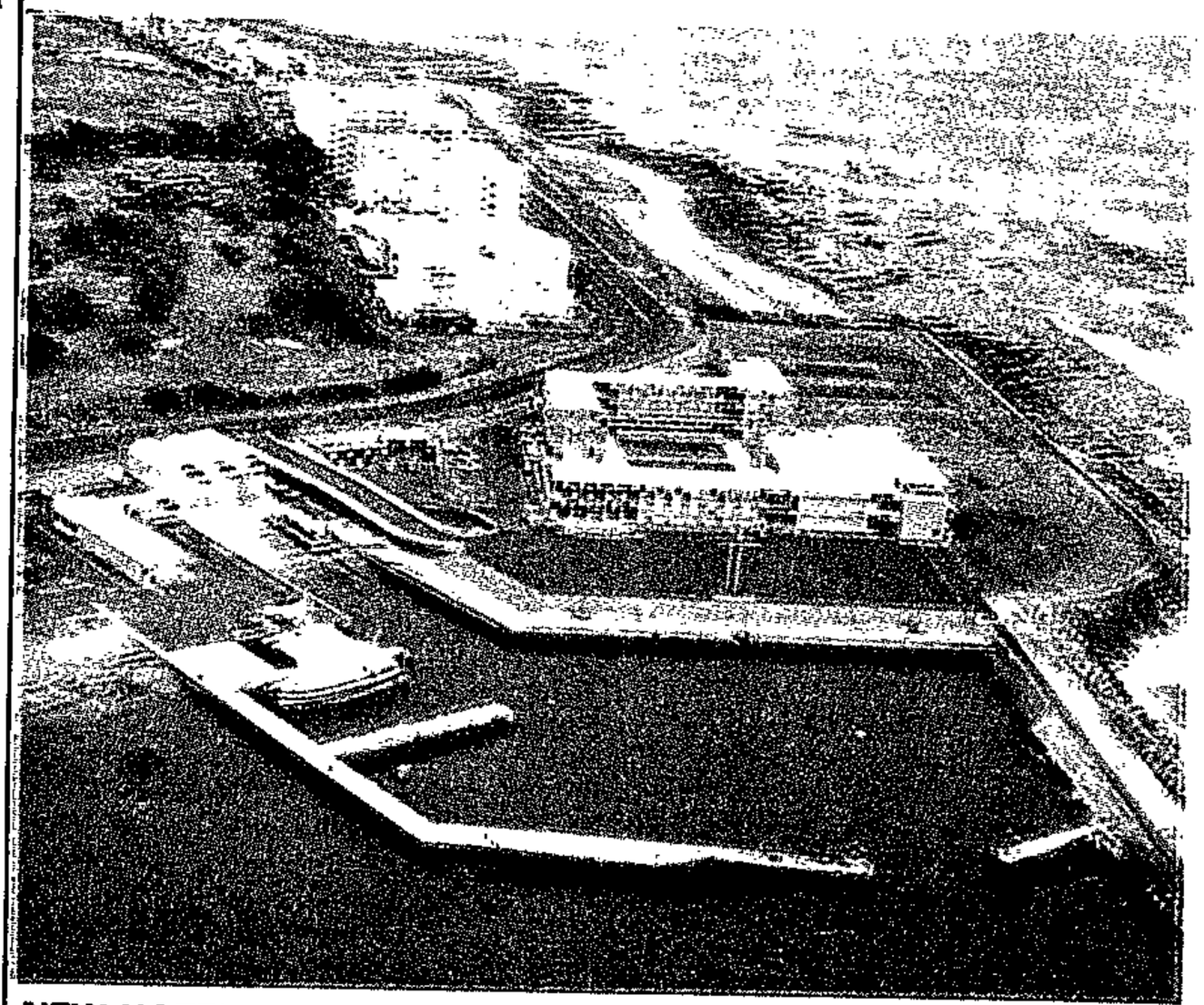
Doctors have diagnosed hundreds of cases.

Dr Lennox Holt, consultant rheumatologist at Manchester Royal Infirmary, said sufferers complained of muscle pain in thighs and upper legs.

"When doctors tell them the pain is caused by sitting too long on an overflowing wallet, patients feel really silly.

"The problem can lead to sciatica — trapped nerves — and muscular problems because the wallet causes pressure on the underlying nerve.

"There is no hi-tech solution. We just tell them to take their wallet out of their back pockets."



NEW HOTEL SCHOOL: A bird's-eye view of the SA Merchant Navy Academy, General Botha, at Granger Bay where a hotel training school has been established by the Cape Technikon in conjunction with the SA hotel industry.

Shop steward charged with intimidation

Sowetan 2/6/82

A SHOP steward of the Hotel Liquor and Catering Union near Pilgrim's Rest in the Eastern Transvaal was arrested at the Blypoort holiday resort yesterday morning on a charge of intimidation, a union official announced yesterday.

He is Mr Nelson Mashile. Nactu's regional organiser in Tzaneen, Mr Moss Mahasha, said Mashile, who is the chairman of the shop steward committee at the resort, had signed a letter requesting use of the local church hall for a worker meeting. The church had turned down the application, he said.

He said police arrived at the resort yesterday morning and left with Mashile. He said policer had later told him that Mashile would appear in the local periodic court to face charges of intimidation.

The resort manager, Mr Oosthuizen, was said to be out and not available for comment. The local station commander was also said to be out.

capital for the fourth consecutive day.

Venda college boycott

JOHANNESBURG. — About 600 students at the Venda College of Education refused to continue with their mid-year examinations yesterday in protest against the detention of a fellow student.

Hotel workers reinstated

JOHANNESBURG. — Southern Sun Holiday Inn has — subsequent to June 16 last year when 142 workers at six hotels were dismissed — agreed to reinstate all 142 workers unconditionally with two weeks' back pay.

Jobs boom follows surge in tourism



CNR Tuesday 23/10/89

THE upsurge in the number of visitors to Cape Town in the past year has generated an additional R72,9 m — an estimated 20% increase — in tourism spending and created more than 100 000 job opportunities.

This is shown in a report to Captour on a new study of tourism trends conducted by Professor Marius Leibold, Professor of Business Economics at the University of Stellenbosch.

Captour chairman Louis Kreiner says the trends reflected in the Leibold report are "very exciting and encouraging".

"We believe we are marketing in the right direction and this is now bringing positive results," he adds.

Kreiner says the additional inflow of visitors to Cape Town means that, working on the tourist industry's calculation that one job is created for every 11 tourists, 108 000 additional job opportunities have been created in this area, indirectly as well as directly.

Tourist camps

Among other things, the Leibold report shows:

- A 20% increase in the number of foreigners visiting Cape Town. Where 280 000 travellers from abroad visited the Cape in 1987/88, there have been 336 000 in 1988/89;
- Of this latest number 43% of the foreign visitors stayed in hotels, 29% stayed with relatives or friends and 28% in tourist camps and elsewhere;
- That additional income from foreign visitors in 1988/89 was R17,3 m, compared with 1987/88.
- That, next to SA's "tourist gateway", Johannesburg, Cape Town has become the second most-important destination in South Africa for foreign tourists.
- That 50% of all foreign tourists, including those from other African countries, now regard Cape Town as one of the most desirable destinations in their South Africa, and include it in their itineraries.
- That the length of stay of foreign visitors to South Africa is on average 21 days, of which a minimum of three days is spent in Cape Town.
- That foreign visitors spend on average R103 a day in the city.

Domestic visitors

Dealing with visitors to Cape Town from other parts of SA, the Leibold report says income from this part of the tourist market has increased from R437 000 in 1987/88 to R500 000 in 1988/89 — a 14,5% increase.

Additional expenditure by domestic tourists in 1988/89 has been R55,6 m.

The report also shows that there has been a 50% increase in hotel occupancies by domestic visitors, compared with '87/88 when only 21% of visitors stayed at in this category stay with hotels and 30% with family and friends.

And it shows that where Durban is drawing 30% of domestic tourists, Cape Town is about to increase its share of the home-tourism cake, from 15% in 1987/88 to 20% this year.

Another point made by Professor Leibold is that Cape Town is scoring, particularly in the growing short-holiday sector of the market.

Louis Kreiner comments: "We are also finding that where influxes of visitors used to be confined to the school holiday periods, now they are taking place throughout the year.

"Professor Leibold also finds that in the middle and higher-income sector of the domestic market the average length of stay in Cape Town has been 14 days, with a daily expenditure of R63 per tourist — or R882 per domestic tourist in a 14-day stay."

Cape Town after years in the tourism doldrums, is fast establishing itself as a prime destination for domestic and foreign visitors, ROGER WILLIAMS reports on "exciting" trends shown in a new study.

Peninsula tops Durban

By CATHY HOOPER

OUDTSHOORN. — Local Fedhasa executive member Theo Behrens has told members of Oudtshoorn's tourism and business community the Cape Peninsula now rates second in South Africa in overnight hotel accommodation — 19%, as against the business capital, Johannesburg, with 28%.

Durban, he said, is now rated third in overnight occupancies at 16%.

Behrens said a study of questionnaires completed by departing foreign visitors showed that 96% of them were favourably impressed by the country's game parks, 86% with hospitality shown them here and 85% with the overall friendliness of South Africans.

Highest on the list of unfavourable impressions were train services, taxis and "poor" TV.

Behrens, a former Secretary for Tourism and chairman of Satour, said that during the first five months of 1989 South Africa drew 183 000 foreign visitors compared with the 175 000 that came from January and May 1988.

This "heartening" 16,6% increase in the January-May period was the best in five years, he said, following the tourist slump of 1984.

Star 28/9/89 (289)

'We weren't paid salaries'

Staff slate leisure tycoon

By June Bearzi,
Star Line

Bryanston holiday tycoon, Mr Larry Botes, has been slated by several former employees who say that although Summer Leisure and Flexi-Club have offered R20 million for the Riviera International Hotel on the Vaal, the company has failed to pay them their salaries.

This is the most recent salvo fired at Mr Botes who, Star Line established, started his career as a fireman in the Roodepoort Fire Department several years ago before creating his controversial holiday empire.

A divorced mother of three told Star Line: "I have been evicted from my home and can barely feed my family because I received no salary."

Another former Durban employee, Mrs Martie Steyn, said she spoke on behalf of 14 of her Summer Leisure colleagues who were employed to either canvass prospective Flexi-Club buyers on the beachfront or to act as sales consultants in the holiday-points scheme.

She said: "Summer Leisure owes us more than R9 000 in commission and salaries for August and each time we've demanded our money we've been fobbed off with 'cash flow' excuses. We're all battling to survive without this income."

A report in a well-known business publication in August was the final straw, they said. It said a consortium which included Flexi-Club and Summer Leisure was about to finalise the acquisition of a four-star hotel on the Vaal with 101 bedrooms, 19 unsold luxury villas and boating facilities.

A Sun International spokesman said no-one would be available this week to comment on the reported deal.

Since Star Line's first article on investors' dissatisfaction with Summer Leisure and the Flexi-Club Foundation, which swopped clients' existing timeshare for points or sold points for cash, the service has been inundated with calls from the public and people who have known Mr Botes since his early days in Roodepoort.

Last week Mr Botes conceded that his companies were experiencing financial problems.

But he said all his staff had been paid and that investors had nothing to worry about as an overseas consortium would be investing large sums of money in the industry.

However, a meeting is to be held at Johannesburg's Milpark Holiday Inn at 11 am on Saturday where investors will discuss what action to take.

Stehlik: Hotel staff lack incentives

Financial Staff

THE hotel industry is one of the least productive in the SA economy, according to Otto Stehlik, head of the Protea Hotels group.

Speaking at the National Association of Productivity and Quality Circles (NAPROQSA) convention yesterday, he said the utilization factor or occupancy rate was between 40% and 50%, while labour turnover is around 100% to 200%.

Added to this, only half the staff of an hotel actually work.

However, in contrast to the low productivity, Stehlik said the international tourism industry in SA generated about R1,7bn last year but benefited the economy by about R7bn in total.

This was second only to the income produced by the gold industry.

The challenge facing the industry is to change the negative perception of the workers, which Stehlik sees as the primary cause of low productivity.

"Workers have a low commitment to the welfare of the business and the economy in general," he said.

Staff have to be given incentives to be more productive.

"The challenge is to train, educate, motivate and compensate other South Africans and develop more champions and give other people of all population groups the opportunities which we had."

Workers see the free market system as exploitative and that it benefits management and owners only.

Profits are not seen to benefit workers and therefore motivation is lacking.

The industry will have to become more resourceful, professional and responsible in their dealings with staff — which according to Stehlik is the most important asset of the hotel industry.

"Happy staff mean happy guests and ultimately happy profits."

"Let us never forget that without the loyalty, the dedication, the hard work of our staff, we (the industry) are nowhere," he said.

Syfrets Cape Times

DAILY LISTING

Krugerrands

JSE Closing

	Buyers	Sellers	Sales
1 oz	1125	1130	1125

Star 15/11/90

289



The Goverment's 10 whites-only Overvaal pleasure resorts in the Transvaal are run with the help of 1 450 black employees. At the Loskop Dam resort these two black cleaning women spent the afternoon picking up litter left by day-trippers around the two swimming pools.

Govt resort employees unhappy

By Therese Anders, Highveld Bureau

Although black visitors are turned away at the gates of the Government's controversial Overvaal resorts, the 10 whites-only Transvaal holiday centres are kept running by large teams of poorly paid black workers.

And low pay isn't the only complaint of the 1 450 black employees who helped Overvaal Resorts register a R6 million profit last year.

Some say they are working nine-hour shifts with only six days off a month.

To find out about the lot of the few blacks — staff — who are allowed onto Overvaal property, The Star visited the organisation's Loskop resort north of Middelburg.

There are no "whites only" signs as one drives up to the entrance, so it is not surprising to hear from the black gate cashier that his job includes turning away many hopeful black holidaymakers and day trippers.

"Some, especially the Indians, get very angry when I tell them they can't come in," said the man, who asked for his name not to be used.

Entrance to the resort for a car carrying two adults and two children for a day's visit will put you back R18,40, so it is unlikely the resorts will be overrun if the race restrictions are lifted.

Political

Top of the black employees' list of grievances was that they had received no increase in their take-home pay since March 1988, when the lowest paid workers had received R15 more a month.

"When we ask why we don't get an increase, we're told we're getting political," said a middle-aged chalet cleaner with nine years' service.

Overvaal said black staff received a small special increase in July 1988 and another in April last year, but it is believed bus fare hikes — which are deducted directly from wage packets — ate up those increases.

The Star spoke to a number of women employed as cleaners. Most, who had worked at the resort for about 10 years, earned R261 a month.

However after their monthly bus fare to and from their homes in Dennilton had been deducted, they received R232.

The lowest paid worker, a cleaner with two years' service said she took home R167 a month.

The chalet cleaners said they began work at 7 am and finished at 4.50 pm.

They worked "belts" of six days on and two days off, which meant they had an average of six days off a month.

Said one woman, the sole supporter of five at home: "I hardly ever get a weekend off to be with my children. I would like to get another job because the money is too little, but there is nothing else."

The restaurant staff, who earn between R450 and R550 a month, spoke of working up to 11 or 12 hours a day when conferences were held.

'No money'

"We ask for overtime and special pay for Christmas Day and public holidays, but they tell us the Government has no money," said one employee.

However the days of meek compliance by the black staff who serve Overvaal's white clientele at Badplaas, Blydepoort, Eiland, Heidelbergkloof, Kareekloof, Loskop Dam, Rob Ferreira, Sybrand van Niekerk, Tshipise and Warmbaths, could be coming to an end.

Many of the workers said they had recently joined the South African Commerical Catering and Allied Workers' Union (Saccawu) and that Overvaal could count on tough negotiations over improved pay.

A spokesman for Overvaal commented: "The wages for our black staff might appear low, but in fact they are better than the average wage paid in the areas where our resorts are located.

"The shifts worked by our black staff are no different to our white employees, that is they work 20 days each month, and we do pay overtime rates for public holidays to all our staff.

"We also subsidise black workers' bus fares by 50 percent.

"We are hoping to have better communications betwen management and staff this year and we can give the assurance we are looking at an improvement in our black employees' wages."

Mystery trunks

Capt Times 18/11/90

289

Kidnapper dropped off boxes 'big enough to hold bodies'

Own Correspondent

JOHANNESBURG. — Three mysterious green trunks, "large enough to hold children", were dropped off by kidnapper Cornelius van Rooyen at his ex-wife's Pretoria home last week, police were told yesterday.

And in a new twist to the bizarre kidnap and child-sex saga involving Van Rooyen, 52, and his accomplice Francina Haarhoff, 48, it was established yesterday that the two were staying at the home of Van Rooyen's ex-wife when they carried out their final kidnapping.

It was also learnt that Van Rooyen threatened to commit suicide days before their last victim, a 16-year-old Pretoria schoolgirl, escaped and alerted the police.

New developments yesterday in the case that has shocked South Africa were:

- Three members of Van Rooyen's family appeared in court on charges of abduction.
- It was revealed that Van Rooyen "dominated" Haarhoff and that she could not satisfy his sexual demands.
- Police found hair and blood samples at Van Rooyen's Capital Park home which are to be tested by forensic experts.
- A police source said Van Rooyen allegedly told his ex-wife he was responsible for the abduction of a girl for the purposes of extorting money from her family. He allegedly then asked her to destroy certain evidence, including a wig.

Yesterday a neighbour of Van Rooyen's ex-wife, Aletta, said that she alerted the Pretoria CID to the existence of the three trunks.

"Police asked me if the trunks were large enough to hold children. I said 'yes'.

"Gerhardus (Van Rooyen's son, who appeared in court yesterday) and Tannie Van Rooyen struggled to carry them into the house," the neighbour said.

A police spokesman said late last night that they were aware of the trunks but had not inspected them yet.

The neighbour said that on Wednesday Van

To page 2



THE ACCUSED . . . Two of the accused in the Pretoria kidnap case, Mr Gerhardus van Rooyen and his mother, Mrs Aletta van Rooyen, lie low in a police van after yesterday's court appearance. **INSET**: Mrs Sonet van Rooyen

Main picture: DAN [illegible]ON

At this stage, the English appear stronger with the ball

EDWARD GRIFFITHS ON THE SPORTS SCENE

B Day 24/1/90,

THE English cricketers staying at the Sandton Sun had better be wearing their helmets, pads and batting gloves when they go for breakfast this morning. An identity crisis looms large.

Now that the SA Commercial, Catering and Allied Workers Union (Saccawu) has declared the tourists will not be served food, one question demands an urgent answer.

Will the waiters and waitresses be able to distinguish between the normal guests they must serve with a smile and the cricketers they must not?

Without tell-tale kit, this task of recognition might prove beyond them. So soon in the tour, the Englishmen are hardly household faces.

The consequences of a player being accidentally served his scrambled eggs and orange juice are too catastrophic to contemplate.

What a wonderfully ridiculous, sadly divisive, situation the various political fireflies have now created.

Never mind, that is their right. The tour, however, goes on and 16 English cricketers who accepted an invitation to play in this country (that's all) will soon be doing just that.

Moreover, the evidence of their first four days' training suggests this well-balanced and happily determined squad will live up to their promise. Under an angry sun, they have worked extremely hard. No word of a lie.

Much of this resolve can be attributed to the respect Mike Gatting evidently commands among his squad. After Kim Hughes, the vagaries of world cricket have dropped another prize captain into the grateful lap of SA cricket.

Nonetheless, this man, for whom the word "pugnacious" could well have been invented, may need to bat as well as he leads. For, at this early stage, the English appear stronger with the ball, rather than the bat, at hand.

Perhaps the nets have been literally cramping the batsmen's style or, maybe, today's first middle-practice will help shake off some more cobwebs gathered during the past three months playing on a bite-less indoor carpet.

But it is the bowlers who impress. Consider: Neil Foster, Graham Dilley, Greg Thomas and John Emburey would very likely be automatic choices for the Springboks had they been born in this land.

Then, there is another, perhaps not so well-known, yet no less dangerous, bowler. Paul Jarvis is somewhat shorter than Joel Garner, but he has a fluid sort of rhythm and he slides the fast ball through in a manner which will unsettle.

Indeed, locals planning a strategy along the lines of victory in a first Test shootout on a green Wanderers pitch, followed by a flat draw at Newlands — a 1-0 series win, thanks very much — may just have to think again. Alongside the aforementioned, Donald, Van Zyl and a third seamer look dodgy.

As a tour squad, Gatting's tourists appear to have settled well, despite the obviously strained and unusual circumstances which surround them here and their families at home.

Anxieties have been exacerbated by dramatic, plainly scandalous reports appearing in British newspapers. These men came to play cricket, that's all.

The sooner this week of training, this strange, tense week in limbo, is over the better. Then, the cricket, the pitifully misunderstood cricket will begin.

...afrikaan pair win fifth set 22-21

24/1/90

289 Star 24/1

Hotel workers stage protest and refuse to serv

War of words on tour r

By Michael Shafto

Rival camps on the controversial English rebel cricket tour clashed verbally today on whether the tour could succeed.

Mr Krish Naidoo, general secretary of the National Sports Congress, said he believed the rebel tour was already "as good as dead". But South African Cricket Union managing director Dr Ali Bacher countered by saying: "All the indications are for a good tour."

About 300 protesters — members of the Commercial, Catering and Allied Workers' Union, including hotel workers — demonstrated against the cricketers at their Sandton hotel yesterday.

They marched through the Sandton Sun hotel and said they refused to serve the cricketers. Security personnel, waiters, cooks, maids, doormen and most other personnel on the morning shift joined in the demonstration.

But the rebel cricketers shrugged off the protest.

Captain Mike Gatting said: "We are not too concerned. We will always find a bed to sleep in. We can get food elsewhere and I'm sure someone will serve us a beer somewhere."

He said there were the "odd few" who criticised their presence in South Africa, but "many more" who welcomed them.

On the success of the tour, two conflicting views were presented:

Mr Naidoo of NSC said:

"The tour is already as good as dead.

"As a direct result I am confident that within two years South Africa will once more take its rightful place in international sport — provided we produce the goods".

By "the goods", said the anti-tour organiser, he meant the "acknowledging by all reasonable-minded South Africans that we have made mistakes and sit down together and look at things realistically."

Speaking on the eve of the first tour match between Mike Gatting's team and the Combined Bowl XI, starting in Kimberley on Friday, Mr Naidoo said: "It is the duty of all sportsmen, administrators and ordinary fans, both black and white, to implement that programme."

Mr Naidoo said he believed that by August such a sports summit meeting would already have taken place.

"Even at this late hour I appeal to Ali Bacher and the SACU authorities to call off this tour — and help us plan for the future."

Dr Bacher of Sacu said:

The SACU remains highly optimistic that the tour will be an outstanding success and will not be shipwrecked by the actions of anti-tour demonstrators, Dr Ali Bacher said yesterday.

Ticket sales were going briskly, morale among the English players was high and their form was outstanding.

"There is a lot of heat in the air at the moment," said Dr Bacher, "but despite this the morale of the players remains good. They are fortunate to have sound and cool leadership in Mike Gatting, and their preparation, according to veteran cricket lovers, is the most professional seen in this country for many years.

"That's two points in the tour's favour already. Thirdly, ticket sales around the country are going briskly. In Bloemfontein and Port Elizabeth tickets for the respective one-day Tests there are expected to be sold out by the end of the week. In Durban, people were queueing yesterday at 5 am and by the close of business 5 000 tickets had been sold."

B'Day 24/1/90

289



Hotel staff at the Sandton Sun Hotel hold a placard demonstration yesterday against the "rebel" English cricket tour to SA.

Picture: ROBERT BOTHA

SAB strike giving retailers problems

ALAN FINE

THE nine-day-old SAB strike is causing major cash-flow and manpower headaches for retail liquor outlets, spokesmen for two of the largest liquor chains said yesterday.

And, said SAB, a "pretty effective" boycott of SAB products had been imposed in East London.

Solly Kramer's Boetie Rietoff said while there were shortages of certain lines, including Amstel 375ml bottles and Castle dumpies, there was an adequate supply overall.

But all stores were still trying to build up as much stock as possible, and were forced to take large supplies of slow-moving lines.

"The big problem will come on November 15 when payment to SAB is due. Many bottle stores will not have sold sufficient of their stocks to be able to pay," Rietoff said.

Both he and a spokesman for the Rebel group said another major problem was that bottle stores were forced to arrange the unloading of delivery vehicles themselves.

Handling

"We are taking people off the streets and paying them casual rates," the Rebel spokesman said. But, he said, deliveries were often late and the casual labour could not perform as efficiently as normal SAB crews.

Rietoff said SAB was paying a small handling charge for this, but the amount did not add up to the time and effort involved.

SAB spokesman Adrian Botha declined to comment on these matters.

He disclosed that a beer boycott had taken hold in East London. Leaflets calling for such action had been circulated in many black townships but, other than East London, had had no noticeable effect so far.

Botha said the SAB welcomed the statement by the Food and Allied Workers' Union on Wednesday distancing the union from alleged acts of violence and intimidation.

Fawu said it was collecting a mandate from its 5 500 striking members on whether to take the initiative in arranging talks with management.

National organiser Rajin Naicker said a decision would be made next week. Until then, the union remained open to approaches from management.

Hotel staff heckle rebels

289
Sowetan
30/11/90

MIKE Gatting and his rebel English cricketers had their first taste of a Free State demonstration against the tour in Bloemfontein yesterday.

But it is unlikely any of them were aware of it. Most of them were still in their rooms undisturbed after arriving late last night in a sudden switch of plans.

The team originally was due to have arrived this morning.

The demonstration was broken up by police just over half-an-hour after it started.

It was the customary protest by workers of the team's hotel, a luxury, newly-built establishment on the outskirts of Bloemfontein.

About 40 chanting workers lined up outside the hotel to begin a demonstration agreed with hotel management to last 15 minutes.

The demonstrators, chanting "Mandela, Mandela, Mandela", seemed reluctant to abandon the protest after the allotted 15 minutes. They held aloft many red, painted posters with messages such as "Gatting, Understand Naidoo", "Away with Apartheid Sport, Viva Democracy" and the usual "No to Rebel Tour."

A major in charge of a detail of 12 men in three vehicles, denied he had been called out by the hotel management.

Southern Sun in cricket tour pact

SOUTHERN Sun Hotels has agreed employees are entitled to withhold their services from anyone connected to the rebel cricket tour and may demonstrate their dissatisfaction outside the premises, a joint media statement from the corporation and the SA Commercial, Catering and Allied Workers Union (Saccawu) said yesterday. (289)

Sapa reports that workers at each hotel the cricketers stay at may withdraw their labour in all aspects of service relating to the cricketers, with the exception of switchboard operators, the statement said.

The company may employ casual labour to provide the service required.

The union is entitled to conduct one peaceful demonstration at each hotel where the cricketers are staying of not more than 30 minutes during working hours, "provided that such demonstration takes place outside the hotel buildings."

"The company undertakes to inform the union 24 hours prior to the arrival of the cricketers at each particular hotel."

The union has undertaken to inform management of planned demonstration times no less than 12 hours prior to the demonstartion, according to the joint statement. BIDAM 2/2/90

The cricketers are defined as the rebel cricketers, their SA opposition, SACU offi-

☐ To Page 2

Cricket pact (289) BIDAM 2/2/90

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cials and tour security and management.

TANIA LEVY reports from Bloemfontein that a 25-year-old man allegedly injured during anti-rebel cricket tour-related incidents was presented to English team captain Mike Gatting at Springbok Park yesterday afternoon.

A petition from the "oppressed" was handed to Gatting at Springbok Park after a delegation of four was allowed into the stadium.

John Segoneco was allegedly shot on his way home on Tuesday. His back was covered with buckshot wounds and his upper arm and hand were bandaged.

Anti-tour organisers Caleb Motshabi and Zingile Dingaan showed Segoneco to Gatting and presented him with a petition from "the vast majority of people in Bloemfontein" calling on the cricketers to go home.

Gatting asked them where Segoneco was hurt. Wen they said "in the township" he replied: "He was not hurt out here" — pointing at a group of 500 protestors outside the ground — "what happens in the township is not related to the tour".

Motshabi told Gatting if the team had not have been shot or detained. He said Segoneco had been detained when he had been discharged from hospital. He said at least 80 other people had been shot over the past week.

Major-General Tom Erasmus, SAP Orange Free State Regional Commissioner said in an interview yesterday no action would be taken against British Press members.

He had previously accused three of them of inciting unrest in the township. The reporters had said they had never been into Bloemfontein township.

Sapa also reports the establishment of a new organisation which has come out in support of the controversial English cricket tour of SA.

Named "Freedom in Sport", it is the brainchild of Ermelo businessman Piet Celliers and has attracted wide and positive response from the public since its announcement on Wednesday.

"Support international sport and you will be supporting South Africa.

"Let Mike Gatting and his team experience the warmth of a true South African welcome," Celliers said.

Hotel closes after strike

By MATHATHA TSEDU

THE strike by 52 members of the Food And Beverage Workers Union at Mahwelereng has led to the closure of a hotel and its bottlestore.

Wires are strung across the entrances of both businesses and there were rumours yesterday that the owner, Mr Jeffrey Molala, was about to sell the hotel.

The strike started on Friday last week after management allegedly failed to meet an undertaking to increase wages. Workers earn from a minimum of between R90 and R340 per month for persons with 17 years services.

Union official, Theo Ramalamola, said workers were demanding R160 per month across the board increase, recognition of their union, an immediate stop to the "insulting behaviour and attitude of Mr Molala's wife" and provision of tea and lunch time and an eight hour working day.

Mr Molala, who was detained twice under the state of emergency, was not available for comment.

HOTEL STRIKE ENDS

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Soweten 16/2/90

THE strike by 62 members of the Food Beverage Workers Union at Mahwelereng Hotel ended yesterday with management agreeing to an immediate wage increase of at least R40 a month across the board, union officials said yesterday.

By MATHATHA TSEDU

National Council of Trade Unions organiser in Pietersburg, Theo Ramalamola, said negotiations between the union and the owner, Mr Jeffrey Molala, were held on Tuesday. Molala had also agreed to raise the minimum from R80 to R130 - an increase of over 62 percent, Ramalamola said.

Other grievances of the workers including the provision of lunch and tea-time and the recognition of their union, are to be negotiated soon.

The hotel was reopened yesterday after being shut down for a week. The strike also affected Mahwelereng bottlestore. Molala confirmed yesterday that the strike was over.

He said the talks with the union had been conducted in a friendly atmosphere.

here has been postponed to tomorrow after nine co-accused escaped at the weekend.

1 500 Sun workers strike

PORT SHEPSTONE. — Some 1 500 members of the Commercial, Catering and Allied Workers' Union (Ccawusa) have stopped work at the Wild Coast Sun resort. Management had called on workers to return to work, and to nominate representatives to negotiate on grievances, which include dissatisfaction with wages.

2 000 down tools over wages

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ABOUT 2 000 members of the Commercial, Catering and Allied Workers' Union (Ccawusa) have stopped work at the Wild Coast Sun in Transkei. Sowetan 20/2/90

The organiser of the Port Shepstone branch of Ccawusa, Michael Nsimbi, told SABC radio news the stoppage was due to wage and other grievances.

Sun International chief executive Ken Rosevear said his organisation hoped to meet union representatives as a matter of urgency to settle the dispute.

At the moment the hotel is offering limited services and prospective visitors are advised to check on the South African side of the border whether they will be able to gain entry.

Ccawusa has not yet been recognised in the Transkei, although negotiations are in progress. - Sapa

Hotel workers refuse to serve cricketers

WORKERS at the Sandton Sun hotel were yesterday allegedly given written notice that they were in breach of their contracts for illegal work stoppages when, on two occasions, about 200 black staff members toyi-toyied and sang while demonstrating against the rebel English cricketers being accommodated in the hotel.

Southern Sun Transvaal Regional Director Evan Andropolous last night denied that warnings were given to staff.

A source, who declined to be identified, said yesterday the protesting staff were told disciplinary action could be taken against them.

Black staff at the hotel will no longer

Business Day Reporters

serve the rebel cricketers staying there, SA Commercial, Catering and Allied Workers Union (SACCAWU) vice president Chris Mohulatsi said yesterday.

Late yesterday afternoon about 200 hotel employees toyi-toyied in the hotel following a similar protest in the morning.

Andropolous denied that a second demonstration had taken place.

There was no visible police presence at the protest but in-house security staff appeared to be monitoring it.

Southern Sun Industrial Relations director Carl Ludick met SACCAWU representatives after staff returned to work. The latter said the meeting went smoothly.

Ludick said staff had presented no grievances to management prior to the protest and the work-stoppage was unexpected.

The rebel cricketers were out practising during the protests but tour manager David Graveney said at the cricket ground he was pleased the incident had been peaceful.

Rebel English cricket captain Mike Gatting said last night he had instructed his players "not to get involved" in any demonstrations that spilled onto the playing

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BIDay 24/1/90

Cricket tour

□ From Page 1

fields or the pitch during the tour.

Gatting also said that he expected demonstrators to remain within the law.

Transvaal coordinator of the MDM anti-tour campaign Moss Mashishi said another demonstration wold be held outside the hotel this afternoon.

He said Transvaal anti-tour protestors would be bussed to Kimberley on Friday to join the local demonstration.

Law and Order Minister Adriaan Vlok said yesterday government recognised the right of people to oppose the tour but also recognised the right of people who did not.

He said he had, in an effort to prevent possible violence, invited certain people opposed to the tour to meet him.

But the SA Council on Sport said yesterday its executive committee had decided not to attend a meeting with Vlok and had called on him to prohibit the tour.

Vlok said the possible cancellation of the tour was at no stage an issue for discussion.

● See Back Page

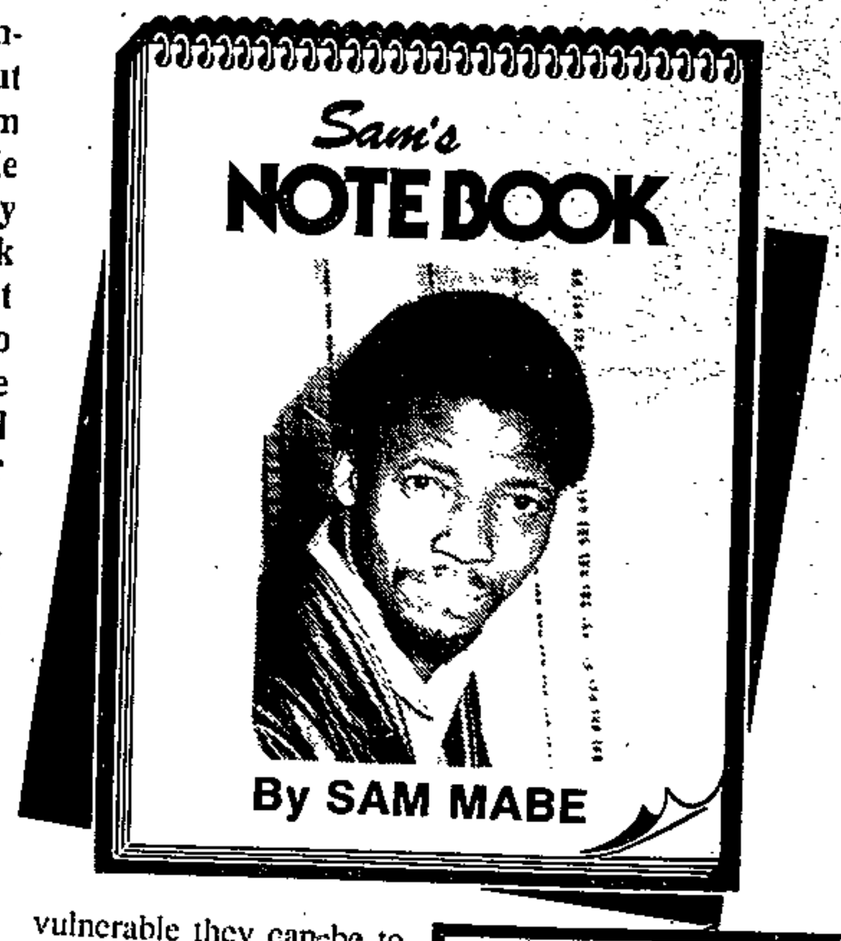
Hotel strikers return

CAPE TIMES 22/2/90 Z89

UMTATA. — More than 2 000 workers at the Mzamba Wild Coast Hotel, who have been on strike over wage-related issues since Sunday, resumed work yesterday morning after several meetings between management and worker representatives.

Spare the rod and spare the child

THE story in a Sunday newspaper about a pupil whose arm was broken while being beaten up by his teacher last week was disturbing. It prompted me to renew my call for the scrapping of corporal punishment in our schools.



I believe that any other form of punishment should be used advisedly as we tend to look only at what we stand to achieve by beating children up, without realising that sometimes, we lose more than we gain from using the stick.

The effects of the stick should be viewed in a much broader context than the immediate effects in which, out of fear, a child could respond positively to instructions.

I am not opposed to discipline as such, because I am a disciplinarian myself.

Negative

But I would rather that, instead of disciplining our children, we should teach them self-discipline. I oppose corporal punishment as a dorm of discipline because of its negative vulnerable they can be to anything violent. They have a tendency to hero-worship anybody who can throw a heavy punch or who can get things done by using violence.

So, though you may not be popular with those who get the most beating from you, because of the fear you instill in them, they will see you as great and will strive to be like you - violent. This will be more so if using the stick is the area in which you perform much better than you do in anything else in class.

Using the stick in the classroom inculcates ag-

If we don't beat them up, we threaten them with violence. In our churches, we are always reminded about God's punishment of sinners as though punishing people is God's only preoccupation.

Another form of punishment I have difficulty with is manual work. One well-known educationist discounted the use of corporal punishment saying he preferred manual work instead of the stick, to punish pupils.

He thought there was a difference. I did not. The psychological effects could be of a different nature, but equally catastrophic. If one considers that manual work is used for punishing criminals in jail, it can be concluded that a child who is forced to do manual work as a form of punishment will lose respect for the socialist conception of the dignity of labour.

Concept

He will associates work with slavery and not be able to realise that it is the conditions under which people work that may not be right, but not the concept of work as such.

This means we could be bringing up a cadreship of youngsters who will pose a serious threat to the liberation we are fighting for since they will associate liberation with the freedom not to work.

Change

If not, they will develop a negative attitude towards manual work and despise technical careers without which we will have no control over our freedom, nor will we be able to fend for ourselves and contribute to national development.

The political culture in this country is changing. Whereas in the past teachers were marginalised and the struggle for educational dispensation was the monopoly of political activists, the teacher is today recognised as a pivotal figure in all matters educational.

We need to form an alliance of teachers, parents and leaders in all sectors of our communities to work out a way of taking ourselves through a process of mental decolonisation and adopting a new set of liberating values and norms.

psychological effects on the child.

If a child comes late to school and he is beaten up, he may come early the next day and the teacher might feel he has achieved something. But the side effects of the beating could be catastrophic. The child could be unable to concentrate on his work because of the humiliation he has suffered and which could inflict wounds on his personality.

And anybody who grows up with a wounded personality becomes a danger not only to himself but to society as a whole. This could be the child who, in trying to re-establish his dignity among his peers, would resort to violence and bully all those who are younger or weaker than himself.

Dangers

If he cannot stand up to his teacher, he will probably try to stand up to his father, brothers and sisters or anybody who symbolises the authority that his teacher stands for. At times, he will evade doing his work if only to prove to himself and to his peers that he can beat the system.

He might even feel that by not doing his work, he is settling scores with his teacher.

One can appreciate that Bantu education is such a bitter pill and that to make it palatable some people find it difficult to avoid resorting to force. But that cannot work.

The fact that children find a hero in Bruce Lee and such violent movie characters, shows how gressive and tendencies in learners. They grow with the belief that to get anybody's cooperation they must use violence.

Passive

At times, it could nurture obedience, subordination, passive and conforming attitudes which could reflect badly on the child later in his life. It can create a culture of fear in a whole generation.

And people who live in fear can at times be more dangerous than a wounded tiger, especially when faced with crucial situations in which quick and serious decisions have to be taken.

If our objective is to use schools as effective training grounds for leadership, the way we treat our children has to be consistent with that objective and the stick has no place in that programme.

All guilty

The stick also tells the future worker at an early age in his life that he is incapable of managing himself and his affairs; that he can only work under supervision, coercion or the threat of dismissal.

Let our teachers not feel I am crucifying them. All of us are guilty of this crime since we are also products of the system we are feeding to our children. Through our education system, formal and informal as given in our homes, schools, churches and other societal structures, we entrench a dangerous mentality of violence in our children's minds.

28/2/90
Soweto
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Workers ordered from city hotel

Cart This 23/3/90

Supreme Court Reporter

DISMISSED workers at the Cape Sun were yesterday ordered to leave hotel premises and were further interdicted and restrained from intimidating other workers or in any way interfering with the business.

The interim order was granted by Mr Acting Justice W van Deventer after an urgent application was brought by the hotel against the South African Commercial Catering and Allied Workers' Union and 72 workers.

In an affidavit, Mr Stephen John Ford, general manager of the Cape Sun, said the workers had created a noise in the restaurants, singing and ululating and "generally causing a tremendous disruption" to business.

Workers who did not participate in the demonstrations had been threatened and intimidated.

Management and union representatives had met on the second floor of the hotel early yesterday and agreed that the workers would remain in the canteen and changing rooms and behave in a disciplined manner while management investigated grievances, Mr Ford said.

In breach of the undertaking, the workers had intimidated casual as well as regular workers and in addition paraded and demonstrated through the public areas, disrupting services and interfering with hotel guests.

The hotel would suffer "severe and incalculable and irreparable harm" if the workers were not prevented from repeating their conduct, he said.

In terms of the order the union and the workers must show by April 19 why the interim interdict should not be made final.

FM 23/2/90 (289)

KEN ROSEVEAR FM 23/2/90

Old hand (289)

As Ken Rosevear makes his reappearance in the hotel and entertainment industry as CE of Sun International, he has little to prove. He has been with the group since its creation in 1983, firmly establishing a reputation as a talented and energetic leader, endowed with an analytical mind and a special flair for the people business.

It it understandable that his resignation as MD of Sun International in September came as a shock to the industry. But now that the dust has settled, Rosevear will be able to concentrate on the challenging times ahead. Plans for a R650m fantasy world expansion at Sun City are well under way with completion set for December 1992.

Possibly more challenging, though, is the speculation about the future of the homelands — in particular the future of the gaming industry. Rosevear believes that issues will have to be negotiated and settled in a responsible way with an outcome acceptable to all. "It's unlikely that any government will allow unrestricted gaming in densely populated urban areas. No other country in the world does — including the US."

He is, however, confident that the changing face of southern Africa will open up opportunities for tourism.

Rosevear is one of the few whites to have grown up in Soweto. His father was a superintendent with the Johannesburg City Council and they lived close to Meadowlands and Orlando.

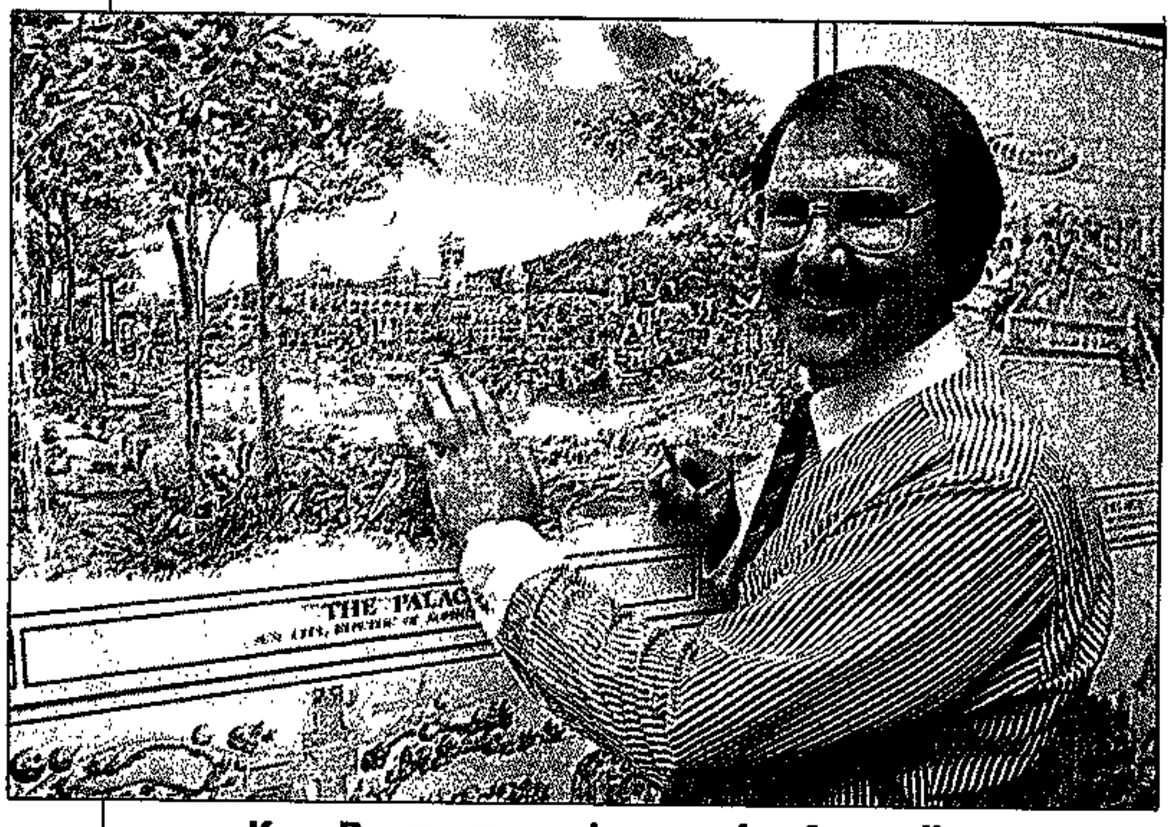
After matriculating at Sir John Adamson in 1966, Rosevear obtained a CA from Wits while serving articles with Price Waterhouse. It was then he was put in charge of Johannesburg's Sunnyside Park hotel audit. Later, when a partner at Price Waterhouse, he was responsible for the Southern Sun audit.

To familiarise himself with auditing trends and the computerisation of the hotel and casino industry, Rosevear went on extensive study tours to the US and UK. His portfolio also saw him handling the financial side of boxing promotions.

In 1982 Sol Kerzner asked him to join Southern Sun as group financial manager. He told Kerzner he wanted to move into operations rather than remain in finance. Kerzner's reply: "The best way to learn the business is through the figures." He was soon made financial director. When Sun International was formed in 1983, Rosevear was put in charge of operations. In 1984 he was named joint deputy MD of the group and in 1985 became MD.

Rosevear enjoys tennis, squash, riding and golf but places more value on his time with wife, Helen, and their two children. He is also a top international breeder of pigeons.

He sees his major task at Sun International as sustaining growth while maintaining standards of excellence. "Towards this end, people remain the most important asset we have." ■



Ken Rosevear... in search of excellence

Ruckus at top hotel

SouthE 29/3-4/4/90

A DISPUTE over a housekeeper at an exclusive Cape Town hotel led to the dismissal of 24 workers last week.

The dismissed workers, who are all from the housekeeping department, downed tools late last Wednesday to demand that Cape Sun's management remove the housekeeper because of the way she allegedly treated workers.

South African Commercial, Catering and Allied Workers' Union (Saccawu) organiser, Mr Power Malgas, said the dispute was longstanding.

The union had compiled a list of allegations, which included claims that she had physically assaulted three workers.

Malgas said at a meeting between the union and management in February, the company had said it would investigate the matter.

He claimed that management had not informed the union of its findings. When workers inquired why the housekeeper was back at work, they were told the matter was closed.

After the 24 workers were fired last week, 70 others went on strike, bringing the hotel to a standstill.

Malgas said that, after negotiations, the union agreed the 70 workers would return to work and that the company would not interdict the union.

Saccawu was presently negotiating the reinstatement of the 24 dismissed workers. The union would pursue the dispute over the housekeeper, he said.

● Management failed to respond to SOUTH requests for comment.

Sun workers fired

EIGHTEEN Sun City employees were dismissed by management of the Bophuthatswana entertainment complex after they took part in a work stoppage this week. Sowetan 5/4/90

Mr Peter Wagner, Sunbop managing director, said these workers had "walked off their jobs after they voiced their dissatisfaction with their salaries and various other grievances".

Sun City workers in row over wages

Sowetan 11/4/90

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By LEN MASEKO

A ROW has broken out between the Bophutatswana Sun International (Sunbop), owners of Sun City, and some of the company's black employees over pay and working conditions at the entertainment centre.

The workers' grievances include allegations of racial discrimination, pay disparity and "wanton" dismissal of employees.

Last week, the entertainment centre was hit by two work stoppages involving some of its 3 200 employees, who demanded better pay.

Eighteen workers, who embarked on a work stoppage on April 3, were later dismissed for "walking off their jobs".

Another group of Sun City employees downed tools two days later, calling on management to raise their pay.

The workers suspended the strike after management promised to attend to their grievances.

Sunbop managing director Mr Peter Wagner confirmed the stoppages, saying they affected only two departments at the centre.

He said his company was willing to address workers' grievances "through the established representation structures".

He said some of the grievances were "cited out of context".

Some of the grievances included:

* Black employees had to pay rent for company-owned housing while their white counterparts were offered free lodging;

* Only whites were paid "living-out allowances"; and

* There was no such thing as "equal pay for equal jobs" at Sun City, with white employees always earning a notch above their black counterparts, whatever their job experience.

SUMMER LEISURE

FIM 13/4/90

When time stands still

(~~268~~) (289)

Confusion, unanswered phone calls, staff claiming unpaid wages and salaries and about 3 000 timeshare members unable to take advantage of their holidays-for-life — which cost many of them their savings.

This is only the start of the sorry tale beginning to unfold as liquidators commence unravelling the affairs of Summer Leisure International (SLI) — the marketing arm of the controversial FlexiClub Foundation timeshare group. What is clear is that while FlexiClub is not being liquidated, the activities of the two organisations are inseparable in certain respects.

Furthermore, both organisations are under investigation. FlexiClub's accounts are being scrutinised by Louise Tager's Business Practices committee. At the same time, police at John Vorster Square's commercial branch have been instructed by the Attorney-General to look into the affairs of SLI.

Meanwhile, for liquidator John Fourie of the Ernst & Young Trust, trying to get to grips with the tangled affairs of SLI has not been easy. One of his priorities was to interview SLI and FlexiClub directors Bill Nosworthy and Larry Botes.

However, like those of the timeshare members themselves caught up in the liquidation, his telephone calls remain unanswered. All attempts to contact them over the past few weeks have drawn a blank. "All I hear is music when I phone Botes. Nosworthy doesn't have a telephone."

In spite of this, he believes the financial status of the company and other issues related to the liquidation could be "crystalised" within a fortnight.

With the two directors apparently unavailable, Fourie's office is fielding calls on a daily basis from disillusioned and anxious FlexiClub members trying to establish whether their timeshare agreements are still worth the paper they're written on. Many are understood to have stopped paying the instalments due in terms of their contracts.

This is perhaps understandable in view of the fact that, for the present at least, they (the timeshare members) cannot gain access to FlexiClub's timeshare accommodation because the levies — the legal responsibility of SLI — have not been paid.

According to the successful application for SLI's winding up, which was heard in the Rand Supreme Court in February, if the levies remain unpaid, SLI's timeshare rights could be cancelled. This could further prejudice creditors.

Although Fourie won't be drawn on the issue, FlexiClub appears to all intents and purposes not to be functioning as a business at present.

In the meantime, Fourie is attempting to to get access to the FlexiClub documentation which relates to SLI.

He explains: "My interest in FlexiClub is twofold. Firstly, all the SLI documentation is in the Foundation files, which I can't touch until I'm granted legal access. Secondly, Botes has signed a document stating that FlexiClub owes SLI about R1m in management fees. I must ensure that the best interests of SLI creditors are served in terms of that debt."

He adds that there are likely to be relatively few claims directly against SLI, most of them relate to FlexiClub. "But the two organisations operated from the same offices, which are now locked. The telephones have been disconnected because of unpaid bills and all the furniture and computers were sold before the company went into liquidation," says Fourie.

Even SLI's staff seem to have been left in the lurch. One is claiming R18 000 in respect of five months unpaid salary. Another former employee, Pat Myburg, claims she was not paid a salary for September or October. According to the winding up application, a number of other employees are out of pocket because of unpaid salaries. ■



SAB MD Meyer Kahn listens to Trade and Industry and Tourism Minister Kent Durr at Pretoria University yesterday.

Pictures: ROBERT BOTHA

Serious shortage of good managers

GERALD REILLY

PRETORIA — Shortage of trained personnel in the hotel and tourism industry had reached crisis proportions, Trade and Industry and Tourism Minister Kent Durr said yesterday.

Speaking at the inauguration of a chair in hotel and tourism management at Pretoria University, Durr said SA lacked good management.

Traditionally SA relied on skilled workers from abroad but this source had exhausted itself.

In the hotel industry this year alone there was a shortage of 1 000 junior managers.

Half the number of reception workers and almost the same number of cooks left the industry every year.

The ratio between a manager and those reponsible to him was 1:42 in SA, as against 1:16 in the US.

This was why the establishment of a chair in hotel and tourism management at Pretoria University was so vital, he said.

Durr said this year foreign tourists could exceed a million for the first time and this could double by the turn of the century.

Last year's total of 930 393 was up by 15,6% on the previous year.

Most visitors came from Europe, with a steady recovery in US visitors and a record number from Taiwan.

However, the SA tourism boom remained modest compared with some countries.

Tourism abroad was recognised as one of the top three industries and in some countries it was at the top of the heap.

Picture: BENNY GOOL

23 held after city hotel protest

Staff Reporter

POLICE yesterday arrested 23 chanting and toyi-toying demonstrators outside the Cape Sun Hotel shortly before a Press Club lunch meeting was to be addressed by Mr Thabo Mbeki.

The demonstrators, waving ANC posters and some carrying banners of the Cape Catering and Allied Workers' Union and the SA Catering and Allied Workers' Union, took up positions opposite the entrance to the hotel.

The demonstration was a continuation of a dispute between the hotel and some dismissed workers.

On his arrival, Mr Mbeki shook hands with some of the demonstrators before entering the hotel.

One demonstrator was seen with an umbrella in the ANC colours while posters carried the slogans "The company dismissed us for racism" and "Cape Sun you have struck a rock".

Eyewitnesses said about 50 policemen broke up the gathering using batons and bundled the demonstrators into waiting police vans.

Cape Times 4/5/90

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MEETING THE WORKERS . . . ANC executive member Mr Thabo Mbeki arrived at the Cape Sun yesterday to find a well-timed workers' protest under way outside. The protest, noticed by more than 300 members of the press attending Mr Mbeki's lunch talk, was related to an issue between workers and management. Mr Mbeki greeted the protesters with a smile and a handshake.

Picture: BENNY GOOL

23 held in demo against Sun hotel

Sowetan 4/5/90

POLICE yesterday arrested 23 people demonstrating outside the hotel where Mr Thabo Mbeki was speaking to journalists in Cape Town.

Members of the South African Commercial, Catering and Allied Workers' Union were protesting against their dismissal by the management of the Cape Sun on March 21.

They were singing and displaying placards outside the hotel when about 45 policemen bundled them into four vans.

Minutes before, Mbeki and some members of the ANC taking part in talks with the Government had shaken hands with the demonstrators before entering the hotel, where he was scheduled to speak at

By JOE THLOLOE
In Cape Town

a Cape Town Press Club meeting.

The protesters were carrying placards which read: "The Cape Sun is Racist", "We are protesting against unfair discrimination" and "We will not allow Southern Sun to dismiss us."

Dismissed

Twenty-seven employees of the luxury hotel were dismissed on March 21 when they protested against a housekeeper they alleged assaulted staff and swore at them.

Police spokesman Major Jan Calitz later said the 23 were charged under the Gatherings and Demonstrations Act and were still in custody.



THABO MBEKI

A union official, Mr Power Malgas, earlier said they had spoken to the ANC and made it clear that they had no objection to Mbeki addressing the meeting at the hotel.

"Our protest is not against him or the ANC, but against the hotel management," he said.

According to a bystander, Mr Jules Tromp, 45 policemen and three police officers arrived at the hotel in four vans about 1.20pm.

Without telling the group to disperse, the policemen began hitting the demonstrators - who were mostly women - with sjamboks.

"I could not believe it. One of the women fell to the ground and her handbag and shopping baskets went flying.

Wife

"Policemen were hitting other women and forced a middle-aged man into the van when he arrived to collect his wife from the hotel."

An assistant manager at the hotel said only the directors could comment and a director was not available.

its net profit falling almost 40 percent.

Hoteliers feel the squeeze too

Sun 28/4/90

289

WITH disposable incomes of domestic tourists taking a hard knock from the downturn in the economy, the hotel industry is turning to foreign visitors to help off-set the decline in the local market.

This trend has been shown by the poor perfomance during the traditional boon Christmas and Easter periods. Over Christmas revenue from all grades of hotels declined 11 percent in real terms.

High food prices, combined with the declining disposal incomes of the locals, is also knocking what is usually a profitable part of hotel business.

In 1989 food prices rose 14,9 percent on a year-on-year basis, with vegetable prices up a staggering 47,8 percent.

Fred Thermann, executive director of the Federated Hotel Association of South Africa (Fedhasa) says hotel food and beverage sales (adjusted for inflation) in 1989 did not increase over the 1988 figure. Most affected were country hotels where food and beverage sales declined by three percent in real terms.

JABULANI SIKHAKHANE

He also notes that even though a few new hotels came into the market, room capacity declined by 1,1 percent in 1989 over the 1988.

"The hotel industry is no money spinner. We hope that the growth in the number of foreign visitors will help offset the declining spending power of the domestic tourists," he said.

Foreign visitors

The number of foreign visi tors to SA has shown a steady increase over the last three years. According to the South African Tourism Board, the number of foreign visitors increased 15,9 percent in 1989.

Between January and December 1989, 930,393 foreign visitors arrived, which is 3,8 percent up on the previous record set in 1984.

Their spending has also increased, from R904 million in 1985 to more than R1,9 billion in 1989, excluding air fares and domestic tourism.

Mr Thermann is optimistic that the number of foreign visitors will increase up to 1,2 million this year and is pinning his hopes, among others, on a recent study which showed that SA hotels still offer the cheapest accommodation in the world.

Figures by the CSS show that the total number of bednights sold to foreign visitors in January 1990, increased by 10,4 percent to 124,572 from 112,863 in December.

But this was 1,3 percent lower than the number of bednights sold to foreign visitors in January 1989.

Hoteliers recognise the growth potential of the black market.Increased urbanisation, fast improving living standards and increased dis posable incomes of most black urban families are helping re-shape black holidaying patterns.

Mr Thermann sees quite a big potential in the affluent black urban market and estimates that there could be up to five million blacks ready to make use of holiday resorts and hotels.

RETAIL DISPUTES (289)

Calming down

Strike action by more than 6 000 members of the Commercial, Catering & Allied Workers' Union (Saccawu) is now in its fourth week at about 40 Southern Sun/Holiday Inn hotels. Talks are scheduled to resume this week. FIM 3/8/90

Some progress has been made. The company has confirmed offers made in mediation, such as the right of casual workers to join the union and an increase in night-shift and starting wages. The company also signed an agreement to negotiate over the provision of facilities for strike meetings.

Outstanding issues are: wages; certain dismissals at Pietersburg Holiday Inn and the Cape Sun; and the retrenchment of workers at Sabie River Bungalows and Pine Lake Inn.

According to union spokesman Alan Horwitz, the moderated demand of R120 across-the-board (previously R160) "is well within the company's reach." He says the company still won't give a breakdown of the R28m set aside for wage increases this year. "The R28m could, if equally divided, mean a R200 across-the-board increase for each of the 10 000 workers employed," reckons Horwitz.

Meanwhile, more than 5 000 Metro Cash & Carry workers at 160 stores took industrial action after a Saccawu ballot. The only issue at stake is the size of an across-the-board increase. The union is demanding

FIM 3/8/90 (289)

R150 against the company's offer of R135. The union's Jeremy Daphne says workers are conducting canteen sit-ins and pickets are being staged outside major stores. The two sides are in mediation.

Agreement was reached last week between Saccawu, the Federal Council of Retail & Allied Workers Union and Edgars. This affects about 5 000 members of the two unions. The settlement — an across-the-board increase of R165,50 — is one of the highest in the retail sector (Woolworths recently awarded R175). ■

7/8/90

Wage deal ends Sun hotel strike

JOHANNESBURG. — Striking workers at Southern Sun Hotels signed a wage agreement with management yesterday, ending a five-week nationwide strike involving about 6 000 workers.

Mr Carl Ludick, Southern Sun Hotels spokesman, said workers would return to work tomorrow.

The agreement provides for a phased increase in wages of R120 and the referrence of other disputed issues to arbitration.

Mr Ludick said workers would get R100 or 15% effective from April 1 and a further increase of R20 or less from September 1.

"All striking workers have been allowed until August 22 to return to work, whereafter they will have to reapply for positions with the company," Mr Ludick said.

He said disciplinary action would be referred to arbitration.

The strikers, who picketed the hotels throughout the country, had also charged the company with practising racism.

The end to the strike comes shortly after the conclusion of wage agreements at the OK Bazaars and Checkers supermarket chains. — Sapa

CITY NATIONAL

Hotel strike over, agreement signed

By SHARON SOROUR
Labour Reporter

AFTER a five-week nationwide strike at 41 hotels, more than 6 000 Southern Sun/Holiday Inn workers return to work this week.

A wage agreement was signed last night between the SA Commercial, Catering and Allied Workers' Union (Saccawu) and management, according to Southern Sun spokesman Mr Carl Ludick.

The strike ends tomorrow and all striking workers had until August 22 to return to work, after which they would have to re-apply for positions with the company, he said.

Mr Ludick said workers would get a R100 or 15 percent increase effective from April 1 and a further increase of R20 from September 1.

The agreement provided for a phased increase in wages of R120 and referral of other disputed issues to arbitration.

Confirming a settlement had been reached, union spokesman Mr Allan Horwitz said in a statement the strike had been a success as the union had secured better working conditions for its members.

"Regarding conditions of work, the strike was a clear victory for Southern Sun workers," he said.

A R710 minimum wage had been secured, R90 short of their initial demand, Mr Horwitz said.

The union initially demanded R160 across-the-board and a monthly minimum wage of R800.

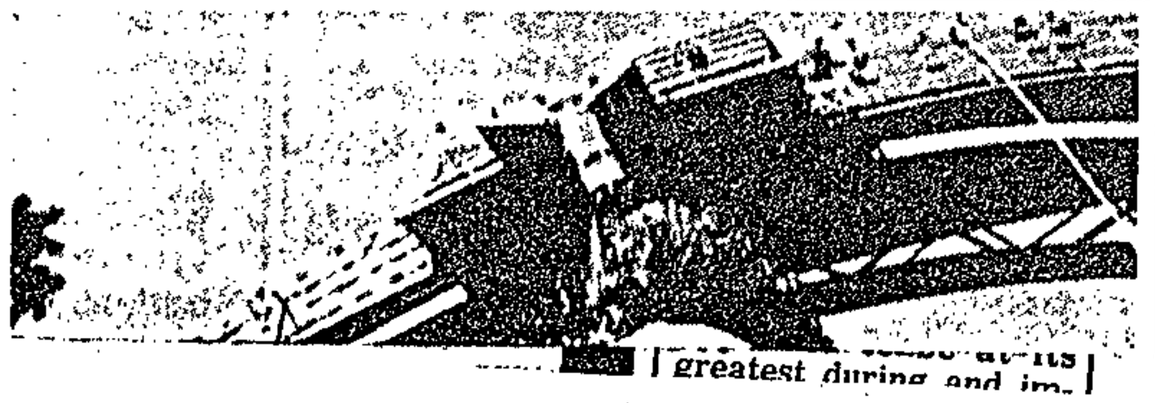
In a major concession the company agreed to recognise March 21 — Sharpeville Day — as a paid public holiday, he said.

Other agreements — regarded by the union as achievements in terms of improved working conditions — reached were:

- A doubling of the night allowance to R110 a month, the abolition of split shifts and a pay-increase of R120 during the three-month probation.
- The right to join the company medical aid with Southern Sun agreeing to contribute 50 percent to medical costs.
- The right of casual workers to join a union within the company.

Mr Ludick said disciplinary action related to the conduct of strikers during the industrial action and dismissals at the Cape Sun and Pietersburg Holiday Inn and retrenchments at Pine Lake and Sabie would be referred to arbitration.

Mr Horwitz said about 300 strikers had been dismissed during the strike.



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LABOUR DISPUTES FM 10/8/90

Relief at last (289)

Settlements at Southern Sun-Holiday Inn and Metro Cash & Carry have ended the massive wave of industrial action by almost 30 000 members of the Commercial, Catering & Allied Workers' Union over the past two months.

The five-week-old strike by 6 000 workers at 41 Southern Sun-Holiday Inn hotels was over wages, conditions and dismissals. It was resolved this week when both parties agreed to an across-the-board increase of R100 or 15% a month effective from April 1; and a further maximum R20 from September 1. The increase raises the monthly minimum to R690. This is R110 short of the union's initial demand.

Southern Sun-Holiday Inn industrial relations spokesman Carl Ludick says the parties agreed that disciplinary action related to the conduct of strikers during the strike, dismissals at the Cape Sun and Pietersburg Holiday Inn and retrenchments at Pine Lake and Sabie should be referred to arbitration.

The union's Alan Horwitz says important breakthroughs include: the right of casual workers to join the union; doubling of the nightshift allowance to R110 a month; the right to join the company medical aid; and an increase of R120 in the probation wage to R620 for a maximum of three months.

March 21 (Sharpeville Day) is now also recognised as a paid public holiday.

In the Metro Cash & Carry settlement the parties agreed to a R140 across-the-board increase a month effective since July 1. The increase raises the minimum wage to R765, a 22% rise, and will apply to stores in homelands. The company had offered R135 against the union's demand for a R150 across-the-board increase.

The company also agrees to a "cooling off" day for union members provided they returned to work the day after the agreement.

The union's Jeremy Daphne says that on the whole the strike was peaceful with pickets at selected stores countrywide. Canteen sit-ins were staged in all stores, except two in Pietersburg which had been closed. He attributes the briefness of the strike to the good discipline and organisation of Metro workers. There was also no huge gap between the union demand and company offer.

The union is planning an overall review of strikes and settlements, including those not preceded by industrial action.

☐ Stalemate persists in the national liquor strike involving about 3 800 National Union of Wine, Spirits & Allied Workers' members at 83 wineries and depots. A second round of talks is scheduled this week.

The Wine & Spirit Industry Employers' Association is offerng a R33/week across-the-board increase in response to a demand for R40. Employers say 14 000 union members accepted the offer after a national lockout last month.

The union says about 70 workers have been arrested during the five-week strike. ■

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Hotel and textile strikes resolved

MATTHEW CURTIN

STRIKES by 5 500 workers at 41 Southern Sun/Holiday Inn hotels and 11 000 workers at the Frame Group's Consolidated Cotton Corporation (CCC) ended yesterday.

Southern Sun/Holiday Inn industrial relations consultant Carl Ludick said the dispute with the SA Commericial Catering and Allied Workers' Union (Saccawu) was settled yesterday afternoon and staff would return to work tomorrow.

The union accepted a wage offer of R100 a week or a 15% across-the-board increase, with a further maximum R20 increase from September 1 to bring the annualised increase to R120.

The monthly minimum wage for hotel workers now stands at R710, R90 short of Saccawu's original demand, but up from the existing R590 wage.

Ludick said the major compromise from the company was in the minimum wage agreement, but the company had successfully managed to contain the escalation in the payroll of recent years.

He said the company was pleased Saccawu recognised the impracticality of an end to contract labour and the establishment of fixed-term casual labour given the seasonal nature of the hotel trade.

Ludick said the company's losses during the strike were neglible and industrial relations between the two parties were on a sounder footing as there was now mutual recognition of each other's rights.

□ To Page 2

Strikes resolved

□ From Page 1

Saccawu national organiser Alan Horwitz said the union was happy to have secured an improvement on the company's final pay offer and cited breakthroughs on other issues. Southern Sun/Holiday Inn now recognised the right of casual workers to join the union.

The SA Clothing and Textile Workers' Union (Sactwu) accepted a 17,9% to 20% wage increase for its members from Frame management yesterday.

Sactwu national organiser Elias Banda said that at a general meeting on Friday workers had agreed to return to work yesterday and accept Frame's revised pay offer.

Banda said workers at CCC would receive two six-monthly increases, one backdated to July 1 and another from January 1 1991, of R14, R14,50 and R16 a week for lower, middle and upper grades.

Banda attributed the breakthrough to the referral of the dispute to mediation two weeks ago, which he said had led to management moving from its final offer.

He said the wage increase was "not great" but satisfactory given the difficult economic conditions in the textile industry.

Sactwu declared a dispute with Frame on June 7, rejecting management's final offer of two six-monthly R13 a week increases for July 1 and January 1 1991. The union had lowered its demand to R20 increases from an initial call for R40.

Frame communications manager Sharon Wagner said staff returned to work yesterday.

Meanwhile, a coal strike by the NUM lay in the balance yesterday as the union awaited a response from the Chamber of Mines on its revised pay demand of 19% across-the-board. A chamber spokesman said the demand was being considered.

Talks in jeopardy

Sowetan 14/8/90

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Sowetan Reporter

TALKS on a recognition agreement between Venda Sun Hotel and the Allied Workers Union may be jeopardised following the expulsion of employees by the hotel's management.

This was revealed yesterday by AWU general secretary Mr Thivhileli Mutobvu, who was responding to the expulsion of the latest victim, Mrs Mirriam Siguda.

Siguda was expelled on August 8, allegedly without notice, for failing to sign a register book.

Siguda is one of the six members of AWU who have been expelled from the hotel in recent weeks for what they term "unfair labour practice".

Worker-owned hotel will provide jobs for returning exiles

w/Mercury 26/10 - 1/11/90

By MONDLI MAKHANYA

A WORKER-OWNED hotel which will provide more than 800 jobs — including for returning exiles — is being built in East London.

The R50-million project, the first co-operative venture of this size outside the agricultural sector, is the brainchild of Comrades for Christ (CFC), a worker-orientated Christian organisation which runs social upliftment programmes.

The proposed hotel and conference centre is to be built on the site of the King's Hotel. CFC executive member Barend Schuitema said a loan for the project would come from a Swiss banker.

The co-op will provide 350 jobs during the construction period and after completion of the project, due in November 1991, qualified and experienced hotel staff will be hired and part of their function will be to "train people interested in entering the catering industry". Up to 800 jobs will be provided once the project is completed.

Schuitema said although CFC had initially earmarked returnees as potential employees, the need to provide employment for local people would take precedence.

East London mayor John Badernhorst gave a tacit welcome to the project: "For the sake of East London it is important for the centre to be completed. I am however pessimistic about the latest financial venture by the African National Congress."

People v prices: *Struggling to survive on rural wages*

Fight to stay above the breadline

289

w/Mail 9/11 - 15/11/90

CRITICAL CONSUMER

Pat Sidley



I STAYED in a hotel near Rustenburg this week that pays its staff in the region of R150 to R250 a month, depending on the type of job. Some members of staff also get a roof over their heads, and some food.

But the degree of difficulty they must have in supporting their families and contributing to their own quality of life strikes home after a trip to the local café — a typical rural general dealer with all the goods needed to sustain life.

A loaf of brown bread at the new (still controlled) price of R1,05; a litre of milk at the uncontrolled price of R1,90 (higher than at many places in Johannesburg); half a dozen medium eggs at R1,50; mielie meal at R3,50 for 2,5kg and a can of coke for less than the milk at R1,20 are what many people would buy on a regular basis.

For the cleaning woman earning R150 a month, the amount would not sustain life in any meaningful way, nor would it keep her children from malnutrition. The prices simply do not bear any relation to wages — when there are any wages at all.

The food inflation rate has been increasing at a higher rate than the general inflation rate all year. For the year ended in September, the food-only consumer price index rose 17,3 percent — before the recent spate of petrol price increases, which will add to the prices everywhere and be exaggerated in country areas.

The leading items contributing to the food price increases are fresh fruit and vegetables (which ward off many significant malnutrition-linked diseases), milk, eggs and dairy products. None of these items are governed by price controls.

Agriculture minister Jacob de Villiers says he believes free enterprise will keep the price of bread down when controls go. The evidence shows the contrary: as soon as controls go, prices leap up and keep on moving.

Perhaps the old days of inefficient control boards were not so bad after all — with a few modifications.

It operated in a system including co-operatives, single channel marketing and guaranteed prices to farmers.The system meant farmers were ensured that their costs were covered, wholesalers could not make a percentage fee — as this was where the co-operatives and control boards operated — and, in many instances, retailers, millers, bakers and other producers were restricted from charging what they liked.

The problem was that the system was open to corruption. It protected a small minority of landowners (white farmers) and saw to it that their interests were paramount.

Now with subsidies all but phased out, price controls about to bite the dust and tax on all foods about to send the rest of the prices through the ceiling, it is time to find a way to get food into mouths.

It is a question the government is giving thought to, and one which many charities, like Operation Hunger have been working with for some years.

And unless private enterprise gives some constructive and unselfish thought to the idea, they may find themselves nationalised by the ANC which is also looking at the problem of how to feed everybody.

The government, according to well-placed sources, has looked at the idea of food stamps and rejected them as being difficult to manage and open to corruption. Apparently, it favours the idea of subsidising charities so that Operation Hunger, say, would get government money to ensure that it fed the many millions who are hungry.

Pick 'n Pay and even some of the control boards favour the reintroduction of subsidies.

The current vogue among white free marketeers, and the minister of agriculture, is to imagine that competition will keep prices low. But in the dairy industry (and a few others) this is thwarted by the licensing system which ensures there is only one dairy per area.

An idea floated by an economist recently suggested that instead of increasing basic food prices, and instead of putting Value Added Tax on to those currently exempt from GST, the government should tax luxury imported goods further.

Whatever measures are resorted to in an attempt to feed the population, they ought to be dealt with urgently — or there is a possibility that instead of the kind of violence South Africa has been hit with at the moment we will have bread riots.

DEPARTMENT OF JUSTICE

No. R. 2663 **16 November 1990**

CORRECTION NOTICE

DECLARATION OF PEACE OFFICERS UNDER SECTION 334 OF THE CRIMINAL PROCEDURE ACT, 1977 (ACT No. 51 OF 1977)

Government Notice No. R. 2483 published in *Government Gazette* No. 12805 of 26 October 1990, is hereby corrected as follows:

(a) The substitution for the expression "(a)" where it appears in the second paragraph in the English text of the correction notice of the expression "(b)".

DEPARTEMENT VAN JUSTISIE

No. R. 2663 **16 November 1990**

REGSTELLINGSKENNISGEWING

VERKLARING VAN VREDESBEAMPTES KRAGTENS ARTIKEL 334 VAN DIE STRAFPROSESWET, 1977 (WET No. 51 VAN 1977)

Goewermentskennisgewing No. R. 2483 gepubliseer in *Staatskoerant* No. 12805 van 26 Oktober 1990, word hierby soos volg verbeter:

(a) Die vervanging van die uitdrukking "(a)" waar dit voorkom in die tweede paragraaf van die Engelse teks van die regstellingskennisgewing deur die uitdrukking "(b)".

DEPARTMENT OF MANPOWER

No. R. 2680 **16 November 1990**

LABOUR RELATIONS ACT, 1956

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LIQUOR AND CATERING TRADE, PIETERMARITZBURG.— AMENDMENT OF MAIN AGREEMENT

I, Eli van der Merwe Louw, Minister of Manpower, hereby—

(a) in terms of section 48 (1) (a) of the Labour Relations Act, 1956, declare that the provisions of the Agreement (hereinafter referred to as the Amending Agreement) which appears in the Schedule hereto and which relates to the Undertaking, Industry, Trade or Occupation referred to in the heading to this notice, shall be binding, with effect from the second Monday after the date of publication of this notice and for the period ending 31 March 1992, upon the employers' organisation and the trade union which entered into the Amending Agreement and upon the employers and employees who are members of the said organisation or union; and

(b) in terms of section 48 (1) (b) of the said Act, declare that the provisions of the Amending Agreement, excluding those contained in clause 1 (1) (a), shall be binding, with effect from the second Monday after the date of publication of this notice and for the period ending 31 March 1992, upon all employers and employees, other than those referred to in paragraph (a) of this notice, who are engaged or employed in the said Undertaking, Industry, Trade or Occupation in the areas specified in clause 1 of the Amending Agreement.

E. VAN DER M. LOUW,
Minister of Manpower.

DEPARTEMENT VAN MANNEKRAG

No. R. 2680 **16 November 1990**

WET OP ARBEIDSVERHOUDINGE, 1956

DRANK- EN SPYSENIERINGSBEDRYF, PIETERMARITZBURG.— WYSIGING VAN HOOFOOREENKOMS

Ek, Eli van der Merwe Louw, Minister van Mannekrag, verklaar hierby—

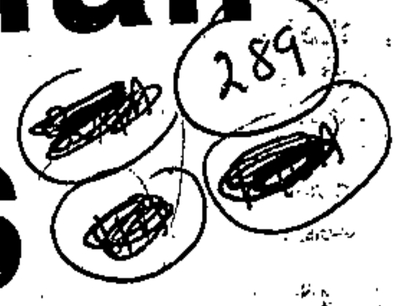
(a) kragtens artikel 48 (1) (a) van die Wet op Arbeidsverhoudinge, 1956, dat die bepalings van die Ooreenkoms (hierna die Wysigingsooreenkoms genoem) wat in die Bylae hiervan verskyn en betrekking het op die Onderneming, Nywerheid, Bedryf of Beroep in die opskrif by hierdie kennisgewing vermeld, met ingang van die tweede Maandag na die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 31 Maart 1992 eindig, bindend is vir die werkgewersorganisasie en die vakvereniging wat die Wysigingsooreenkoms aangegaan het en vir die werkgewers en werknemers wat lede van genoemde organisasie of vereniging is; en

(b) kragtens artikel 48 (1) (b) van genoemde Wet, dat die bepalings van die Wysigingsooreenkoms, uitgesonderd dié vervat in klousule 1 (1) (a), met ingang van die tweede Maandag na die datum van publikasie van hierdie kennisgewing en vir die tydperk wat op 31 Maart 1992 eindig, bindend is vir alle ander werkgewers en werknemers as dié genoem in paragraaf (a) van hierdie kennisgewing wat betrokke is by of in diens is in genoemde Onderneming, Nywerheid, Bedryf of Beroep in die gebiede in klousule 1 van die Wysigingsooreenkoms gespesifiseer.

E. VAN DER M. LOUW,
Minister van Mannekrag.

Union wants free and fair elections

Sowetan 15/11/90



THE 50 000-strong Johannesburg branch of South African Commercial, Catering and Allied Workers Union has called for free and fair elections for a constituent assembly.

The call was made by about 500 Saccawu shop stewards at the branch's congress at Shareworld last weekend.

The Saccawu officials resolved that the elections be conducted to determine the mandate for the drawing up of a new constitution.

Agreed

No secret negotiations should occur between the Government and any organisation, they concurred.

Five other resolutions were adopted at the congress, mostly focusing on the independence of trade union movement; the tripartite alliance of Cosatu with the ANC and SACP and the destruction of the hostels.

By DON SEOKANE

Delegates resolved that the trade union movement must be independent from political organisations, the State and employers.

"Furthermore, the trade union should have the right to form alliances with progressive political organisations and that such alliance should must be based on a clear mandate from the workers," said one of the resolutions.

The delegates said they were not against alliances, and called on Cosatu structures to clarify the nature of the tripartite alliance between the federation, SACP and ANC.

Cosatu affiliates should also discuss why other progressive organisations were being excluded from the alliance.

Unions

To ensure true independence of trade unions, the congress resolved that unionists should not hold leadership positions in the trade union movement and in a political organisation simultaneously.

Trade employment figures holding steady

B1 Day 19/11/90

GERALD REILLY

PRETORIA — Employment in the wholesale, retail, motor and hotel trades remained relatively stable with only marginal increases between June last year and June this year, according to Central Statistical Service.

Figures showed the total employed in all four areas increased 8 140 to 737 678 during the period.

Total earnings increased R448,4m during the second quarter of this year to R3 043bn, compared with the same period last year.

The numbers of those employed in the retail trade increased during the 12 months to end-June by 11 929 to 350 312; another 1 069 people were hired in the motor trade, bringing employment to 117 651.

However, wholesale trade employment fell 4 136 to 223 191, and hotel employment dropped 122 to 46 524.

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SERVICES SECTOR- ACCOM. LIQUOR & Catering -LABOUR

1994- 1995

'Bad taste' Christmas lunch ends in dismissal

ARG 31/1/94 285 289

Hotel employee says he'll fight for job — in court, if necessary

SHARON SOROUR
Labour Reporter

A FORMER Victoria & Alfred Hotel employee who was dismissed after a staff Christmas-lunch row over allegations of rotten food is set to take the hotel to the industrial court on an unfair labour practice charge if he is not reinstated.

The waiter, Gerald Bloemberg, a SA Commercial, Catering and Allied Workers' Union (Saccawu) shop steward, also is deciding whether to sue the hotel for crimen injuria and defamation of his personal and professional character.

Mr Bloemberg was dismissed on December 28 after a disciplinary hearing and an appeal hearing on January 6 failed to secure his reinstatement.

He was found guilty of charges of incitement, gross subordination, dishonesty, disrespect, deliberate negligence and non-compliance with company rules and regulations.

Mr Bloemberg claimed: "The hearing was procedurally unfair because there was not enough time to prepare for it, I was not properly advised of all the charges and I believe the presiding officer was biased in not probing all the evidence in my presence."

However, hotel general manager Keith Green said the company had no intention of victimising or harassing any employee, "but only responds to the actions of individuals in an attempt to correct unacceptable behaviour in terms of company rules and procedures".

Mr Green said the company had complied with the requirements of a fair labour practice as determined by the industrial court and the Labour Relations Amendment Act.

"To date, Mr Bloemberg has had the benefit of a disciplinary inquiry in which he was afforded all his rights, an appeal hearing in which he was again afforded all his rights and a dispute hearing in which he motivated his viewpoints," said Mr Green.

The hotel has refused to comment on Mr Bloemberg's allegations as the case "is subjudice".

Mr Bloemberg, an hotel employee since November 1992, is seeking unconditional reinstatement "with retrospective payment, including loss of additional earnings at R80 a day for tips".

The incident relating to his dismissal arose on December 20 when workers asked him to report to management that the food being prepared on that day for their Christmas lunch was rotten, he said.

"Workers also were unhappy because they had not been informed there would be a Christmas lunch for employees."

Mr Bloemberg said he told the hotel managers they were discriminating against black workers because the food being prepared allegedly was rotten, and the union had not been consulted about the lunch.

"I told them that no one would go to the lunch; that workers would boycott it," he said.

The union has more than 50 members of the 102 hotel staff complement.

Mr Bloemberg said some staff, who were off-duty while others were on the late shift, missed the lunch because they were not told about it.

He said only five union members attended the lunch.

Mr Bloemberg faced a disciplinary inquiry with three other shopstewards, Precious Dekeni, Elizabeth Dzina and Nolene Leibrandt after which he was dismissed.

"I will have to make representation to the Industrial Council ... and take the case to the Industrial Court if I am not reinstated," he said.

Rean says it owes workers nothing

Bday 2/2/94

JOHN DLUDLU

REAN International, former owner of the three casinos in KwaNdebele, said this week its investigations had established that no money was owed to workers who claimed that some pay was outstanding when they were dismissed last year.

Rean's legal representative, Michael Werner, said he had established from his client's payment records that no money was outstanding. "All the workers were paid everything that was owed to them, according to the documents."

These documents had also been sent to Industrial Court deputy president for KwaNdebele Andrew Laka, who recently brokered a meeting between the workers and Rean.

Werner also said he had not promisedthe workers that his clients would reviewtheir demands, as reported in Business Day on January 21.

"What I told them was that my client was prepared to investigate their complaints that they were owed some money. There was no discussion or agreement that the dismissed workers would be paid a certain portion of the two months worked before their dismissals on June 9 1993 which they said was due to them."

Werner said his clients had contended at the meeting that all money due to former employees was settled, and the workers were in fact paid more than they were "lawfully entitled to". (289)

At the meeting the employees were not in a position to quantify their claims, and "my client undertook to furnish Mr Laka with details of the salaries of each former employee before their dismissals. My client also undertook to furnish details as to what amount was paid to each former employee in September last year when the matter was settled."

The casinos now belong to another company, Eurocoin.

The dispute started in June last year, when workers downed tools demanding salary increases. They were subsequently dismissed for embarking on what management said was an illegal strike. Several meetings — including the intervention of Ndebele chief Mapoch — failed to resolve the dispute.

In September, management paid the workers their full salaries and "leave pay". Werner said his client had paid the workers an "additional sum of money — more than they are legally entitled to".

The workers were asked to sign documents admitting that their strike was "unlawful" and an undertaking not to pursue the matter any further through industrial or civil action.

Attempts to contact the workers and Laka were unsuccessful.

Satour launches drive to train black tourism promotion staff

B/Day 14/3/94

THEO RAWANA

THE SA Tourism Board (Satour) is to set an affirmative action programme in motion by recruiting black cadets to be trained in career paths within the organisation.

(289)

Tourism Minister Bhadra Ranchod last month said he had assured National Tourism Forum chairman Peter Mokaba that Satour already had a policy of affirmative action, after Mokaba voiced concern over black representation in Satour.

(377)

Satour said in a statement at the weekend that the practical and theoretical training scheme, to be run over two years, would "further facilitate inclusion into the industry of previously disadvantaged persons.

"Cadets will be selected by a panel consisting of Satour staff members and other role players in tourism".

It added: "Satour believes that the development of tourism in SA should involve all South Africans. A national tourism awareness programme was recently launched in this regard."

The course content was being developed and would include an introduction to tourism, research and information management, communication skills, budget control and interpersonal skills.

Satour said the cadets would be allocated to its different departments, with people of the rank of at least senior tourism promotion officer (STPO) being appointed as "guardian" for each cadet.

"Periodic reports on their progress will be submitted to management and successful cadets will be appointed as assistant officers," Satour said.

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Union launches provident fund

ART 26/3/94

SHARON SOROUR
Labour Reporter

COMMERCIAL workers' union Saccawu has launched a national provident fund, in a bid to improve the socio-economic well-being of its members.

SA Commercial, Catering and Allied Workers' Union acting president Setena Khaile said the aim of the fund was to provide good retirement benefits for its members.

"In addition, it will provide needs-related benefits during the member's working life such as good retrenchment benefits and a disability income, family funeral cover and a death benefit to provide the necessary peace of mind."

The fund, to be administered by Old Mutual, differed from others because of its management structure and investment philosophy.

"The board of trustees will comprise only union-elected members, who will provide the policy direction of the fund. This implies there will be no company management at all on the main board.

"Once the fund has been negotiated at company level, management will be asked to make the worker and company contributions into the fund's accounts."

Pick'n Pay in Saccawu deal

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BRUCE CAMERON
Business Editor

ARG 26/3/94

PICK'N PAY, after years of dispute and negotiations, has finally won trade union approval for a proposal to "multi-skill" and use staff more effectively.

Pick'n Pay chairman Raymond Ackerman said over time the agreement would result in substantial savings while avoiding the a resultant need to retrench staff.

The agreement will allow greater flexibility in altering shift times in order to deal with peak trading-hours as well as with extended shopping hours in the evenings and at weekends.

In terms of the agreement staff can be changed from one outlet to another within the same locality and can be used in different capacities depending on where pressure was building up. For example, storemen could be used as shelf packers.

The issue has been of concern to all the major retailers. The agreement is directly between Pick'n Pay and the SA Commercial, Catering and Allied Workers Union.

3

Mmabatho staff threaten to strike

Sowetan 28/3/94

Sun staff seek refunds

By McKeed Kotlolo

ABOUT 500 disgruntled workers at Mmabatho Sun Hotel have threatened to go on strike if money deducted from their salaries is not refunded by tomorrow as promised. (289)

The workers downed tools on Friday but returned to work on Saturday after management promised to refund the money tomorrow.

A spokesman for the hotel could not be reached for comment yesterday.

The deductions followed the recent unrest in Bophuthatswana which led to a mass work stayaway.

Workers at the hotel told *Sowetan* at the weekend they had not gone on strike at the time but were forced to stay home because of lack of transport and for personal safety. They said they were underpaid and management did not have their interests at heart.

"Without consulting us, management decided to deduct a week's pay from our March salaries," a spokesman for the workers said.

Workers said the deductions varied from R200 to R900.

Sun City closes after staff walkout

MARK ASHURST

SUN CITY shut down yesterday after more than 3 000 staff walked out over the state of wage negotiations between management and the SA Commercial and Catering Allied Workers' Union, Sun International sales director Tobin Prior said.

There was confusion over the cause of the dispute, which Prior said could be a case of non-unionised bargaining units objecting to Saccawu's stance in pay talks.

"This is not a legal strike. We do not have a dispute with the union and we were close to a final settlement in negotiations. Saccawu has conveyed its concern over this action to management."

Staff began leaving the complex at 10am, and a decision to close the resort was made at 2pm. Management had not received any demands and could not confirm who was responsible for the stoppage.

Guests had been moved to other hotels.

Shift workers staged a temporary stoppage this week in protest against a charge of assault laid by a Sun City employee against three other staff members. The shift returned to work after assurances from management that it had no role in the affair, which was being investigated as a criminal matter.

Sun City has closed only once, during the Bophuthatswana uprising in March when it closed for part of a day.

Sun City closed over stoppage

ET 29/7/94 (289)

JOHANNESBURG. — Sun City, South Africa's largest casino resort, was closed yesterday due to an illegal strike, a hotel official said.

A spokesman for Sun International, which owns the resort, said it was shut down due to "unlawful industrial action".

"We have no labour at the complex," the spokesman said, adding that people with reservations had been notified.

Sun International management has flown to the resort to resolve the problem, the spokesman said.

Sun City was recently rated as South Africa's third most popular tourist destination for overseas visitors after the Kruger National Park wildlife reserve and the mountains and beaches of Cape Town.

The stoppage at Sun City is the latest in a series of strikes countrywide that are posing the first major challenge for President Nelson Mandela's government. — Sapa-AFP

Workers clash at Sun City

ST 30/7/94 289

JOHANNESBURG. — The dispute which has resulted in a two-day strike by about 3 500 workers at Sun City was between union and non-union members and not between workers and management, Sun International said yesterday.

Marketing director Mr Tobin Prior said the South African Commercial, Catering and Allied Workers Union, which represents 52% of Sun City workers, had not supported the industrial action. — Sapa

Strike brings Sun City resort to a halt

JOHANNESBURG. — Sun City is losing millions of rands and shaking the tourism industry by not accepting bookings this weekend due to a strike at the resort.

Sun International (SI) said yesterday the dispute appeared to be between members of the South African Commercial, Catering and Allied Workers Union (Saccawu) and non-unionists within the bargaining unit.

SI marketing director Mr Tobin Prior said Saccawu had 52% representation at Sun City.

"It would seem the conflict between the two parties centres on agreements reached between the union and the company.

"The relative recency of the application of South African labour regulations has raised various concerns within the workforce regarding representation issues," he said.

(289)

According to Mr Tobin, Saccawu had not supported the industrial action and was assisting in trying to get Sun City back to normal.

ADJ 30/7/94

He said if the dispute was not resolved the company would have to resort to other measures. He did not elaborate.

Mr Tobin said earlier reports that the strike had been triggered by an attack on a labour leader's flat were incorrect.

Carol Lazar reports that the feeling in the tourism industry is that the closure of South Africa's premier casino resort is a disaster that will definitely have a negative impact.

Dr Ernie Heath, chief director of tourism at Satour, said: "It is so unfortunate that this should happen now, just as South Africa is ready to ride a new wave of tourism." — Sapa

Strike at Sun City 'will hit tourism'

Star 30/7/94

CAROL LAZAR

THE closure of South Africa's premier casino resort, Sun City, this weekend because of strike action by 3 000 staff members is a disaster that will have a negative impact on tourism.

Said Ernie Heath, chief director of tourism of SATOUR, who has been orchestrating a worldwide campaign to bring millions of tourists to our shores: "It is so unfortunate that this should happen now, just as South Africa is ready to ride a new wave of tourism.

"In the new era, the whole world has been showing positive interest in our country and this can only send out a wave of uncertainty and perhaps even postponement on behalf of some international tour operator," said Heath.

(289) (153)

Tobin Prior, Sun International marketing director said that Sun City had cancelled all bookings and would lose millions of rands due to the strike.

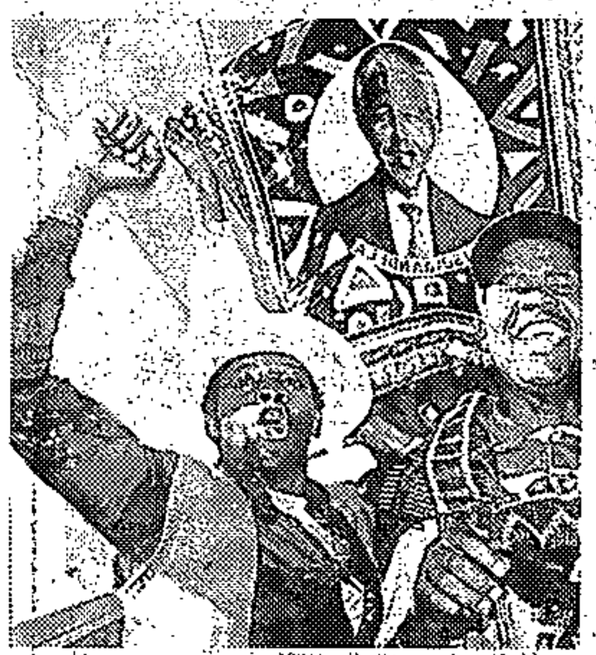
Describing the strike by its weekly paid staff as "illegal", Prior said Sun International had contacted all guests booked for the weekend and advised them to change their plans. He added that a conference booking of 3 000 bednights scheduled for this weekend had been moved elsewhere.

He said Sun International believed the strike action was due to a division among workers. "We believe that there is division between the bargaining unit represented by SACCAWU (South African Commercial, Catering and Allied Workers Union) and those not. It's an unlawful industrial action in that it is not procedural," he said.

Prior said SACCAWU had distanced itself from the strike action.

Reports that the strike was caused by an attack on a labour leader's flat at Sun City, was "incorrect according to our information", he said, further denying the strike was sparked by a wage dispute.

Prior said negotiations between the union, local government and Sun International were continuing in an attempt to resolve the strike.



MILLIONS LOST . . . strikers vent their feelings this week

Resort a ghost town as mass strike shuts it down

ST Times 31/7/94

By LINDA RULASHE

SUN INTERNATIONAL's Peter Bacon was a concerned man.

"Don't ask me to smile," said the managing director after agreeing to pose for a photograph.

Mr Bacon's troubles began this week when Sun City closed down because of a strike by 4 000 workers.

He said millions of rands were being lost each day and "retrenchment could become a reality".

The atmosphere at the resort — which was like a ghost town — was tense.

Reports said the strike was sparked by an alleged attack on labour leader Obed Sebati's flat, but management has denied this.

A spokesman for the workers, Mr Robert Tone, said discontent had been brewing at the resort for some time.

The hiring of foreigners, training for local people, job reservation, equal rights and equal pay were long-standing issues that angered workers.

"There has always been a lot of discrimination, dating back to the old Bophuthatswana days," said Mr Tone.

"Supervisory-level jobs have been reserved for whites and there have been salary disparities. Blacks have also been undermined by the employment of American experts."

Mr Bacon rejected these claims.

His director of human resources, Mr Rob Rimmer, said: "The Americans are contracted for three years at the most. As part of their contract, they are meant to concentrate on training their successors — as we don't wish to rely on overseas expertise.

"We are not racist and will pursue a policy of equal rights." (289)

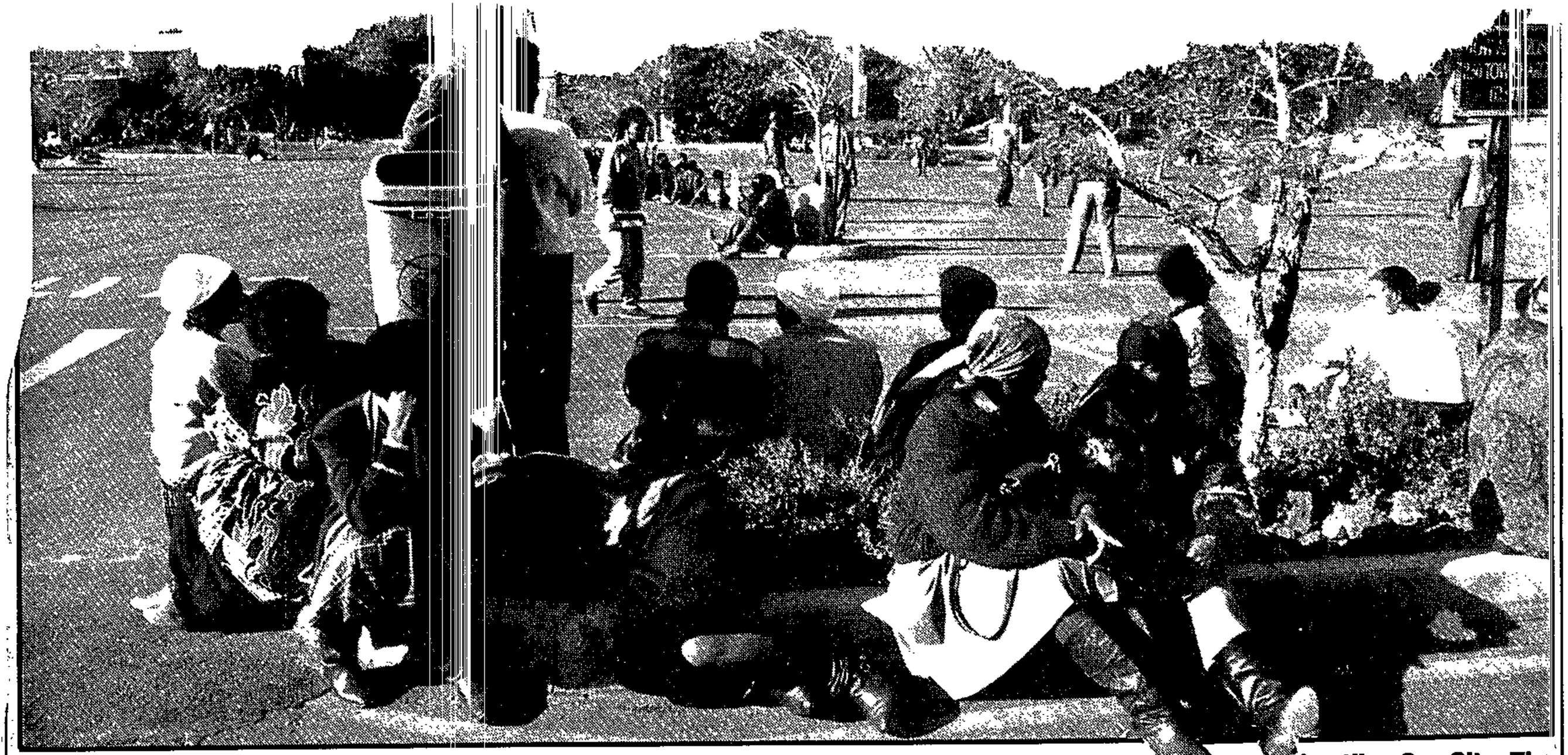
Mr Rimmer said the training of local staff had been intensified. The number of Tswana people in supervisory and management positions had increased from 24 percent to 48 percent in 10 years.

Another contentious issue among staff was a document signed by South African Commercial, Catering and Allied Workers Union representative Bikho Sekgabi on their behalf — but without their knowledge.

The document agreed to the introduction of a three-day instead of a six-day working week for 916 staff.

Mr Bacon said the resort's overheads were high because it was overstaffed. "Rationalisation had to take place on a number of fronts for us to be more cost-efficient," he said.

The three-day agreement was scrapped late this week after staff complained to Saccawu.



PARKING OFF . . . An unusual sight – no cars only strikers sitting about at Sol Kerzner's normally bustling Sun City. The giant complex came to a halt this week as workers, dissatisfied with wages and living conditions, went out on strike. The hotel has been completely vacated by guests.

■ Pic: TLADI KHUELE

Strike extravaganza!

CIPress 3/7/94

By SIPHO ZUNGU

THE sun has set on Sun City, Sol Kerzner's dream child and one of South Africa's greatest tourist attractions – for now.

The giant hotel and entertainment centre came to a standstill this week when the entire black staff, including casual workers, downed tools. Their grievances include disparity in the salaries of black and white employees and unsatisfactory living conditions at the complex.

Striking workers sang slogans and toyi-toyied on the premises of the giant centre while security personnel and the Bop police stopped everyone from entering. Not even the press were allowed through the gates.

Four signs at the entrances to the centre – each barricading an entry point – read "Please use another lane".

Security guards at the gates referred journalists to their head office in Johannesburg, 150 kilometres away. They said no one was allowed in, except the staff and residents that were coming to check out. City Press later established that the hotel had been vacated by all residents by Friday morning.

(289)

The billboards at the entrances still welcomed guests and visitors – enticing them to become instant millionaires and exclaiming: "Viva Sun City!"

But the guards turned all visitors away.

The striking workers said the strike should have taken place long ago – but they had feared taking action.

During the reign of the defunct Bophuthatswana government of Chief Lucas Mangope, they were afraid to strike because Bop's police and army were called and allowed to shoot live rounds.

In one incident a hotel staffer died, they said.

Several attempts to reach Sun International MD Peter Bacon were unsuccessful. However, he spoke on a radio programme this week and said no demands had been made by the strikers.

According to Bacon, it was not true that the strike had been sparked off by an attack on the house of a union member.

Sun hotel employees end strike

Star 2/18/94

Employees at Sun City and Tlhabane Sun will return to work today after agreeing yesterday to end their strike which began last week.

Government-brokered talks between management and the South African Commercial Catering and Allied Workers Union (Saccawu) saw the two sides agreeing that any disciplinary action against workers and managers would be taken to independent arbitration, according to a spokesman for the workers, who declined to be named.

A list of workers accused of misconduct during the unlawful industrial action would be handed to the union, which would forward details of allegations against four managers to the group managing director by tomorrow for evaluation. — Sapa.

1(289)

Sun City strike ends as union blames faction

ERICA JANKOWITZ

WORKERS began returning to the Sun City complex yesterday after a five-day strike by the complex's 3 500 workers forced its closure, costing Sun International millions of rands.

SA Commercial, Catering and Allied Workers' Union (Saccawu) spokesman Sithembele Tshwete said he believed the problem was caused by a non-unionised faction of the workforce, which was determined to derail the union's role in wage negotiations.

During a report-back meeting, a Saccawu official was accused of selling out to management in wage negotiations. This sparked a confrontation, but the situation was defused by the swift intervention of the union and management.

Reuter reports that Sun International marketing director Tobin Prior said he hoped the resort would be fully operational by today. "We are starting to take bookings from tomorrow, when we hope Sun City will be fully functional."

Company management met representatives of non-unionised workers and Saccawu, as well as independent mediators and officials from the premier's office in the Northwest province late on Sunday.

Prior declined to disclose details of the agreement. Saccawu officials were unavailable for comment.

Mount Nelson layoffs protest

Staff Reporter

NEARLY 200 workers from the Mount Nelson Hotel marched through the city yesterday in protest against looming retrenchments at the hotel.

Union official Ms Wafaa Abdurahman, of the SA Commercial Catering and Allied Workers' Union, said the Mount Nelson's owners proposed to retrench or provide early retirement to 200 out of its 300 employees, and then re-employ many of them, but only on seven-month contracts.

Eight weeks severance pay had been offered, even to those with 30 years' service, she said.

The workers took a request to the British High Commission, in the grounds of Parliament, to intervene through finding out whether Mount Nelson owner Orient Express was contravening a code of conduct for foreign investment.

Second secretary Mr Richard Wood said the request would be considered.

Mr Luis Pinheiro, deputy general manager of the Mount Nelson, said Orient Express is not a British company. It is a division of Sea Container, which is registered in Bermuda.

"Our staff are not on strike, or even in dispute yet. We have been talking with the shop-stewards about our proposal to restructure. It means retrenching some, transferring some to a fixed term on contract, and contracting out some services.

"A total of 140 will be affected, but a fair number of those will be offered fixed-term positions." He confirmed most of the contracts would be seven months.

"We looked at business trends. We are not getting very much business over the Green Season." (289)

The hotel is closed at the moment for work to eliminate dampness. CT 5/8/94

Sun City hit by strike action

(289) (52) CT 12/8/94

Own Correspondent

JOHANNESBURG. — Sun City was again disrupted by strike action yesterday when between 350 and 400 workers failed to report for duty, Sun International manageing director Mr Peter Bacon said.

However, the reason for the strike was unclear as no demand had been tabled, and Mr Bacon said he hoped operations would be back to normal today after discussions.

Mr Bacon said there was a high degree of intimidation at the resort and there were hopes the action would not spread.

The resort was functioning and there were no plans to shut the operation, he added.

This followed a five-day strike at Sun City last month by all 3 500 workers which forced Sun International to shut the resort at great financial cost.

A South African Commercial, Catering and Allied Workers' Union spokesman said the strike appeared to have been sparked by the dismissal of a caddie for absconding. The caddie was summoned to a disciplinary inquiry following the previous strike, but had failed to attend the hearing or report for work.

Once the company handed down the dismissal finding, the caddie returned and prevented workers from gaining access to the resort.

PE hotels hit by strikes

PORT ELIZABETH. — Three hotels here were hit by strikes yesterday.

At the Edward Hotel yesterday morning police arrested 24 employees on charges of public violence and malicious damage to property (289)

Police said the employees had smashed the hotel's crockery.

At the Walmer Gardens Hotel guests laid charges of intimidation against demonstrating employees.

Port Elizabeth Hotel Group personnel director Mr Eric Collier said about three-quarters of the group's employees were striking for more pay at the Marine Hotel.

ET 30/8/94

Mr Collier said police were on the spot but keeping a low profile. — Sapa

Mount Nelson staff in sit-in over retrenchment

CT 30/8/94 Staff Reporter (289)

A LARGE group of workers staged a four-hour sit-in yesterday in the main lounge of the Mount Nelson Hotel to protest against a decision to retrench staff.

A Saccawu spokeswoman said last night about 180 "frustrated" workers staged the sit-in.

She said workers decided on the sit-in after management rejected most of the 17 alternatives to retrenchment proposed by the union. Only selective retrenchment and early retirement were accepted.

Hotel management could not be reach last night.

Nellie workers occupy lounge in job-loss protest

ARG 30/8/94

289

Staff Reporters

THE Mount Nelson hotel's first day of business after a six-week closure was marked by a worker protest over proposed retrenchments.

About 200 staff occupied the main lounge yesterday after management rejected a series of proposals workers said were aimed at avoiding lay-offs.

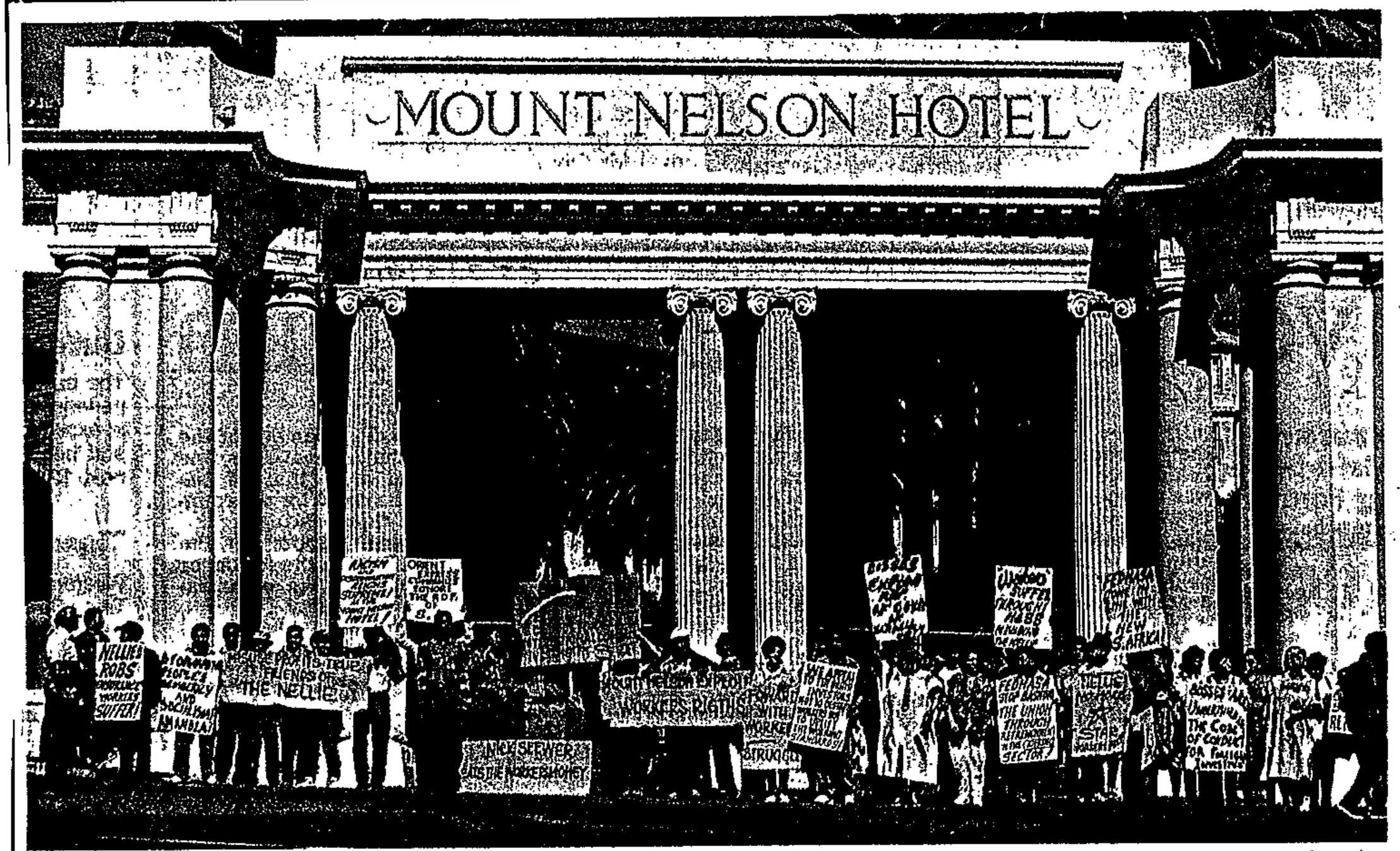
The workers asked to see general manager Nick Seewer but he refused, said South African Commercial Catering and Allied Workers' Union official Wafaa Abdurahman.

The action followed a morning report-back during which workers were told the hotel had rejected most of 17 suggested alternatives aimed at avoiding retrenchments.

Mount Nelson staff were "angry and frustrated" after eight weeks of uncertainty over the lay-offs, said Ms Abdurahman.

More protests were planned in the coming days, including legal pickets, she said.

Mr Seewer said the hotel regretted the fact that retrenchments were necessary but occupancy was low in winter and it was purely a business decision "in order to survive".



HOTEL HASSLES ... Mount Nelson employees protested against pending staff retrenchments outside the hotel yesterday — the first day of business after it had been closed for seven weeks for refurbishing. Picture: ALAN TAYLOR

City hotel workers in picket

289

Staff Reporter

ABOUT 50 workers picketed outside the Mount Nelson Hotel yesterday — the first day of business for the hotel which has been closed for refurbishing for seven weeks.

While workers toyi-toyied, hired security staff watched from behind razor wire and metal gates erected between the famous pillars.

The workers, who are negotiating with management, carried placards protesting against pending retrenchments.

General manager Mr Nic Seewer said yesterday the wire and gates had been erected to ensure the safety of guests.

He said the hotel was overstaffed in winter when they had few guests. CT 2/9/94

"In Europe, many hotels close in winter and we considered doing so. Instead, we decided to look at seasonal staffing," Mr Seewar said.

Angry Mount Nelson staff want to 'look at books'

ARG 2/9/94

Staff Reporters

DISGRUNTLED Mount Nelson workers facing retrenchment want transparency from the hotel on its financial statements.

The workers — all members of the SA Commercial, Catering and Allied Workers' Union — held a picket yesterday outside the hotel protesting against the hotel's retrenchment bid.

They have since been interdicted from entering the hotel grounds unless they intend to work.

The picket coincided with an international retail conference, and meant the delegates were forced to use the hotel's side entrance.

A Saccawu shop steward said the workers wanted a union-appointed auditor to "look at the Mount Nelson's books".

He claimed the hotel's management would not allow this.

The shop steward added that the union had presented management with a 17-point proposal to prevent retrenchments, but none of the proposals had been accepted.

Workers complained that the retrenchment deal was unfair, targeting the lowest-paid workers.

The decision to retrench workers was prompted by the hotel's poor financial performance, hotel general manager Nick Seewer told The Argus last week.

But workers alleged the Mount Nelson's London owners, Orient Express Hotels, had earlier promised that there would be no retrenchments.

● Reuter reports from Johannesburg that 20 people were wounded when police fired birdshot to disperse striking forestry workers who blocked a national road.

Police said no-one was seriously hurt in the clash between police and about 3 000 strikers at 10am yesterday near sawmills at the town of Iswepe.

● In Port Elizabeth, talks between car manufacturers and the National Union of Metalworkers of South Africa ended yesterday with no apparent progress in ending the five-week pay strike in the industry.

The employers had rejected a union proposal aimed at closing the gap between the 11 percent increase wanted by workers and the 10,5 percent offered by management.

● Striking staff at Durban's King Edward VIII Hospital failed to meet a final deadline to return to work this morning, but the provincial health department was still awaiting representation from strikers.

Spokeswoman Narina Riskowitz said only about 20 of the 1 300 strikers had returned to work.

She said the SA Nursing Association would either ask for an extension of today's deadline, or submit collective representation from strikers as to why they had failed to return to work by this morning.

Labour unions plan front for hotel industry

Star 9/3/95

■ BY JUSTICE MALALA
LABOUR REPORTER

Unions representing workers in the southern African hotel industry are attempting to form a united front for dealing with the management of four hotel groups operating in the region.

Strategy

South African Commercial, Catering and Allied Workers' Union spokesman Sithembele Tshwete said yesterday worker representatives from the four major hotel groups in the region would be attending a conference in Johannesburg this month to "develop a uniform strategy to deal with the companies".

The hotel groups are Sun International, Southern Sun, Protea Hotels and the Karos Hotel group.

"We have found that there are many discrepancies in the way that these groups deal with workers in the different countries and, as much as possible, want to get a uniform approach," said Tshwete.

He said employment policies of some of the groups in some countries in the region were "appalling", adding that they hired and fired in a manner that was not in line with international labour practices.

The meeting, which will be the first in the region, would devise strategies to form a forum to bargain with the four groups on various issues, which may include salaries and wages.

Tshwete said representatives from the hotel groups' management would be invited to the conference for certain sessions and to address delegates.

Addressed

The three-day conference, to be held from March 20 at the Elijah Barayi Centre in Yeoville, will be addressed by Congress of South African Trade Unions international desk head Bangumzi Sifingo.

Tshwete said delegates from Mozambique, Botswana, Swaziland, Lesotho, Zimbabwe, Mauritius, Malawi and Namibia will attend.

Hotel industry 'not supporting workers'

SUSAN RUSSELL

WORKERS who had found themselves in the hotel and related services industry because they needed a job but now wanted to improve their skills and career prospects were not getting support from employers.

This was said by SA Commercial, Catering and Allied Workers Union assistant general secretary Herbert Mkhize in Johannesburg recently.

Mkhize was addressing delegates at a three-day conference on Trans-National Hotels in the Southern African Region attended by union leaders from various countries on the subcontinent, including Zimbabwe, Namibia, Malawi, Mocambique and Mauritius.

Mkhize said the days of going on strike on each and every issue were near an end, at the same time organised labour needed to be able to engage employers in the interests of meaningful conflict resolution.

Employers in turn had to begin unlocking their excessive resources, which included informing labour of what they had allocated for training and giving unions a say in shaping training programmes.

Mkhize called on employers to make training accessible for workers who wanted a career in the industry.

"Some of us have ended up in this industry not becasue it was our own choice, but in search of employment," he said. "Some of us are trying to make this career exciting, but are not getting the kind of support we need from employers. We can't do it alone as labour."

Mkhize stressed that union leaders at the conference had to take ideas which might emerge during the three days back to rank and file members on the shop floor. (289)

"They must have a sense of owning the final product," he said.

Also attending the conference is International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations assistant general secretary Ron Oswald. BD 24/3/95

Oswald said organised labour had to involve itself in negotiating the introduction of new technology in the service industries.

Kelvin Grove workers down tools

(~~186~~) (289) (~~[illegible]~~) ARG 5/5/95

Staff Reporter

WORKERS at the Western Province Sports Club at Kelvin Grove in Newlands downed tools and protested in the grounds after their union declared a wage dispute with management.

More than 100 members of the S A Commercial, Catering and Allied Workers Union (Saccawu), want an across-the-board increase of R65 a week. Management has offered R30.

Yesterday, the workers toyi-toyied in the grounds.

Club general manager Jan de Haast refused to comment.

Alan Arendse, who has worked at the club for the past 23 years said: "Kelvin used to pay the highest wages, but now we are the lowest paid of all in the catering business.

"How do they expect us to live on R225 a week?"

A conciliation board had failed to resolve the dispute.

The workers plan to meet Saccawu officials today.

■ NEWLANDS

Kelvin Grove locks gates to striking staff

ARLT 24/5/95 #52 (289)

Staff Reporter

KELVIN Grove Club in Newlands has locked its gates to staff, who are striking for the first time in the club's 70-year history.

Earlier this month staff members, some of them with long-standing service, downed tools in a short sit-in to protest at management's refusal of their demands for an across-the-board increase of R44 a week.

Management are not budging from their offer of R30.

Staff are also asking for a minimum wage of R280 a week and a travelling allowance of R70 a week.

Staff have been on strike since May 6 although apparently some workers have signed an acceptance of management's R30 offer.

According to union members they will lose their right to a raise back-dated to March 30.

Tommy Bangani, Western Cape secretary of the South African Commercial Catering and Allied Workers' Union, said Kelvin management had refused to negotiate with the union although the union had offered several options to break the deadlock.

"Kelvin management has been intimidating workers by threatening them with dismissal," he said..

Staff complained of "minimal wages", while the club 'spent millions on renovations".

Other complaints included squalid conditions in the staff canteen, which is behind the club's "lavish" lounges and "plush" dining rooms.

Some staff members had worked for Kelvin for up to 30 years and the average weekly wage was R225, which was "below a living wage".

Another bone of contention was a R50 monthly bonus paid from a "gratuity fund" made up of a six percent service fee members pay in lieu of tipping.

Staff say that from their estimates of income from functions they believe there is far more in the fund than management is handing out.

Their requests for representation on the gratuity fund committee have been refused.

When approached for comment, general manager Jan de Haast said Kelvin was a private club and he did not think it appropriate to comment.

tempering certain irresponsible ANC views".

Kruger National Park's workers stage pay strike

287

SKUKUZA — About 1 200 Kruger National Park workers went on a wage strike yesterday.

Services in the game park were brought to a standstill, SA Commercial, Catering and Allied Workers' Union (Saccawu) regional secretary Norman Sanderson said.

Warden Harold Braack said, however, that services were running smoothly and visitors were largely unaffected. "The strike has been accepted in good spirit by the tourists here. The few demonstrations thus far have been peaceful and have been run according to guidelines set up by ourselves and the union."

The legal strike was negotiated last week, giving management enough time to implement measures to ensure there were few disruptions, he said.

Sanderson said demonstrators were picketing at the gates of rest camps. BD 27/6/95

"There is a lot of disorder here."

Services mostly affected were catering and security. Rangers were also on strike.

The medical division was the only service operating normally, he said.

The strikers want a minimum salary of R879 and an across-the-board monthly increase of R200.

The Parks Board's final offer is a minimum salary of R800 and an across-the-board monthly increase of R120, Braack said. — Sapa.

Pik to play bc

The Life

Parties agree to letting truth Bill go through

Adrian Hadland (D) 28/6/95

CAPE TOWN — Amended truth commission legislation was passed by the Senate yesterday and would be forwarded to President Nelson Mandela today for his signature.

Concerns were raised prior to the Senate debate yesterday that several of the dozens of new amendments proposed by the second chamber's justice committee did not have the support of some parties, including the ANC.

But to prevent a delay in the appointment of commissioners and a prolonging of the parliamentary session, while acknowledging that none of the proposed changes would affect the spirit of the legislation, multiparty agreement had determined the Bill be ushered through.

This was explained by ANC MP and National Assembly justice committee chairman Johnny de Lange.

"We did not want to stop the process and waste six weeks."

The National Assembly's justice committee would consider the amended Bill as its first item in the new parliamentary session in August and would draw up a new Amendment Bill if further changes were required, De Lange said.

The National Assembly's justice committee would therefore concur today with the Senate's amendments, allowing the Promotion of National Unity and Reconciliation Bill to go to Mandela for enactment.

NP senator Raymond Radue said among the proposed amendments were the appointment of two international experts to the commission's human rights committee, the removal of unnecessarily complex words, a clarification of the amnesty application process and the protection of deceased estates from liability.

In his speech to the Senate, Justice Minister Dullah Omar said the Bill represented "an historic act of generosity on the part of the victims of apartheid".

While the Bill provided for the equal treatment of all individuals, there was no moral equivalence between those who had fought against apartheid and those who had fought to maintain it, he said.

"We owe it to future generations to put the historical record straight."

De Lange said he expected the commissioners to be appointed by early August.

The Freedom Front voted against the Bill while the IFP abstained.

Call to avoid constitutional clashes

Farouk Chothia

DURBAN — The Maritzburg Chamber of Commerce and Industries called on KwaZulu-Natal political parties yesterday to ensure the provincial constitution was compatible with the national constitution.

It asked, too, that the sovereignty of SA be recognised.

In a submission to the KwaZulu-Natal legislature's constitutional affairs standing committee, chamber president David Gush said if the national constitution stated that a certain power was the exclusive domain of central government, the provincial constitution should not be in conflict with that.

In marked contrast with recent submissions by Durban business, the Maritzburg chamber refrained from calling for a federal constitution and the maximum devolution of power to KwaZulu-Natal — the clarion calls of the IFP.

Gush said the judiciary should remain within the exclusive domain of central government, a position also adopted by the Durban chamber and the ANC. The IFP wants a provincial judiciary to adjudicate on matters related to the province's legislative and executive authority.

Gush said the provincial constitution should "simply associate itself" with and adopt the bill of rights contained in the national constitution.

The IFP wants the national bill of rights to be "extended" before it is incorporated into the provincial constitution.

Specific provision should be made to ensure the political neutrality of the Zulu king and other traditional leaders.

Park strike 'not a hazard'

Renee Grawitzky (289) (D) 28/6/95

A WAGE strike by about 2 000 workers in 23 rest camps in the Kruger National Park had not endangered visitors, park spokesman Harold Braack said yesterday.

The strike began after wage negotiations between the SA Commercial Catering and Allied Workers' Union and the National Parks Board deadlocked.

Conciliation and mediation failed to bridge the gap between the union's demand of an R879 minimum wage and an across-the-board increase of R200 and management's final offer of an R800 minimum and an increase of R120.

The current minimum wage is R604 a month. During negotiations, management said it would, over the next two to three years, bring the minimum wage in line with market rates.

The union said there were racial disparities in wages, with black rangers earning four times less than white rangers.

Braack said contingency plans had been put into place and temporary workers were keeping all facilities operative.

He said the parties had agreed to strike rules, which included rules relating to picketing, which were being adhered to. In terms of the rules, a maximum of three strikers were entitled to picket at the entrance to each rest camp.

Striking workers had also agreed to congregate around staff quarters away from visitors' facilities.

The rule that provided that the medical services division would not participate had been complied with, Braack said.

Park staff strike on

30/6/95

By Bernard Sathekge

(289) Sowetan

BLACK workers at the Kruger National Park have vowed to continue striking until management has addressed alleged disparity in the salaries of black and white employees.

About 1 700 workers, mostly members of the South African Commercial Catering and Allied Workers Union, went on a strike on Monday demanding an end to wage discrimination.

According to spokesman Mr Sithembele Tshwete, workers are demanding, among other things, a R200 across-the-board wage increase and R800 minimum salary. Some black workers earned as little as R604.

Kruger National Park human resources manager Mr Jan Smal said the union rejected the board's R120 final offer. He refuted the allegations that white employers earned more than their black counterparts.

Catering union in pay dispute

CT 6/7/95

JOHANNESBURG: The South African Commercial, Catering and Allied Workers' Union has declared a wage dispute with City Lodge and Sun International.

Spokesman Mr Sithembele Tshwete said yesterday the union's demand for a R302 increase had been rejected by City Lodge, which was offering a R164 a month increase.

289 ~~ESP~~

Own Correspondents, Sapa

SunBop, City Lodge action planned

Renee Grawitzky (289) BD 5 17 95

MARCHES and sit-ins are to take place at the City Lodge hotel chain and Sun International's SunBop operations over wage disputes, according to the SA Commercial Catering and Allied Workers' Union.

Saccawu national publicity officer Sithembele Tshwete said the protests were planned for July 14, and could culminate in a national strike.

At the seven SunBop operations, including Sun City, the union was demanding an increase in the minimum wage from R1 225 to R1 470 a month for 7 000 workers.

Sun International spokesman Rob Rimmer said the company had offered a 15% increase, bringing the minimum to R1 408 a month. The parties had settled at Riveria International on 13,2%, bringing the minimum wage up to R1 288, he said.

At City Lodge, Tshwete said, the union was demanding an across-the-board increase of R302. The company had offered R164.

The company was not available for comment.

NEWS

Protest postpones projects

'Kruger Park strike won't affect visitors'

(289)

Star 5/7/95

■ CLYDE JOHNSON
LOWVELD BUREAU

Skukuza — Scores of volunteers and part-time workers have prevented the Kruger National Park's nine-day labour strike from affecting services.

Various departments at the reserve have been affected by the strike by 2 000 workers who are demanding higher wages.

Park warden Harold Braack said the strike was initiated by SA Commercial Catering and Allied Workers Union (Saccawu) members and was originally confined to catering staff, cleaners and petrol station attendants.

Since then, however, it has spread to other departments, resulting in several research and veterinary projects being postponed.

Braack said these included some projects involving foreign researchers; a buffalo tuberculosis research programme; planned capture operations; and a rhino and elephant relocation project.

One area of major concern was the well-being of several rhino and elephant being held at bomas at Skukuza.

Braack said the strike had not affected tourists and there had been no booking cancellations.

"With the holiday season fast approaching we have had scores of offers from students and scholars and, with their help, visitors to the fully booked reserve will in no way be inconvenienced," Braack said.

At a meeting between park management and Saccawu on Monday, a mediator was appointed to assist with negotiations and come up with suggestions to end the strike.

The strikers are demanding a minimum salary of R879 and an across-the-board R160 monthly increase. The National Parks Board has made a final offer of R800 minimum and an across-the-board increase of R120.

Saccawu co-ordinator Vusi Nkuna was not available for comment yesterday.

4 500 hotel workers threaten strike action

289

By Bernard Sathekge

MORE 4 000 workers at City Lodge and Sun International hotels are expected to go on strike next week in support of their demand for better wages.

Spokesman for the South African Commercial Catering and Allied Workers Union Mr Sithembele Tshwete said negotiations with management had broken down.

He said the union was left with no option but to embark on industrial action on July 14, which would involve 4 475 members employed by the two concerns.

There will also be demonstrations and pickets countrywide culminating in a mass march to the head offices of the two hotel chains on July 24.

"We negotiated until June 26 when it became clear that we were not making any progress with management.

"We are now preparing ourselves for strike action," Tshwete said

The union is demanding an across the board increase of R302 and a minimum of R1 247 a month.

Union's demand

Tshwete said management had rejected the union's demand of R302 increase. Instead it was offering workers a monthly increase of R164. sowetan

Director for Sun International Mr Rob Rimmer said the company had offered an R183 increase. 6/7/95

But the union rejected it.

He said the company was still prepared to talk to the union to try to find a solution to the deadlock.

Spokeman for City Lodge Mr Andrew Widegger said his company would not comment as negotiations were still going on with Saccawu.

'They're taking law into their own hands'

Star 7/7/95

ANC outraged by farmers' cruel acts

■ BY HELEN GRANGE

The ANC has expressed "outrage" at the "developing trend of a tiny minority of white farmers who seem to be taking the law into their own hands" — following the arrest this week of an Eastern Transvaal farmer in connection with the murder of one of his farmworkers.

The farmer, from Onderberg, allegedly beat 28-year-old Rogers Sjambale to death for "laziness". He then allegedly tried to arrange to have the labourer buried without registering the death with the police.

"Only this week, the media exposed an inadequate sentence meted out to a Vanderbijlpark farmer who had shot and killed a 10-year-old baby for allegedly starting a veld fire," the ANC said in a statement.

The case would help undermine the confidence of people, particularly farmworkers, in the judiciary, it added.

Conditions of employment of farmworkers remained a matter of serious concern and had to be urgently addressed, it said.

In the past year, a number of abuses, including beatings for minor infringements, low pay, sexual harassment and dismissal without pay, have come to light.

■ In January, Koster farmer Stoffel Diederiks allegedly beat a 4-year-old boy to death for playing with a white child. The child's mother was fired after her child's death. Diederiks was released on R1 000 bail.

■ In December, Tzaneen farmer Jaap du Toit was charged with the murder of Edward Malepe, who was shot at the entrance to Du Toit's cattle farm, Koeberg.

■ In November, a Northern Cape farmer was arrested in connection with the shooting of 11-year-old Henry Julie. He was released on his own recognisance.

■ In November, farmer Jan Geyer was fined R50 or one month imprisonment for assaulting farmworker Bheki Mlangeni, who later died at Baragwanath Hospital.

■ In November, an Eastern Transvaal farmer was charged with the murder of a 15-year-old pregnant girl, Khethiwe Nkosi, who worked as his domestic. Her limbless and decapitated body was found in a dam in July. The farmer was released on R500 bail.

■ In July last year, farmworker Aaron Mwale (60) was beaten and left for dead in an open field by a farmer. He is paralysed from the neck down. No arrest was made.

Strike at Kruger Park resolved

(289)

Star 7/7/95

■ CLYDE JOHNSON
LOWVELD BUREAU

Pietersburg — Kruger National Park's 10-day labour strike ended yesterday when workers agreed to a R800 minimum salary and a R120 across-the-board monthly increase.

Human resources manager Jan Smal said the increase would be backdated to April 1. Scores of part-time staff who had prevented the strike from crippling services in the reserve have been given notice.

Smal said they were employed on an hourly basis. He complimented the strikers who had strictly adhered to the rules.

The strike was initiated by SA Commercial Catering and Allied Workers' Union members and initially confined to catering staff, cleaners and petrol attendants, but later spread to other areas.



Last-minute scrutiny . . . Greater Johannesburg officials period ends today.

BRIEFS

Kruger National Park strike ends

(289) (452)

PIETERSBURG: Kruger National Park's 10-day labour strike ended yesterday when workers agreed to an R800 minimum salary and a R120 across-the-board monthly increase. CTB 7/7/95

Human resources manager Mr Jan Smal complimented the strikers, who had strictly adhered to the rules of the legal strike.

Kruger Park workers end 10-day strike

JOHANNESBURG. — The 10-day strike in the Kruger National Park has ended with workers agreeing to return to work on Monday, the National Parks Board said. (289)

Spokesman Rudolph van Graan said workers had accepted management's offer of a R120-a-month salary increase with a minimum wage of R800 for all employees.

The increase is retrospective to April 1.

National Parks Board chief executive Robbie Robinson said he had "tremendous appreciation for the manner in which the employees conducted themselves". — Sapa.

ARG 8/7/95

BD 10/9/95
1289

Wage deal is signed

CLOSE to 2 000 members of the SA Commercial, Catering and Allied Workers' Union are expected to resume work this week following a mediated wage settlement signed late last week with Kruger National Park management.

Mediation and Conciliation Centre director Mahmood Fadal said a R120 across-the-board increase was agreed on with a minimum wage hike to R800 a month.

Strikers accept inquiry deal

(289) SBW 13/7/95

■ LABOUR REPORTER

Strikers at Mmabatho's Molopo Sun returned to work yesterday after union leaders and the management agreed to establish an independent inquiry into the death in police custody last week of branch union leader Sammy Magano.

The agreement with the SA Commercial, Catering and Allied Workers' Union (Saccawu) brought to an end a work stoppage by workers who felt that there was collusion between hotel management and police.

The union and Sun International management said yesterday the general manager and chief of security at the hotel had "recused themselves from their duties" until the outcome of the investigation was known.

Saccawu said it was convinced that Magano (33), who had been a shop steward at the hotel, had been the victim of police torture.

Seventeen members of the Mafikeng-Mmabatho detective division who were present during the investigations which led up to Magano's death have been suspended from duty.

Molopo Sun, union to look at police facts

Nomavenda Mathiane

BD 13/7/95

A WEEK-long Molopo Sun strike ended yesterday after successful negotiations between Sun International management and the SA Commercial, Catering and Allied Workers' Union.

Work had stopped after the death of senior shop steward and prominent Saccawu member Sammy Mogano in a police cell after he had been picked up by police investigating a robbery at the hotel in the slots division.

Sun International and Saccawu yesterday jointly rejected earlier reports that Mogano was under investigation as a suspect in the robbery.

A commission made up of representatives from the Molopo Sun and Saccawu, headed by the Mediation Conciliation Centre's advocate Mohammed Jajbay, has been set up to examine the facts of the police investigation into the robbery at the hotel.

Sapa reports Sun International human resources director Rob Rimmer stressed that Jajbay's investigations would be directed solely at the circumstances which led to Magano being taken away by the police, not his death.

Neither the hotel nor the union had the jurisdiction to conduct an inquiry into how the trade unionist died.

The hotel's general manager and security manager have suspended themselves from their positions pending the outcome of Jajbay's investigations.

The union has said there was suspicion of collusion between police and hotel security staff.

Northwest safety and security MEC Satish Roopa has appointed a six-man team to investigate Magono's death, to report to him within 14 days.

The official report of an independent pathologist will be made available to the team.

SunBop strike threat

SUN International's SunBop operations, involving about 7 000 workers, is facing a strike by members of the SA Commercial, Catering and Allied Workers' Union.

The union said yesterday parties had failed to resolve a wage dispute at a conciliation board hearing. BD 26/7/95

Sun International spokesman Rob Rimmer said the parties were not far apart and a meeting with the union was scheduled for today. (163) (289)

money was valid.

man rights.

Better salaries would curb private practice

Kathryn Strachan
BD 28/7/95

THE Medical Association of SA yesterday said it was necessary to allow public service doctors to carry out limited private practice until such time as the state was able to pay public service doctors market-related salaries.

The statement came in reaction to an earlier announcement by Gauteng health department head Ralph Mgijima that there was widespread abuse of the system and that it needed to be reviewed.

Wits Centre for Health Policy researcher Alex van den Heever said that in other provinces the system was far more controlled. Gauteng, with its inadequate controls, opened the possibility for abuse. The way private practice was implemented in the province meant that doctors were allowed to conduct private practice away from the academic complex.

Public sector doctors across the country were allowed to spend 20% of their time on limited private practice. The Gauteng health department was not proposing that limited private practice be eradicated, only that ways be found of controlling the system.

Prof WL van der Merwe, chairman of Masa's medical doctors group, warned that the termination of limited private practice would lead to an exodus of highly qualified staff from hospitals and the total disruption of training and clinical services.

Masa believed Health Minister Nkosazana Zuma was committed to improving the working conditions and remuneration of doctors in the public service. At a recent meeting with Deputy President Thabo Mbeki and Zuma, they committed themselves to look seriously at the working conditions of doctors, including salaries and overtime pay.

Van der Merwe said the association was currently discussing working conditions with the health department, and it was confident that the department would not abolish limited private practice without prior discussions about an alternative to limited private practice.

The health department is looking at ways to increase the links between the private and public health sectors, and to create ways which allow private doctors to make their services available to the state sector. One of the suggestions is to provide incentives which attract private (medical aid) patients to public sector hospitals.

● Comment: Page 6

Agreement at SunBop talks

(289)
BD 28/7/95

Renee Grawitzky

SUN International's SunBop and the SA Commercial Catering and Allied Workers' Union reached agreement yesterday on a R200 across-the-board increase which amounted to a 16,3% increase on the minimum wage.

The agreement covering 7 000 workers provides for a new minimum wage of R1 425 a month.

The settlement follows the union's threat of industrial action and marches in support of wage demands.

Agreement had also been reached on the appointment of full time shop stewards, the integration of canteens, improved compassionate leave and a R1m education fund for employee's children.

The union said the parties agreed in principle to look into grievances by workers over "bad treatment they are receiving from junior management".

Sun International spokesman Rob Rimmer said other important provisions agreed to included the establishment of a sick leave control system and job flexibility.

Agreement has also been reached between the union and Wild Coast Sun on a 15% increase on the minimum, increasing it from R1 225 to R1 415 a month.

Star 28/7/95 (289)

Sun workers sign agreement

SA Commercial, Catering and Allied Workers' Union (Saccawu) members at Sun International's North West resorts and hotels have accepted a R200 a month across-the-board increase offered by management. The parties signed an agreement yesterday that ensures that the 3 000 workers will not embark on industrial action on the issue as threatened last week. The agreement includes a minimum wage of R1 425, as well as continued talks on an education fund, a housing loans scheme and improved long-service benefits. — Labour Reporter.

BUSINESS

Bonitas' new RDP hospital

(299) Sowetan 14/9/95

By Isaac Moledi

BLACK-CONTROLLED medical aid Bonitas Medical Fund has joined hands with Premium Properties Limited to open a fully equipped hospital in Pretoria next year.

The R15 million Louis Pasteur Medical Institute, with 120 beds and four operating theatres, will offer lifecare facilities, a day clinic and 24-hour emergency services.

An additional 60 beds and two operating theatres are planned in Phase Two. Other specialist services being planned include 24-hour dental emergency and psychiatric facilities.

Although the hospital will open its doors to all people, primary beneficiaries are to be Gauteng members of Bonitas Medical Scheme.

Managing director Sid Lewinsky says the high quality medical care centre is in line with the RDP's principles of the community helping itself rather than waiting for government to provide the facility.

Premium Properties has invested more than R6 million in upgrading the 20-year-old building that will accommodate the hospital and medical practitioners.

"The period to convert the space to a full hospital is ten months: building the same facility from the ground up could take up to two years.

"I must also say the interior finishings chosen by the hospital owners are superior to any seen in South Africa," says Lewinsky. The hospital will have a staff of 190 and will draw on the services of the 80 medical practitioners in the building.

Bonitas director and chief executive Yekani Tenza who is also chairman and joint managing director of Louis Pasteur Hospital, says the facility will be brought into operation at a fraction of the cost of building from the ground up.

He says most doctors in the medical centre, who have built up goodwill over 20 years, have been offered shares in the venture.

Apart from Premium Properties' contribution of R6 million, financial institutions contributed another R6 million for equipment. there is also a R3 million provision for working capital.

"We will be coming with a much lower cost structure and yet will render the same service as any other private clinic or hospital," Tenza says.

"At the same time, we are granting greater economic empowerment to doctors in the medical centre to extend their services on the spot through the facility," he adds. About 20 percent of the practitioners are black, comprising the biggest such group in Pretoria. More black patients will be treated at the medical centre than white.

"This is RDP at its best sense. We have not gone to government to beg for funds. We said we would take the initiative and help the government where it is not able to deliver: all we ask is for government to facilitate the process by granting us a licence," explains Tenza.

The Louis Pasteur Medical Institute is the third hospital to be opened in Gauteng by Bonitas. The others are Botshelong Empilweni Clinic in Vosloorus and Tshepo-Themba Hospital which opens in Dobsonville, Soweto, this month.

Bonitas, one of the black-controlled medical funds in the country, was founded in 1982 with a mainly black patient base. It opened its doors to all races in 1986.

"Membership has been growing at 18 percent annually compared with a pattern of a one percent shrinkage in membership

Hotel industry faces lack of trained staff

(289) (288) CT(BR) 3/11/95

BY FRANÇOISE BOTHA

Cape Town — South Africa's tourism boom is providing unprecedented support for the hospitality industry, but Western Cape hoteliers said the industry was approaching a training crisis.

Angus Dodds, the director of the Cape Technikon's Hotel and Catering School, said blacks and coloureds had shown very little interest in being trained and this had made it very difficult to employ a staff that was representative of the structure of the population.

"The hotel industry has been predominantly white and the only way that we can change this is at grassroots level, through training. We are looking for people who can be trained as general managers.

"The hotel school has put aside 20 percent of places for students from disadvantaged communities but the interest has been scant, to say the least," said Dodds.

Hoteliers said they doubted whether the hotel school's enrolment prerequisite of a year's practical experience was a major stumbling block. However, the requirement of having passed matric appeared to be creating problems.

"We are not seeing enough applicants from coloured and black communities that have matric," hoteliers said.

Hotel project to yield 12 000 jobs

(289) ~~(473)~~ Star 13/12/95

BY JOVIAL RANTAO
Political Reporter

Hazyview – A R240-million project providing more than 12 000 jobs for the local community has been started at the Songimvelo Game Reserve outside Nelspruit.

The project, which entails the building of a 400-bed hotel whose '30s theme decoration satisfies a craving for the romanticised Africa of Karen Blixen or Ernest Hemingway, was the result of a partnership between American investors, the Mpumalanga Parks Board, the local Community Trust, black business and private investors.

The Songimvelo project is expected to yield an annual turnover of R150-million.

Prostitutes to be included in legal reform process

(287) BD 18/12/95

Kathryn Strachan

THE legal status of prostitution is to come under review next month at a national consultation of lawyers, health professionals and, for the first time in the legal reform process, prostitutes.

Lawyers for Human Rights and the Cape Town-based Sex Workers Education and Advocacy Taskforce (Sweat) have been reviewing the legislation.

Sweat spokesman Shane Petzer said the consultation would look at decriminalising prostitution — thereby giving prostitutes access to health services and to the legal system.

"We need to see prostitution as a human rights issue, and link it to health and to the law," he said. "We can't expect prostitution to be a healthy industry unless it is decriminalised."

His organisation was in favour of decriminalising prostitution — by removing all references to prostitution as a criminal activity from the statutory books — rather than legalising it.

Decriminalisation would leave prostitutes free to practice as any other business, while legalisation would subject them to a whole new set of laws, such as compulsory health checks.

Once a position had been adopted at the national consultation, to be held in Maritzburg, other players including the Justice Department would be approached on the issue. A health promotion programme was also on the cards.

SERVICES SECTOR – HOTELS – LABOUR

1996 – 98

Hefty losses a threat to Sun City workers

(289)

Amanda Vermeulen BD 8/1/97

SUN International SA subsidiary Sun City is expecting losses of more than R40m in the 1997 financial year, and is considering retrenching 700 employees in a cost-cutting exercise.

Buddy Hawton, chairman of Kersaf, Sun International's parent company, said yesterday Sun City, which had incurred losses of R39m in the year to June 1996, could exceed that amount this year. "The level of losses is likely to remain significant for some time."

Sun City was hard hit by a labour dispute in July and August as well as by the uncontrolled proliferation of illegal casinos in Gauteng, its major market. However, its losses could be offset by the strong performance of the Carousel, near Pretoria, another subsidiary of Sun International.

Sun International MD Peter Bacon said yesterday that the group would have to look critically at the loss situation at the hotel, entertainment and gambling resort in the light of the new casino dispensation which will see new legal casinos developed in North West and its neighbouring provinces.

He stressed that Sun City was currently cash positive, and the Carousel — which had always been intended to cross-subsidise costs at Sun City — more than compensated for losses.

Hawton said a number of options to cut costs were being considered, including reducing the 5 000-strong staff complement by 10%-12%, which could result in 500 to 700 job losses.

No decision had been taken yet on staff cuts, which were unlikely to be implemented before the resort complex's high season ended after the Easter break. The strike last year resulted in Sun International manage-

Continued on Page 2

Sun City

(289)

BD 8/1/97

Continued from Page 1

ment reaching a "flexibility agreement" with the employee union, the SA Commercial, Catering and Allied Workers' Union.

Union official Bongani Madikiza said there had been informal talks between the two parties, including proposals from the union on how to relieve the situation.

Hawton also said the group was looking at reducing the number of gaming machines at the complex as well as pruning other loss-making operations. He said the efficiency within the food and beverage operation would also have to be improved.

Sun City management was also looking at improving occupancies and the recently launched timeshare project should contribute to reducing losses, he said.

Casino closure fears spark union drive

BD 18/2/97 (289)

Reneé Grawitzky

A NEW management union in the hospitality industry had begun recruiting junior and middle managers who feared retrenchments caused by the possible closure of big casinos.

President of the recently established Managerial Advisory Council, Johan Botha, said yesterday that the growing insecurity of staff in the hospitality industry was forcing those who previously did not belong to unions to consider joining.

Most of the union's 300 members came from Sun International, where employees feared that the company might lose some of its gambling licences. Botha said this had led to a high level of insecurity.

The union was formed by a group of industrial relations and human resource specialists.

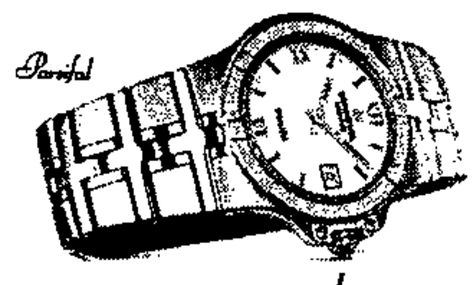
Sun International's human resource director, Rob Rimmer, said the new Gaming Act directly affected the industry and had possible negative consequences.

He said there was insecurity among all employees. The company, despite claims by Botha, was continuously communicating with staff about the possible effect of the Act and the granting of gambling licences.

Labour law consultant Gavin Weiner said senior managers were privy to confidential information, including financial information, and a conflict of interest could arise if they were recognised as a bargaining unit.



Precision movements



by

RAYMOND WEIL

GENEVE

MCC118

CHRIS BARRON

Sun International is caught spying again

Surveillance expert says he was hired to install secret video camera

SUN International are embroiled in an embarrassing row with Johannesburg's best-known spy after asking him to install a mini surveillance camera in a hotel lamp so it could spy on staff.

David Miller, who owns Spy Shop, specialises in producing James Bond-type gadgetry for businessmen who want to keep a hidden eye on competitors or would-be thieves. He was amazed when he received a call from Sun International's prestigious Palace Hotel at the Lost City in December 1995.

The hotel's security manager asked him to fit one of their bedside "monkey" lamps with a secret video camera which would record, in full colour, whatever was happening inside any guest room of their choice.

"He said they wanted to use it to catch staff members who were stealing," said Miller this week.

Miller quoted R18 200 for the job and was told to get cracking. The lamp, with its base hollowed out to accommodate the tiny camera, was delivered to the Palace Hotel in early January last year.

Miller said when he phoned the hotel two months later to find out why he hadn't been paid, he was told by the security manager, Serman Motlhabae, that the camera was working well.

But then Miller received a letter from the resident manager, Daniel Frey, saying the camera had broken. Frey also informed the spy that his services were no longer needed.

A long wrangle followed between the hotel and Miller over payment. Miller said the camera had been damaged by an abnormal power surge which was the hotel's fault. The hotel denied this and refused to pay.

Miller eventually gave up his attempts to be paid, but decided that Sun International should be made to pay in kind — he exposed the dirty tricks the company was using against its staff.

"I'm pretty certain the only reason they decided to stop using the camera was that someone senior in Sun International found out what they were doing and realised how bad it would look if it ever came out," he said.

Sun International spokesman Lesley Suggett said this week that the company had "purchased a mini surveillance camera as a result of a spate of thefts of guests' property from hotel rooms".

She said the purchase was made "with the full knowledge" of the staff's trade union, at the request of employees at the hotel who wished to exonerate themselves.

She admitted that the camera was installed, but "before any use could be made of this camera, and within a few hours of its installation, it suffered a malfunction due to a power surge".

While part of Suggett's statement contradicts what Miller says he was told by the security manager, the last part confirms what the hotel had hitherto vehemently denied — that the camera had not been damaged by any inherent fault but by a power surge.

This is not the first time Sun International has been embarrassed by its own surveillance.

Shortly after experimenting with the bedside lamp technique last year, pictures from secret surveillance cameras at its Wild Coast Sun resort showed security staff beating up members of the public.

Sun International's managing director, Peter Bacon, said at the time that surveillance recordings were a necessary part of company security.

ST 20/4/97

(289)

Tour guides speak out on 'inhumane' work hours

Industry saturated

ARG 1/5/97 (289)

CHENÉ BLIGNAUT
STAFF REPORTER

Cape Town tour guides say they are doing "slave labour" for tour operators who expect them to travel long distances, work inhumane hours and drive unroadworthy or illegally rented vehicles.

The guides say they are being forced to work under these conditions because of a huge oversupply of guides in the local market and because there is no law to protect them.

Young tour guides are "churned out" at huge cost to themselves without being warned there is little work, guides say.

There are believed to be about 800 Satour-accredited guides in the city.

But tour operators deny there is a "conspiracy" against guides, saying it would not be in their interests to maltreat the people who are their "lifeblood".

A local guide, who has been in the industry for five years, said: "We have been turned into the donkeys of the industry."

He asked not to be named because "I will never work again if you use my name". He said 99 percent of tour guides were unhappy with the situation but were afraid of being "blacklisted" if they spoke out.

Internationally-experienced tour guide Cara Spencer, who worked in Cape Town for two years, believes she is being blacklisted because she dared question conditions in the industry.

"I am returning to London next month because I have just had it with this industry.

"Never before in my tourism career of 26 years have I felt so insecure and had to lurch from one job to the next, working inhumane hours, while still being paid a normal rate."



HANNES THIART

Out of pocket: tour guide Cara Spencer

She cited a recent example where she had to drive a tour bus with a steering wheel with one hand.

"It is a nightmare," she said.

Another problem was that some operators rented cars, which is illegal, and expected guides to sign for them, making them liable if anything happened.

Guides say the South African Association of Tourist Guides does not have the muscle to address their problems as it has tour operators on its panel.

Earlier attempts to form a professional body for the industry failed because the guides were afraid of being victimised, they said.

Because of the over-supply of guides, operators would always find young guides prepared to work for nothing.

"But in the end, it will harm the industry because if you pay peanuts

out being warned there is little work, guides say.

There are believed to be about 800 Satour-accredited guides in the city.

But tour operators deny there is a "conspiracy" against guides, saying it would not be in their interests to maltreat the people who are their "lifeblood".

A local guide, who has been in the industry for five years, said: "We have been turned into the donkeys of the industry."

He asked not to be named because "I will never work again if you use my name". He said 99 percent of tour guides were unhappy with the situation but were afraid of being "blacklisted" if they spoke out.

Internationally-experienced tour guide Cara Spencer, who worked in Cape Town for two years, believes she is being blacklisted because she dared question conditions in the industry.

"I am returning to London next month because I have just had it with this industry.

"Never before in my tourism career of 26 years have I felt so insecure and had to lurch from one job to the next, working inhumane hours, while still being paid a normal rate."

She cited a recent example where she took a 10-day tour of 41 French wine farms, and had to work 16-hour days. She said the tour operator promised her non-stop work for a month after that.

But when she complained about the long hours, he laid her off on the spot because he was afraid she would "crack up", she said.

"When I charged him a cancellation payment he told me to get stuffed."

She said guides were seldom reimbursed for last-minute cancellations of tours, despite cancellation fees being paid to the operators. This had happened to her three times in one month.

"This is a part-time job and I cannot pay my bond. It seems tour guiding in this country is for bored housewives and retired teachers. I had hoped my experience and knowledge of French and Spanish would secure me a decent living in Cape Town but it has not proved to be so."

Another guide, who also asked not to be named, said 6am to midnight working days were nothing unusual. Guides were also often expected to drive "astronomical" distances of more than 1 000km a day.

Faulty vehicles and inadequate passenger liability insurance were additional problems.

In two instances, tourists had been injured or died after an accident in a faulty vehicle, which operators tried to blame on the guides, he said. The operators are still in business.

Ms Spencer said this was the only country in which she had worked where guides were expected to drive vehicles while they talked to tourists, balancing the microphone on the steering wheel with one hand.



HANNES THIART

Out of pocket: tour guide Cara Spencer

"It is a nightmare," she said.

Another problem was that some operators rented cars, which is illegal, and expected guides to sign for them, making them liable if anything happened.

Guides say the South African Association of Tourist Guides does not have the muscle to address their problems as it has tour operators on its panel.

Earlier attempts to form a professional body for the industry failed because the guides were afraid of being victimised, they said.

Because of the over-supply of guides, operators would always find young guides prepared to work for nothing.

"But in the end, it will harm the industry because if you pay peanuts, you get monkeys," said Ms Spencer.

Chairman of the Tour Operator Association of Cape Town John Carne denied guides were being mistreated.

He said they could not be expected to be reimbursed for cancelled "short notice" tours for which operators got no cancellation fee either.

If an overseas tour was cancelled it was "standard practice" to give the guide "something".

Mr Carne said guides were normally paid extra if they were expected to work after 6pm. This was sometimes necessary because "the client expects continuity".

"I am aware that some guides are unhappy but no one has come to our organisation with their problems."

He said his association worked closely with the South African Association of Tourist Guides and if a case of ill-treatment was uncovered they would take it up at "the highest level".

"We would not tolerate individual operators tarnishing our name by abusing guides and we would expose them mercilessly."

Mr Carne said allegations of blacklisting by operators was "utter nonsense" and that that would be unconstitutional.

"It is the predicament of the freelancer that he or she will be used only if he or she is popular. There is no conspiracy against tour guides among operators."

He said there was no conflict of interest between guides and operators because "we all want to make the tourist happy".

The chairman of the South African Association of Tourist Guides was not available for comment.

NEWS NATIONAL

Strike looms for catering company

Industrial action could leave many hospitals, companies without food

By Abdul Milazi

THE planned May 10 strike over wages by members of the Hotel, Liquor, Catering, Commercial and Allied Workers' Union (Hotelica) at Fedics Foods could leave many hospitals and companies without food.

Wage negotiations between Hotelica and Fedics deadlocked last week, with workers demanding a 12 percent across-the-board increase and a minimum wage of R1 500 a month, while management offered a 9,5 percent increase.

Spokesman for Hotelica Mr Alfred Plaatjie said the union was also in dispute with Fedics over management's insistence that the two parties should apply for mediation by either the Independent Mediation Services of SA (Imsa) or the Commission for Conciliation, Mediation and Arbitration (CCMA).

Plaatjie said: "The Labour Relations Act says negotiations in sectors where national bargaining councils exist should be conducted within those structures. When we go to Imsa or the CCMA, the process would be illegal.

"However, if we do go we are saying we will do so only provided that Fedics foot the bill for the mediation process. There is a bargaining structure in the sector, but they want an independent mediator. It is only right that they pay for it."

Fedics provides canteen catering services for, among others, Fedlife, Southern Life, Lesedi and Tsepo-Themba clinics, Brits Firestone and Witspos Post Office.

Plaatjie confirmed that canteen services at these companies would be disrupted, leaving patients without food at a number of clinics, but he appealed to Fedics' clients not to withdraw their contracts.

Fedics spokesperson Ms Geraldine Mhaka said a strike would be an irresponsible way of solving a dispute. "Disputes are best resolved through negotiations."

She said: "Fedics is already paying way above what other companies in the catering industry are paying their workers. We are losing business to our opposition because of our high wages which have to be borne by our clients."

W Cape hotels in head-hunting battle

Good news for trained staff as skills shortage hits

CHENÉ BLIGNAUT
STAFF REPORTER

Hotels in the Western Cape are engaged in a ruthless head-hunting battle to poach each others' best staff.

Hotel Industry Training Board executive director Tony Ansara warned that a "dog fight" was about to break out in the Western Cape as a result of a severe shortage of skills in the rapidly-growing hotel industry.

Also, the development of 38 new hotels in the region over the next few years would place even more pressure on the handful of skilled staff.

Mr Ansara said the shortage of qualified chefs, housekeepers and managers had led to "spiralling attempts to poach staff".

He said this was happening at all levels of the hotel industry, but especially in the Western Cape, where most of the tourism growth was taking place.

THE CHANGING CITY



TRACKING A CITY IN TRANSITION

He estimated the country's hotel industry had a 30 percent skills shortage.

He said the influx of international hotel groups such as the Hilton and Hyatt groups could "further aggravate" the situation, as competent, trained staff were hunted by these establishments.

"This leads to dissatisfaction among employers who had previously demonstrated a commitment to training through the investment of time, money and resources," said Mr Ansara.

It could also cause a reluctance to finance further training, he warned.

Nic Podmore, director of the Cape Technikon Hotel and Catering school, confirmed the situation in the city was "getting really bad".

He said hoteliers had avoided the pirating of staff in the past because it created "bad vibes", but growing pressure on the industry had led to "indiscriminate poaching" over the past few months.

He expected the "vigorous trade" in qualified waiting, kitchen and middle-management staff to accelerate in future.

"It will cause a lot of friction among hoteliers," said Mr Podmore.

The hotel school is expected to turn out about 30 qualified hotel staff and 40 qualified restaurant staff this year (out of 120 registered students).

These graduates would be "snapped up" immediately, Mr Podmore said.

A three-year course at the school costs R20 000.

Petra Deja, general manager of the four-star Capetonian Protea hotel, acknowledged that the hotel had recently suffered a blow when it lost 10 percent of its kitchen staff to the newly-built Table Bay and Cape Grace hotels.

Fortunately, this had happened out of season, so that the hotel had a chance to address the situation without affecting service levels, Ms Deja said.

She said there was "a certain amount of animosity" among hoteliers as a result of the pirating of staff.

"A more transparent" approach among hoteliers could alleviate the problem, she believed.

"After all, we are all in the same business," she said.

Roy Davies, general manager of The Bay five star hotel in Camps Bay, admitted to having lost "a few staff members" to the Table Bay, Cape Grace and Victoria Junction hotels.

But he said this was not a "major concern" because it created the opportunity to "bring in new blood".

He said a lot of movement was taking place in hotels across the world as a result of a skills shortage.

Mr Podmore said the hotel industry and the Government had to spend more on training.

The Government should consider lifting the embargo on the importation of staff from overseas as a "relief measure".

battle industry

MKT 19/5/97 (289)

Body to set code for city tour guides

CHENÉ BLIGNAUT
STAFF REPORTER
ARG 28/6/99

Growing animosity between tour guides and operators in the city could be eased by setting standards of conduct for both sectors.

This will be one of the aims of the Trainers, Operators and Guides Co-ordinating Committee (TOGCC), formally established last month.

Committee chairman Kevin Estment said they would co-ordinate the efforts of their constituents and act as the mouthpiece of the tourism sector in which tour guiding falls.

The committee represents 250 guides from the South African Association of Registered Tourist Guides, 64 operators from the Tour Operators' Association of Cape Town, the South African Tourism Services Association and eight local tour guide training institutions.

Mr Estment admitted the problems in the industry identified in a recent Cape Argus report were "very real".

Among them were a total oversupply of guides, long working hours, faulty vehicles, inadequate insurance and use of illegally rented cars by operators.

"A lot of guides have problems with a lot of operators but many of them are not prepared to put a name to it. Some of them could be victims of blacklisting," said Mr Estment.

However, he said local tour guide Cara Spencer, who was quoted in the Cape Argus article, had been accused of "unprofessional behaviour" by operators because she arrived late several times. She had also not been guiding in terms of the conditions of her registration, Mr Estment said.

The committee will seek representation at provincial government level and will co-ordinate discussions among industry players around the issues of training and legislative requirements.

Fabcos helps train aspirant hoteliers

Sowetan 29/5/97 (289)

By Shadrack Mashalaba

FOUNDATION for African Business & Consumer Services (Fabcos) and a French-based hotel group, Formule 1, have joined forces to build six hotels throughout the country to cater for the booming tourism industry.

Aspiring hoteliers will also benefit as they will be empowered by the training they will receive in hotel management.

The venture is expected to create hundreds of jobs once construction starts late this year.

Two Formule Inns, to be opened next year, are expected to be built at Johannesburg station and Southgate Shopping Centre. Another three Formule 1 hotels are planned for Milnerton (Western Cape), Midrand and Kimberley.

Southern Sun Hotel managing director Helder Pereira said yesterday that the joint venture company will be responsible for the construction of all the hotels planned in the country.

The Formule 1 Hotel Group also has business links with the Southern Sun Group and French hotel company Accor.

"Formule 1 is the fastest-growing hotel chain in South Africa, with 16 hotels around the country. The merger has resulted in a new 58-room hotel in Benoni," said Pereira.

According to an agreement by Formule 1 and Fabcos, general managers for the planned new hotels will be identified and screened by Fabcos.

These managers will be trained by Formule 1 and deployed in their own corporations on behalf of the joint venture.

> **Formule 1 is the fastest growing hotel chain in South Africa**

Formule 1 managing director Vincent Joyner said: "Fabcos's local expertise will enable us to find people with entrepreneurial flair, who want to work in the hotel industry but never had the opportunity.

"We will train them thoroughly to our international standards and give them a chance to run their own business."

Aspirant managers will undergo a two-month training course on hotel management, Joyner said.

Council acts against 'noisy' strikers

(289) Star 2/6/97

By Anna Cox
Sandton Bureau

The Eastern council's noise control officials have issued a notice to the Johannesburg Country Club (JCC) in Woodmead, Sandton, to stop striking workers on its premises from making a noise.

The 80 workers have been on strike for almost four weeks and they start toyi-toying and chanting from early in the morning, waking up many residents in the area.

A dispute erupted between Eastern councillor Alan Fuchs and the club after the JCC had refused to take action against the workers.

Fuchs also spoke to the strikers, who, he claims, increased the noise after his complaints.

"The club management has refused to act against the noise and now the council is within its rights to proceed legally against both the club and the workers' union for noise pollution. That is why we issued the notice calling on the club to stop the noise," he said.

"People are being disturbed as early as 4am by strikers blowing whistles and toyi-toying, and this is unacceptable."

Club manager Tony Beart said the strike was a legal one and the workers were entitled to be on the premises.

He said this kind of action was part of the strike process and it was very difficult to stop.

Beart said he had discussed the matter with neighbouring residents and tried to make them understand that they would have to put up with the noise until the strike ended.

"We are well into the negotiation process and we are confident the matter will be resolved," he said.

(b) The Task Team is proceeding satisfactorily with the probe.

(2) Yes.

(a) 1 April 1997.

(b) The Task Team placed advertisements inviting submissions in eight newspapers and the response was overwhelming. Interviews are being conducted with the relevant parties and the submissions are being analysed.

(c) At the end of August 1997 at the earliest.

Mr A J LEON: Madam Speaker, arising out of the hon the Minister's reply, could he advise the House why he decided on appointing a task team, which by definition has more limited and less wide-ranging powers, rather than a commission of inquiry into the widespread allegations concerning Sarfu.

The MINISTER OF SPORT AND RECREATION: Madam Speaker, I decided on this course because I did not want to give the impression that the department or the Ministry was acting in a high-handed manner in so far as Sarfu was concerned. Already there were indications that if we proceeded straight away with a commission of inquiry, that would be a departure from the steps that we followed when we instituted similar probes into the SA Football Association. In that instance we started with a similar arrangement, ie conducting an internal probe so as to establish whether or not there was a *prima facie* case for the institution of a commission of inquiry

We are doing the same thing in this particular instance, and we want to assure the hon Mr Tony Leon and the House that once this team has completed its task of establishing whether or not there is a case for us to institute a judicial commission of inquiry, we shall do so.

Trade union: blockade of border posts between SA/Swaziland

*8. Mr V B NDLOVU asked the Minister for Safety and Security:

(1) Whether a certain trade union, the name of which has been furnished to the South African Police Service for the purpose of his reply, organised a blockade of several border posts between South Africa and Swaziland, in sympathy with trade unions in Swaziland; if so, (a) which borders posts were blockaded and (b) in accordance with what statutory and/or other provisions;

(2) whether any persons were arrested as a result of these blockades; if so, what are the names of these persons;

(3) whether charges were laid against any persons involved in these blockades; if not, why not; if so, what are the relevant details;

(4) whether the South African Government communicated with the said trade union in regard to this issue; if not, why not; if so, what was the trade union's response to this communication? N1324E

The MINISTER FOR SAFETY AND SECURITY:

(1) Yes.

(a) Oshoek and Golela Border posts were involved in the protest action.

(b) Blockades were not carried out in accordance with any statutory and/or other provision.

(2) No.

Not applicable.

(3) No, no charges were laid against any persons, because the demonstrations at both border posts were peaceful. They did not disrupt any of the traffic flow through the port of entry and no intimidation of any nature took place. No offences whatsoever were committed by any of the demonstrators. No physical blockade took place on the South African side of the border.

(4) Unknown.

State doctors running private practices during official hours

*9. Mr M J ELLIS asked the Minister of Health:

(1) Whether she or her Department has been informed of any instances in which State-employed doctors who are also running limited private practices, are running their private practices during hours they are required to devote to their official duties;

if so, what is the extent of this malpractice;

(2) whether any control measures are currently in place to prevent such malpractices; if not, why not; if so, what measures;

(3) whether she or her Department intends taking any action in this regard; if not, why not; if so, what are the relevant details? N1325E

The MINISTER OF HEALTH:

(1) There are many allegations of State-employed doctors running their private practices during hours they are required to devote to their official duties. It is generally accepted that there is widespread abuse of the system of so-called limited private practice. However, documentary proof of specific instances of such abuse is difficult to obtain.

(2) Most provinces have stated that it is not possible for them to prevent such malpractices in most hospitals unless a system of clocking in and out of work is instituted. Such a system would be difficult to implement and would almost certainly be unacceptable to doctors.

(3) The Department of Health at national and provincial levels is considering abolishing the system of limited private practice. The matter has therefore been tabled by the Department for negotiation in the bargaining chamber.

Dr W A ODENDAAL: Madam Speaker, arising out of the Minister's reply, I would like to ask whether Cuban doctors in State service are also allowed limited private practice?

The MINISTER OF HEALTH: Madam Speaker, Cubans doctors work in South Africa under a government-to-government contract which states that Cuban doctors will have a contract with health departments of the province in which they work and will work where they are required. So far, not a single province has required them to work in the private sector. All provinces require them to work in the public sector. There is not a single Cuban doctor that has a limited private practice.

Dr W A ODENDAAL: Madam Speaker, further arising out of the Minister's reply, I would like to point out to her that there is a Cuban doctor in Botshabelo in the Free State who runs a private practice. He asks a fee of R80 per person as a package deal, and all he dishes out are Panado tablets. [Interjections.]

The MINISTER: Madam Speaker, I am not aware of that Cuban doctor. But of course there may be Cuban doctors who were sent to the Free State by Dr Odendaal and the previous regime. [Interjections.] Of the Cubans that we have employed, we are not aware and do not have any evidence or information that they are in private practice. [Interjections.]

Business interrupted in terms of Rule 199(3) of the Standing Rules of the National Assembly.

Polmed: corruption

*10. Mr W A HOFMEYR asked the Minister for Safety and Security:

Whether any evidence of corruption in the South African Police Service's medical aid fund, Polmed, has been uncovered; if so, what are the relevant details? N1326E

The MINISTER FOR SAFETY AND SECURITY:

Yes, evidence of corruption to a certain degree in the South African Police Service Medical Aid Fund, Polmed has been found. The relevant details are as follows:

Some service providers submitted false claims to Polmed without the complicity of Polmed members for services that were not rendered.

Some members of the South African Police Service:

- sold their Polmed cards to non-members to enable them to use them as if they were members or dependants of Polmed;
- used their Polmed cards to get medicine for sale on the "Black Market";
- took a "girlfriend", family member or friend in the name of a dependent to the doctor;
- took prescriptions to certain pharmacists to get loans, toiletries, nappies etc. instead of medicines;
- used their Polmed cards in co-operation with certain doctors to get loans. The service

provider claimed it back as consultations or medicines;

- had cosmetic operations, gold inlays (teeth) etc. (all excluded from benefits) done by doctors in co-operation with Polmed members which were claimed as normal procedures; and
- failed to report divorces or deaths to enable other non-members to use Polmed.

As soon as any abuse, irregularity or corruption is detected, a formal investigation is launched and dealt with according to judicial practices.

*11. Mrs S M CAMERER - Justice. [Question standing over.]

*12. Mrs S M CAMERER - Justice. [Question standing over.]

Programmes: victims empowerment/ rehabilitation of offenders

*13. Rev K R MESHOE asked the Minister for Welfare and Population Development:

(1) Whether she or her Department intends implementing any programmes aimed at victim empowerment and the rehabilitation of offenders; if not, why not; if so, (a) what programmes and (b) when will such programmes be implemented;

(2) whether a database on sexual offenders is to be made available; if not, why not; if so, when? N1329E

The MINISTER FOR WELFARE AND POPULATION DEVELOPMENT:

(1)(a) Yes. A range of programmes are already being offered by social workers and probation officers employed by government departments.

The Northern Cape Provincial Welfare Department's social workers are involved in and participate in victim empowerment programmes in Upington, De Aar, Postmasburg, Springbok, Calvina and Kimberley. This Department has also applied for financial assistance from the Premier's Office to establish victim support centres in these aforementioned towns.

The probation officers and social workers in the North West province are involved in counseling of victims of rape, sexual offences, exploring placement options for victims, act as mediators in court and they are also involved in aftercare services to both victims and offenders, i.e. support groups.

The Gauteng Welfare Department's social workers in Pretoria are actively involved in counseling services at the trauma centre at Sunnyside Police Station.

In addition to this, the provincial welfare departments subsidise a number of non-governmental organisations e.g. Nicro, Famsa, Child and Family Welfare Societies who offer programmes aimed at offender rehabilitation and empowering of victims. Examples of some of the programmes are:

* victim-offender mediation programmes
* shelters and support centres offering care for women victims of violence
* empowering interventions of which the elements are; material resources (housing and safe accommodation, child care and access to community services); emotional support (counselling, assertiveness training, parenting skills courses, support groups); advocacy and legal assistance (access to and custody of children, financial matters and social security benefits)
* awareness raising and community education
* training volunteers to run support groups in communities
* victim for victim support groups
* life skills programmes at schools
* included in the national child protection strategy it is envisaged that service delivery will include protection, which includes secondary and tertiary prevention and rehabilitation of victims and their families and the management of offenders.

Over and above the programmes being offered by subsidised welfare organisations, numerous other NGOs and CBOs offer exiting programmes at provincial and local level, e.g. National Network on

Violence Against Women which represents the interest of service providers in all nine provinces;

(b) in addition to the above, the National Crime Prevention Strategy (NCPS) has prioritised victim empowerment as a priority programme and mandated a programme team in November 1996 to co-ordinate existing victim empowerment initiatives both at a national and provincial level. Various initiatives already exist at local and provincial level and these initiatives willbe expanded and new initiatives piloted;

(2) the issue of a database will be addressed as part of the NCPs priority programme, Enterprise Process Information Management (EPIM). Such a database, with limited application, does exist within the South African Police Services and could be accessed through the appropriate channels.

*14. Rev K R MESHOE – Health. [Question standing over.]

Natal Technikon: student protest action

*15. Mr R S SCHOEMAN asked the Minister of Education:

(1) What were the reasons for the student protest action at the Natal Technikon in early April 1997;

(2) whether any damage was done; if so, (a) what was the extent of the damage and (b) who will be responsible for the cost resulting from damage to the property of the technikon;

(3) whether the matter has been resolved; if not, why not; if so, how;

(4) whether he will make a statement on the matter? N1331E

The MINISTER OF EDUCATION:

The Department of Education has faxed and called Vice-Principle (Student Affairs and Development) of Natal Technikon requesting information with regard to the matter. A reply has not yet been received.

Education: funds to be raised abroad

*16. Mr R S SCHOEMAN asked the Minister of Education:†

(1) Whether any funds which have been earmarked for education purposes this year are still to be raised abroad; if so, what are the relevant details;

(2) whether he will make a statement on the matter? N1332E

The MINISTER OF EDUCATION:

(1) The question is not entirely clear. I assume that the hon member is referring to Official Development Assistance, supplementary to the budget, in terms of agreements between foreign governments or inter-governmental agencies and the South African government. If so, the answer is, Yes. The Department of Education maintains a continuing dialogue with the international development co-operation community in order to secure support for the education sector. Specific examples include a sum of at least R10 million to supplement the state's allocation of R200 million to the National Student Financial Aid Scheme. I am glad to say that the European Union, the Government of Sweden and the Government of Switzerland, taken together, have already contributed over R80 million this year to support this Scheme. In addition, the Departments of Education and Finance are pursuing discussions with respect to external support for redress projects in the higher education sector.

(2) No.

Audit on RDP

*17. Mrs T J MALAN asked the Minister of Finance:

Whether an investigative team has been appointed to carry out an audit on the Reconstruction and Development Programme; if so, (a) why and (b) when will the report of the team be completed? N1336E

Now waiters, bar staff, chief cook and even the bottlewasher can turn to new union for help

OWN CORRESPONDENT

When Riekert van Wyk took a part-time job as a waiter it was for the same reason as most of his student colleagues – to earn extra money to help pay his study fees.

And like most of his colleagues he found waiting on tables a tough job, with long hours, no job security and no guaranteed income.

When, after an argument with his boss, Riekert was literally thrown out of the restaurant he had been working in for more than a year, he became angry and went to his father, Hennie van Wyk, for help.

On listening to Riekert's tales of woe, of the 12-hour shifts without breaks and never knowing how much, or whether, he would be paid, Van Wyk asked why Riekert didn't join a union. He could hardly believe his ears when his son told him there was no union for waiters.

However, he was determined to do something about his son's plight, and the plight of countless others like him, and so the Waiters and Restaurant Employees' Trade Union of South Africa was born.

Waretusa has now been registered as a trade union and Van Wyk is hoping waiters and restaurant workers across South Africa will join in his effort to make the union one of the biggest in the country.

Up until now, waiters and restaurant employees – be they chief cooks or bottlewashers – had no rights whatsoever. There was no such thing as a minimum wage or decent working conditions. Now Waretusa has been registered, and if it gains support among waiters and waitresses, it could wield enough clout to introduce contracts of employment and a guaranteed minimum wage, and to improve the terms and conditions of service of its members, said Van Wyk.

Each day he works at Waretusa's head office trying to gain recognition for the new union and make waiters and restaurant workers aware that they have a new champion. The office is not plush – it is a converted snooker room at Van Wyk's home on the West Rand, but business is brisk.

He spent 30 years at the SABC before taking early retirement three years ago.

"I want to see this union work," he said.

"I want to see it become a force to be reckoned with. My son and thousands of others like him are out there night after night, weekend after weekend, trying to make an honest living in order to pay their way while studying. They are abused, overworked and underpaid.

"There are also thousands of unskilled workers for whom waiting on tables is the only job opportunity. They have no chance of making a decent living while they have no representation and no employee rights.

"If this union can do anything to improve the lot of South Africa's waiters then I will be a happy man, but it can only succeed if it has the backing of its members – a union is only as strong as its members."

Membership of Waretusa is open to anyone employed in a restaurant, either as a waiter, or in the bar or kitchen. The subscription as described in the union's constitution will not exceed R15 a month.

Copies of the union's constitution are available from Waretusa's registered office at 64 Alexandra Street, Florida, Roodepoort 1709, telephone (011) 672-7697.

Country club workers end six-week strike and get R170 raise

A strike, which left about 10 000 Johannesburg Country Club members unable to enjoy their normal activities for six weeks, has ended.

Johannesburg Country Club general manager Tony Beart said workers had returned to work yesterday after an agreement was reached last Thursday.

The 150 workers would receive a R170 increase. They originally demanded an increase of R250.

Beart said: "The situation is returning to normal at Auckland Park and Woodmead.

"We had to shut down elements of the club; the rest we had to run ourselves ... our members feel seriously aggrieved." – City Reporter.

Retrenchments add to Sun City's losses

(289) BD 6/8/97

Janet Parker

SUN International operation Sun City, which has embarked on a cost-cutting retrenchment and outsourcing programme, is expected to report losses of between R30m and R40m in the year to June.

Sun City made a R39m loss last year and analysts said that while Sun International SA (Sisa) hoped to reduce the loss to R30m for the year to June, retrenchment costs absorbed over the past financial year could delay reduction until the following year.

Analysts staked Sisa's share earnings growth at a "slim" 4% to 5%, with earnings between 52c and 52,3c for the year to June. One analyst said that although certain provinces had enjoyed better trading due to the closure of illegal casinos, costs incurred by retrenchment would offset increases in revenue.

Prospects for Sisa's next financial year were better, with earnings expected to peak before new casinos in surrounding provinces begin to make inroads into Sisa's existing market. Analysts forecast share earnings growth for the year to June next year in excess of 10% to about 59c, provided there was an increase in consumer spending. Sisa expected Sun City to achieve a break-even situation by the end of the next financial year, one analyst said.

Sun International financial director Rob Hellings said the group expected losses at Sun City to be in the order of R40m before retrenchment costs, but the benefits of retrenchment and outsourcing would accrue from August onwards. Other cost cuts were being considered in conjunction with outsourcing, such as optimising the number of slot machines.

Once the effect of the gambling environment in surrounding provinces had been assessed, the group would consider its options for the Morula Sun and Carousel casino operations in the North West Province, both of which contributed significantly to earnings, Hellings said.

After three months of negotiations with the SA Commercial Catering and Allied Workers' Union (Saccawu), about 20% of Sun City staff, or about 980 employees, would be affected by retrenchment and outsourcing, Hellings said.

The Sisa share remained unchanged at 270c on the Johannesburg Stock Exchange yesterday after 330 000 shares valued at R890 000 changed hands.

Sun City sheds 900 jobs in big cutback

STAFF REPORTER

Sun International has retrenched 20% of its workforce at Sun City in an attempt to streamline the cash-strapped entertainment complex.

Robert Rimmer, human resources director for Sun International, told The Star last night that about 900 employees had been affected by the move and were due to leave the complex by August 14.

He said the employees' retrenchment packages were confidential, but had followed two-and-a-half months of negotiations with the SA Commercial Catering and Allied Workers' Union.

The complex still attracted foreign tourists and had a good flow of guests, but the resort's gaming revenues had been adversely affected recently, initially by illegal casinos and now by new gambling licences.

Mainly food-and-beverage, housekeeping, security and gardening staff had been retrenched, Rimmer added.

The cut would reduce the staff complement to about 3 500.

Star 11/8/97 (289)

Fedhasa head wants empowerment

BD 20/8/97 (289)

CAPE TOWN — The hospitality industry in SA had only scratched the surface in terms of empowerment, Chris de Jager, newly elected head of the Federated Hospitality Association of SA (Fedhasa Africa), said yesterday.

De Jager, a Pretoria restaurateur and outgoing chairman of the SA Restaurant Association was elected at the association's annual general meeting. One of his main aims would be to work towards a more demographically representative industry, he said.

De Jager said for the industry to develop to its potential it would have to rely on international expertise in its training programmes.

He said the announcement of the 2004 Olympic Games host city would affect the industry whether Cape Town was selected or not. If successful a new set of priorities would have to be set and every aspect, especially training, placed under the spotlight. If the bid was not awarded to Cape Town an immense task would lie ahead as the industry would have to develop local and regional tourism.

"Either way international input will be vital," De Jager said. — Sapa.

Hospitality industry at the forefront of NQF system

CT (BR) 6/10/97

(289)

The Hospitality Industries Training Board (HITB) has set itself a gargantuan task to judge by the endless griping about the appalling levels of service in South African restaurants and hotels.

Tony Ansara, the executive director of the HITB, says the board has come a long way in just five years of existence and is at the forefront of the establishment of a National Qualifications Framework (NQF) which standardises the quality of training in the tourism and hospitality industries and provides trainees with the opportunity to earn nationally recognised qualifications.

He says the HITB has developed performance standards for the first three levels of a NQ system, which stipulates what employees up to supervisory level should know and be able to do competently. Currently five functional areas are covered – accommodation, front of house, food preparation and cooking, food and drink service and general service.

The next levels will be developed as soon as the South African Qualifications Authority lays down relevant criteria.

"The HITB has also been appointed by the Department of Labour to design, test and refine a system of learnerships for the hospitality industry in a pilot project in KwaZulu Natal," says Ansara.

"The project is funded by the Danish government and will see the HITB facilitate the change from the old apprenticeship scheme to the modern learnership system in a service-orientated industry."

The HITB has also developed a programme called "Ubuntu – We Care", the South African counterpart of an international training programme on customer service and tourism awareness aimed not only at those who work directly in the hospitality industry, but also thousands of others in tourism activities.

"The programme, which began as a pilot project in Mpumalanga, will train people who come into contact with tourists to make a positive impression on guests, and to instill a sense of self-pride, which in turn will create sustainable growth in the industry," says Ansara.

The HITB donated R20 000 to the Eizeko Training Centre at Langa, and also supports a literacy project in the Drakensberg.



■ LEFT: A hotel room cleaner finds a briefcase on a bed. She opens it and, after finding a wallet, she takes out some notes. In the scenes that follow, she pockets a wad of them, leaves the room, and then returns less than five minutes later

■ RIGHT: She again takes the wallet out of the briefcase. After opening it, she takes out more money, puts the wallet down on the other bed, and then pockets the cash. Seconds later, another cleaner comes into the room. This cleaner also removes money from the wallet. Both then end up fighting over the wallet, before taking more money



Cleaned out by hotel staff

Be our guests — we've got you on camera, groups tell thieving workers

ST 16/11/97 (289)

PREGA GOVENDER

MAJOR hotel groups have called in undercover private investigators using hi-tech surveillance cameras to spy on staff who steal from guests' bedrooms.

Seven top hotels in Gauteng and three in Durban have forked out thousands of rands to private detectives in a bid to put the brakes on runaway theft in the hotel industry.

The sting operation, involving sophisticated spy-hole cameras with lenses the size of pinheads, has caught staff red-handed on film, stealing from suitcases in hotel rooms.

The tiny cameras, which cost thousands of rands, are installed in television sets in bedrooms by undercover agents posing as guests.

At least 25 major supermarkets in Gauteng are also under surveillance by private detectives.

Declam Condon, the chairman of D and K Investigation in Gauteng, confirmed this week that the company was asked to spy on workers at 10 hotels this year.

"We have installed spy cameras at seven hotels in Gauteng and three in Durban, with a 100 percent success rate," he said. "But we definitely do not spy on the guests. Only rooms booked and occupied by our agents are kept under surveillance."

Startling video footage from the spy cameras, which is in the possession of the Sunday Times, shows hotel workers stealing from a suitcase left in a hotel bedroom.

In one scene, a female cleaner who enters the room is instantly attracted to a suitcase that an undercover agent had placed on the bed.

The camera zooms in on her as she opens the suitcase and finds the money. Without hesitation, the woman stuffs a wad of banknotes into her pockets and leaves. Minutes later, she returns and counts more money, which she hides in her pockets.

Another woman, presumably a friend, also enters the room and removes money from the suitcase.

In video footage of a hotel bedroom taken on another day, a maid enters a room and notices a bag. Within seconds, she opens it and finds money, which she hides in her pocket.

She returns a short while later and takes more. It is 1.27pm, but she leaves the beds unmade.

Suspecting they are being secretly filmed, the woman's friend, who entered the room earlier, frantically searches for the hidden camera. One of the women uses a duvet to block off the television set, which, they suspect, contains a hidden spy camera, while the other takes more money from the bag. The women then search under the bed for the camera.

Condon said his company adhered to a strict code of conduct when using spy cameras.

"We make sure we do not break any laws or infringe human rights. We do not tempt the workers to steal by openly leaving money in rooms as bait, but we do leave suitcases or handbags lying around. In one instance, we filmed seven workers in one week stealing from a bedroom.

"Our agents work undercover, and sometimes pose as husband and wife when they book into rooms.

"Once we've completed our work, the video is sent to the hotel, and they then deal with the suspects filmed. The guilty party is shown the video, and steps are taken by the hotel concerned."

Some of the hotels have showed the footage to other hotel workers. Said Condon: "Workers jack up their performances after being told they're being spied on. I was told by one hotel that, after being shown the video, workers who normally took 25 minutes to clean a room were now doing it in 10 minutes."

Alan Gooderson, the chairman of Kwazulu Natal's Hospitality Association, admitted that theft by hotel workers was a big problem.

"On an ad hoc basis, hotels make use of sophisticated surveillance equipment to crack down on thefts by staff. Lots of hotels have also installed electronic safes for the safety and convenience of patrons."

Gavin Castleman, general manager of the Tropicana hotel on Durban's beachfront, said 168 rooms were fitted with electronic safes at a cost of thousands of rands earlier this year.

"We have had no thefts by workers in recent months," he said.

Gibson Nduli, the secretary of the South African Commercial Catering and Allied Workers' Union, said: "Video footage can be very problematic as the visual evidence can be tampered with or 'doctored'. Besides, it's an invasion of a worker's right to privacy to keep him under surveillance while he's working."

Tourism can't train enough workers

Sowetan 20/11/97 (289)

By Wilson Ramothata

THE South African tourism industry will be able to train only 10 percent of the 40 000 additional workers expected to enter the industry by the year 2000.

Hospitality Industry Training Board (HITB) executive director Tony Ansara says the situation is aggravated by the fact that the demand for employees with managerial and intermediate skills continues to outstrip supply.

Ansara says there are only a limited number of private and public institutions offering training in tourism and hospitality services at tertiary level and that more people need to be reached.

He says to combat this increasing problem, HITB has established a tourism skills development trust to contribute to the upgrading of managerial and skills training.

According to Ansara, the trust will rely on cash contributions from tourism industry employers. He says that HITB has also taken the task of driving the process and has also contracted the services of Compton International – a professional fund raising organisation, to assist with the campaign.

He says the HITB's original bursary fund was established last year to help projects such as Eizeko Cookery Centre and the Champagne Valley Literacy Project in Cape Town.

"We soon realised that the scope of a skills development trust was greater than anticipated, and the need to educate and train significant numbers of poor students has taken priority over sending a few privileged students to hotel school."

Truly comptitive

Ansara says the industry has at present employed more than 250 people in tourism and travel departments, which accounts for one in every nine jobs worldwide.

He concedes that the South African tourism industry will only be truly competitive when its employees are equipped with the necessary skills and the know-how.

This is because employers are still reluctant to train their employees citing budget and time constraints as the main contributing problems.

Satour aims to attract more black tour guides

~~288~~ 289

CHENÉ BLIGNAUT
STAFF REPORTER

ARG 29/12/1997

Making it easier for black people to become tour guides is one of the main aims of a commission appointed by Satour and led by Satour board member Shareen Parker, who will review the accreditation of tour guides.

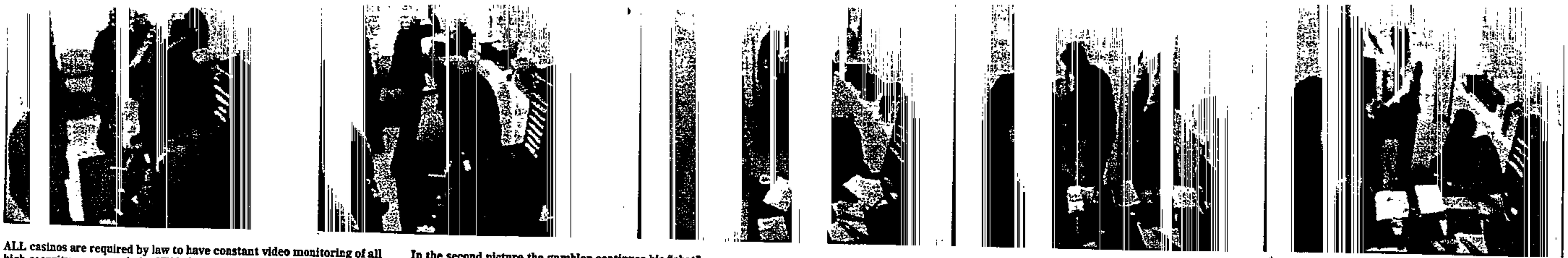
But local tour operators say they have not been consulted properly.

The aim of the commission is to bring the accreditation and training of guides in line with the government's Tourism White Paper. This would include opening the predominantly white sector to black people.

"We want to ensure the tourist guide sector meets job creation needs and reflects the demographics of the country" said Ms Parker.

Few black people became guides owing to the high cost of training, the emphasis on foreign language skills and the fact that they had never been tourists, she said.

Sonja Keschner, chairman of the Western Cape division of the Association of Registered Tourist Guides, said the profession had "never been closed to people of colour" and: "If you are capable of dealing with people, you are welcome to become a guide."



ALL casinos are required by law to have constant video monitoring of all high-security areas, and the Wild Coast Sun has hundreds of cameras focused on gaming tables, slot machines, cashiers counting money and safes.

But the cameras were never intended to capture the scenes of horror spliced together in the video nasty which has exposed the thugs who assaulted and tortured suspected petty criminals, because they enjoyed it and because they could.

In the first picture, a man recoils from an elderly gambler's punch. Moments before, the man had been beaten by two security men and had been forced to clean his own blood from a wall.

Date and time markers at the top left corner of the image read: "Cam 220 Archives, 2300 Fri 15 Oct 1993."

"You will f****** die, you bastard, you will die," the man is told before a recording of his alleged attempt to break into a slot-machine coin box is replayed. The customer brought to the room to "chat" with the man is described as "24-carat", a big spender who is entitled to free accommodation and meals, and free violence.

In the second picture the gambler continues his "chat".

The third, fourth and fifth pictures were recorded in the same room at about 1.45pm on Monday, December 6 1993.

In this final and most distressing scene a suspect is brought into the room after he threw a cup of coins at a security guard who was chasing him in the casino.

In the fourth picture a security guard attacks the man and says: "I just want to kick you to death." Another says: "Take him to the airport and f*** him up." He is asked twice whether he is an ANC member and is asked: "Where is Mandela to help you now?"

The security men discuss what will happen if an electric-shocking device is put on his testicles and he is forced up against a cabinet: "Just like you were in a police station."

In the fifth picture the man screams as he is shocked repeatedly. The security men discuss "throwing him off a bridge" and the man in the dark shirt makes the shape of a gun with his fingers pointed to his head and says: "Maybe we just . . . boom. Shoot him."

"I am enjoying this now," says another man after punching him three more times. The scene ends as the man is led away by a man who says: "Shall I bring the drill and drill his knee caps?"

Some of the security men involved say that they could not rely on the chaotic Transkei police or judiciary to deal effectively with criminals, so they dispensed "bush justice" to protect Sun International's assets and guests.

The violence in the tape's six main excerpts is terrifying, but the air of indifference to beatings going on around them as the security men calmly talk about holidays, page through diaries or pack lockers, all under the eye of Camera 220 Archives, is even more disturbing

No one can explain why experienced security men, some former policemen, others with military backgrounds, allowed themselves to be filmed in the act of gross assaults.

One of those filmed, Trevor "Rob" Grant, said he believed the compilation had been made "to satisfy someone's ego".

Little attempt is made to disguise the beatings. The door to the room is frequently left open and other casino staff drift in and out, also apparently oblivious to the agony of the victims gasping and groaning. Several people casually land kicks to prostrate bodies as they walk past.

In most of the violent episodes the security men gather round a video monitor and point excitedly to the screen as the incident recording the suspect's alleged crime is replayed in front of him. The security men shout foul abuse as they accuse, judge and punish at will.

Bruce de Kock, one of those who stars in the video nasty of beatings and torture by Sun International security staff, was highly regarded by senior executives at the Wild Coast Sun. His CV features commendations, including a letter of thanks from Alberto Chiaranda, the managing director of the Wild Coast Sun. And his corporate training certificates for handling conflict and grievances, and for interaction management, make him sound like a model security officer.

But the video, an edited compilation taken from Wild Coast Sun surveillance cameras, shows another side of Mr de Kock and his colleagues.

After watching Mr de Kock punctuating a volley of screamed orders with six rapid-fire blows to the head of a man found with a handgun in the casino as he lies slumped and helpless at his interrogator's feet, the management accolades seem deeply ironic.

(289) ST 26/6/96

SPECIAL INVESTIGATION BY PETER DE IONNO

Exposed: torture amid the luxury

(289) ST 26/6/96

A VIDEO cassette smuggled out of the Wild Coast Sun has exposed Mafia-style beatings and torture of punters detained by members of the casino resort's security staff.

Following a Sunday Times investigation into the tapes, Sun International has suspended five of its security officers and called in the police.

The video, compiled from film shot by the casino's surveillance cameras, shows petty-crime suspects screaming with fear, shrieking in agony and begging for their lives as they are assaulted and threatened with death.

An electronic shock device is used by the security officers, and in one case a middle-aged gambler is permitted to beat up a suspect in view of security staff.

The assaults are alleged to have taken place in a monitoring room above the main casino of the five-star resort.

Eastern Cape police began investigating yesterday after Sun International's group security director, David Wright, met senior police and justice department officials in Umtata.

Peter Bacon, managing director of Sun International, has used CCTV to identify the suspended security guards, but said management had no previous knowledge of the incidents.

A source who leaked the information to the Sunday Times said victims of the "systematic abuse" numbered in their hundreds.

He said the assaults had become "part of the security culture" at the Wild Coast Sun and other casinos in former homelands.

The disclosure of the video comes at a crucial time for Sun International. Next month the multibillion-rand gaming giant is expected to apply for the first round of new casino licences in Mpumalanga.

Applicants will face objectors in public hearings, and the video is certain to raise questions about the company's management of its security staff.

Mr Bacon, who says he was informed of the tape by Mr Wright on his return to Johannesburg on Friday from a two-day trip to Switzerland, said the company was reporting the assaults to the police. Results of the inquiry would be made public and people with legitimate complaints against Sun International's staff "must come forward", he said.

"I do not want to cover anything up whatsoever. I am absolutely appalled. This sort of behaviour is unacceptable and action will be taken against the individuals."

The video shows one victim screaming as an electric shock device repeatedly pressed against his body sizzles and sparks.

In another of the six excerpts, which together span more than an hour, a middle-aged gambler, a valued client, is brought into an office where a man is held who had allegedly threatened him with a screwdriver. The gambler is invited to "chat" with the suspect after the man, who identifies himself as Sam Dinwa, has been punched, kicked and sprayed in the face with tear gas.

Mr Dinwa offers no resistance as the gambler uses fists, a knee blow to his groin and hands clenched together as a club to pummel him to the floor.

"Don't make me die," he pleads, to which the gambler responds: "I will make you f****** dead."

The Wild Coast Sun security staffers identified on the 1993 video cuts include Bruce de Kock, who went into hiding last week after leaking a record of a meeting in London between South African cellular phone network operators MTN and Vodacom.

Disclosure of that document has sparked a Competition Board investigation into allegations of collusion between the operators.

Others positively identified on the tape include Stuart Skene and David Kruger, who work at the Carousel casino; Trevor "Rob" Grant; and Lex Theron.

One of the suspended men, who admitted he was filmed terrorising a cowering man with a knife allegedly used by him to threaten casino staff, said: "I am going to be fired. But I can justify anything I did. In my opinion we were acting in the interests of management."

Another man involved in the beatings told the Sunday Times: "If okes were into beating, then they did what they wanted. No one stopped them. There were hundreds of incidents, especially over Fridays and weekends.

"That was our job; to sort out problems. It had to be a real good klap or they wouldn't think you were serious.

"If you just gave the oke a flat hand he would come back when the place was jumping and you would have to give it to him again. If he came back they would say 'pick him up and take him out to the airstrip'.

"They were the persistent cases, and you dealt with them in other ways — serious beatings, batons, tear gas, electric shockers, that kind of thing.

"Guys were handcuffed to the fences to make it easier."

A claim by the Sunday Times informant that guest rooms and meetings at the Wild Coast resort had at times been bugged and filmed to assist police and intelligence services was vigorously denied by Mr Bacon.

"I deny it categorically," he said. "I and senior executives of this company have no knowledge of bugging of guests.

"I think it is grossly insulting to suggest that. We have had approaches over the years to co-operate and we have turned those approaches down."

In an initial interview Mr Bacon said: "I have never had an approach from the SA military or from the police."

Mr Bacon conceded that Wild Coast Sun security staff with resort-wide access would have had the opportunity to bug rooms without authorisation.

"The possibility exists, but I don't know if it happened without our knowledge," he said.

On Wednesday Mr Grant, who also has a military intelligence background, told the Sunday Times he and Mr De Kock installed sound and video recording equipment twice in 1994 to help the police monitor meetings of suspected car theft and counterfeiting syndicates.

"I was involved in two instances," he said. "There was probably no court order."

On Thursday Mr Grant, who now works at Vodacom, informed Sun International of the Sunday Times investigation.

On March 10 1994 Mr De Kock received a congratulatory memorandum from Wild Coast Sun security operations manager F Vermaak for the uncovering of a vehicle theft syndicate.

Less than six weeks later, Mr De Kock also received a commendation from Wild Coast Sun managing director Alberto Chiaranda for "professionalism" in dealing with an investigation into counterfeit R50 notes.

"I thank you for the inconvenience and unpleasantness you had to incur to perform your duty," Mr Chiaranda wrote on April 21. "I am very proud to have you in our security team."

The Sunday Times has confirmed that Mr Skene, who was a national serviceman in 1989, joined Sun International in 1992 and had a military firearm permit for a 12-bore shotgun.

Mr De Kock, who became a Citizen Force member after completing his national service at the end of 1988, was given a two-year military licence in January 1991 to carry a Star semi-automatic 9mm pistol.

This was six weeks after he joined the surveillance and security department of the Wild Coast Sun resort.

Two share crossword prize

THERE was no outright winner of the Sunday Times Charity Crossword contest No 10.

The consolation prize of R5 000 is shared by two entrants, each with three errors. They are H Steel of Wilro Park and C Barker of Port Elizabeth.

The jackpot in contest No 11 is now a whopping R370 000.

Entry forms appear on Page 47 of Business Times and the closing date for entries is June 5.

Resort staff suspended over taped beatings

(289)

STAFF REPORTER

Star 27/5/96

Six security employees of Sun International's Wild Coast Sun have been suspended after their identification in videotaped beatings that apparently took place at the resort.

The shocking video, screened on SABC TV on Saturday night, was routinely recorded by a surveillance camera in a monitoring room above the resort's main casino. Casinos are required by law to monitor high-security areas.

The video shows security personnel beating petty offenders, and in one instance, the participation by a big-spending gambler.

One of those involved in the video assaults is former Wild Coast Sun employee Bruce de Kock, currently in hiding after a document leaked by him to the media last week prompted a Competition Board investigation into cellular giants MTN and Vodacom.

Sun International marketing director Tobin Prior said last night it appeared the video had been compiled by De Kock.

But a source close to De Kock denied this, adding it was believed the video's release was part of an attempt to discredit the man who lifted the lid on the cellular telephone controversy.

Prior said the incidents recorded stretched from 1990-1993 and had been edited together on to one tape.

He said senior management had been unaware of the strong-arm tactics used by security personnel and that Sun International would be acting "very very forcefully" against those involved.

A total of six Wild Coast Sun security employees have been identified in the tape and subsequently suspended.

Security policies under review at all Sun International resorts

BD 28/5/96 (289)

Lukanyo Mnyanda

SUN International will ask independent investigators to look into its security procedures following weekend news reports that security staff at its Wild Coast Sun casino assaulted and tortured suspected petty criminals.

Group MD Peter Bacon refused to respond to allegations in the Sunday Times that beatings occurred at other resorts but said the group had decided to investigate its security procedures at all its resorts "in the light of the seriousness with which this issue is regarded".

Sun International would also set up an internal review of security policies and their implementation, Bacon said. He declined to say when the investigations were scheduled to begin.

The group suspended five security officers and called in the police after a surveillance video showed security officers beating and threatening suspected petty criminals at the Wild Coast Sun.

Bacon said: "The alleged behaviour of the security staff was contrary to company policy and we shall do everything in our power to ensure that our strict policies and procedures are adhered to."

Six security staff would face disciplinary hearings tomorrow and Sun International had submitted evidence to Eastern Cape police to assist investigations.

Surveillance cameras helped provide a safe environment for guests, he said, and "are used to eliminate problems ranging from petty theft to major scams." Recordings were used for reference purposes, he said.

Top hotel to cut back staff

Beeld/Star 30/5/96 (289)

JOHANNESBURG'S leading hotel, The Carlton, is to dismiss 185 workers and close most of its rooms because it is suffering substantial losses.

Mr Gerald Leissner, chairman of Anglo American Properties who own The Carlton, said yesterday the 185 employees being retrenched represented 40 percent of the hotel's staff complement. He said the decision on the staff cutbacks came on the eve of the expected announcement of new gambling legislation.

The Carlton was considered a major contender for a "mega" casino licence, which was considered essential to transform the Carlton Centre into an entertainment, tourist and conference destination, he said.

Mr Russell Stevens, chairman of Three Cities Hotels, said negotiations would have to be conducted with trade unions and staff to streamline the hotel's operations – *Sapa*.

Carlton to axe 40% of staff after losses

(289)

Lukanyo Mnyanda

BD 30/5/96

THE Carlton Hotel is to axe 40% of its staff and close its luxury annexe, Carlton Court, following growing losses at the five-star operation in Johannesburg's CBD.

Owner Anglo American Properties said yesterday 185 jobs would go in the cutback, which included shutting two of the Carlton's restaurants.

The cuts had been prompted by customers' desertion, heading for the northern suburbs amid fears about crime levels in the CBD.

MD Gerald Leissner said the hotel was operating at less than 30% of its capacity and would now operate as a 200-room unit, against its 457-room capacity.

The Clubroom and Koffiehuis restaurants had both closed.

Leissner said further job losses would hinge on whether the Carlton could improve its performance.

The hotel, Amaprop's largest CBD investment, accounted for the bulk of a R78,5m writedown the group took in the year to March.

This helped push Amaprop to a R49m loss for the year.

Amaprop had hoped the prospect of a casino licence would help rejuvenate the Carlton. However, the Gauteng gambling board had not yet made a decision on licensing.

Closure 'nail in blacks' coffin'

By JEFFERSON LENGANE (289) CP 2/6/96

THE CLOSURE of two popular restaurants and the retrenchment of staff at the Carlton Hotel in Johannesburg's city centre this week, is a clear indication that white business is moving fast to put the last nails in its agenda to distance itself from black clientele.

This was the angry response of most blacks patronising the Carlton, including international playwright Mbongeni Ngema who had billed up a business lunch at the closed Koffiehuis with Nedbank Business Manager Siva Naidoo on Friday.

This week the Carlton Hotel closed down the Koffiehuis and the Club Room in a down-sizing excercise to cut alleged financial losses.

In the exercise, Carlton Hotel retrenched more than 185 members of staff, some of whom have been with the hotel for 23 years.

Anna Hlatshwayo, who was serving her last day of employment on Friday said: "I don't feel anything – I am not bothered, I'll survive."

Management attributed the retrenchments and closures to Gauteng Provincial Government being slack in awarding the hotel a casino licence.

Other contributing factors, according to Carlton Hotel manager Christopher Trimble, were that the CBD was considered crime-ridden, unpleasant and dangerous.

This assertion was dismissed by Ngema who said: "The Koffiehuis has always been my popular breakfast and lunch business rendevous. Anglo-American Properties is jumping onto the bandwagon of the exodus to the northern surburbs to the exclusion of blacks.

"Their hidden agenda is to continue to shift the city's access and luxury away from blacks. Their folly is that they don't realise that blacks are now fastly moving into the economic domain and they can't keep on forever moving the city away from blacks – we are all over the country. Their smokescreen can't withstand the tide of the blackman's purse."

It was further said that: "Anglo American Properties have effected the retrenchments and the closings purposely. Their attempt is to kill one of the best attractions in South Africa – regarded as the heart of the country.

"Speak of the the Carlton anywhere in the world and the first response is – that is Johannesburg. The hallaballoo about gambling licence is a smokescreen: we have never had people coming to the Carlton for gambling. It is a rendevouz for old okies – finished and klaar.

"One should understand that as the political milieu is folded in the hands of blacks, white business will steadfastly protect their socio-economic domain."

Trimble commented that: "If things don't improve and the government doesn't address the concerns of the Carlton, it will definitely close down. However, given the present set-up we will continue to make the best out of the situation."

Saccawu takes bid decision

(289)

By Sowetan 16/7/96

By Coudjoe Amankwaa

THE SA Commercial Catering and Allied Workers Union's 5th national congress, held behind closed doors at a Johannesburg hotel at the weekend, has ended with important resolutions being taken to uphold workers' interests.

Saccawu general secretary Mr Bones Skulu said the union had agreed on central bargaining. He said all wage negotiations would now be held at industrial level and not company level.

"We will have until the end of next month to finalise centralised bargaining and by 1997 there will be no company level negotiations nationally," he said.

Industrial action

Skulu said if companies and employers do not adhere to negotiations at industrial level, Saccawu would have no option but to engage them in industrial action.

He said Saccawu had agreed to consider change within the context of restructuring while remaining opposed to privatisation of state assets in a wholesale manner. "Whatever privatisation means, efficiency of service, job creation and less job loss should be maintained," he said.

He said these must be focused on vigorous training as well as the economic empowerment of workers.

Saccawu noted that sexual harassment in the workplace was a widespread problem. Statistics in SA revealed that 7 out of 10 working women were experiencing sexual harassment.

Star 26/7/96

Saccawu declares dispute over wages

(289) (~~159~~)

The South African Commercial, Catering and Allied Workers' Union (Saccawu) yesterday declared disputes with three leading chain stores and a hotel group over demands for higher pay and better working conditions.

Workers at City Lodge hotels, Dions, Clicks and the Edgars group, which includes Edgars, Jet, Sales House and Shoe Corp, are demanding wage increases and better working conditions.

Dions workers have demanded a R250 pay rise and a 15% staff discount. Management has offered R200 and a 10% discount.

Saccawu said its members were prepared to accept the 10% discount if the deal included medical aid and blue chip discounts.

Clicks workers have declared a dispute in their bid to secure a R215 across-the-board increase, plus an additional one day off per month. Management has offered a R115 increase.

Saccawu claimed Clicks had offered workers a lower increase this year than last. It accused the company of not wanting to improve the lot of workers. – Sapa.

2 000 hotel workers on strike

(289) Sowetan

By Abdul Milazi
Labour Reporter

30/8/96

ABOUT 2 000 workers at Sun International hotels and gambling centres downed tools yesterday after the hotel giant and the South African Commercial Catering and Allied Workers' Union failed to reach agreement on wages.

Saccawu spokesman Sithembele Tshwete said members voted in favour of a strike during a secret ballot last week when mediation failed to break the dispute between the two parties.

Saccawu is demanding R280 across-the-board while the company is offering R210.

The centres affected are Sun City, Carousel, Morula Sun, Wild Coast Sun, Mmabatho Sun, Molopo Sun, Taung, Amatola Sun, Mdantsane Sun, Naledi Sun, Convention Centre, Thaba Nchu Sun, Mpekweni and Fish River Sun.

Tshwete said Saccawu was also contesting the current job grading system in favour of a skills-based grading. "Presently promotions are not based on skills," he said.

"We want to close the gap between the semi-skilled, skilled and unskilled workers. Our approach is in line with affirmative action."

Apathy at work

Tshwete said the majority of workers in South Africa were unskilled and "this situation creates apathy in the workplace because of the monotony of their work".

He argued that a skilled workforce would be of benefit to employers and the economy. "Skilled workers will enhance efficiency and thereby increase production."

When *Sowetan* approached Sun International for comment, its public relations office said human relations director Rob Rimmer was the only one allowed to comment on the strike, but was not available.

● Saccawu is also entangled in another wrangle with Edgars, Sales House, Jet, ABC and Cuthberts retail outlets over wages and is to ballot its members for a strike next week.

The union is demanding a R350 across-the-board wage increase while the employers are offering R220.

The parties failed to break the impasse in their negotiations at a conciliation board meeting early this month.

● About 6 000 members of Saccawu are to go on strike at the JD Group of furniture stores next month after wage negotiations deadlocked last week.

Saccawu is demanding a R350 across-the-board wage increase while employers are offering R200.

The union is also demanding that employers stop restructuring without consulting workers.

"We will be balloting for a strike from September 9 to 10," said Tshwete.

Workers at Sun International embark on 'new strike strategy'

ET (BR) 30/8/96 (289) (352)

By Jonathan Rosenthal

Johannesburg — The South African Commercial Catering and Allied Workers' Union has embarked on a new strategy of short, intermittent strikes at Sun International. The move is designed to cause maximum disruption in its dispute over wages and working conditions, the hotel group claimed yesterday.

Union members downed tools yesterday at Sun City, Wild Coast Sun, Fish River Sun and other leading resorts in the Sun International group, only to return to work a few hours later.

Rob Rimmer, Sun International's director of human resources, described the action as "a definite strategy on the part of the union" designed to cause maximum disruption to Sun's operations.

"This kind of action is perhaps more difficult to manage than a conventional strike because we cannot put our contingency plans into effect," he said.

Yesterday's actions at Sun City came after a one-day illegal strike at Sun City during the Miss South Africa pageant last Saturday. The company had to bring in managers and workers to keep the complex functioning.

"It is difficult for us to keep bringing people in and then sending them back," Rimmer said.

Bongani Madikiza, a national negotiator for the union, said the workers had returned to work, "because they wanted to minimise inconvenience to the guests".

The union claimed that most of its 7 000 members took part in the action. The management denied the claim, saying that only a fraction of workers had downed tools.

The union and management were locked in negotiations for most of yesterday and resolved one of the three disputed issues.

Rimmer said the management had dropped its demand for work hours to be averaged, which would entail a revision of the way overtime was calculated, leaving wages and flexibility on the table.

The union is demanding an increase of R280 a month. The management has offered an increase of R210, which is an average increase of 13 percent. The management's offer would increase the minimum wage to R1 635.

The second dispute is over management calls for greater flexibility.

"If we have an empty restaurant, we want to be able to move those waiters to other restaurants or for banquets," Rimmer said.

Madikiza said workers would soon exercise their right to embark on industrial action again if there was no progress in the negotiations.

He disputed Rimmer's claim that the strikers had no regard for the long-term viability of the group.

"Sun International is the flagship of our industry and we need to make sure that we balance our needs with theirs," Madikiza said.

Work stoppage at Sun hotels

(289)

Business Day Reporter

BD 30/8/96

SA Commercial, Catering and Allied Workers' Union members embarked on a work stoppage at Sun International operations yesterday morning to coincide with the resumption of negotiations to resolve the wage dispute.

The four-hour stoppage formed part of the union's strategy not to embark on one long strike, but to strike intermittently at the respective hotels at strategic times.

Sapa reports that Sun International human resources director Rob Rimmer said only a fraction of the 7 000 union members employed by Sun International had downed tools.

Workers at all Sun International hotels hit by the strike were back at work by 1.45pm.

The workers were protesting against the group's wage increase offer of 13,5% across the board. They were also protesting against employment conditions including working hours and job flexibility.

Rimmer said Sun International had offered a R210 a month across the board increase. This represented a 15,3% increase on the minimum rate and an average of 13,5%.

The union is demanding an across the board increase of R280 a month (18,2% to 20,4%).

Full strike planned in response to lockout

(289) BD 12/9/96

Reneé Grawitzky

ALMOST 3 000 SA Commercial, Catering and Allied Workers' Union members at seven Sun International hotels, including Sun City, were locked out yesterday in an attempt to persuade them to accept the company's final wage offer.

Sun International and the union have been at loggerheads for weeks. Despite intermittent action by the union and further negotiations, the parties have not been able to settle.

The union is demanding an across-the-board increase of R280. The company has offered R220 backdated to July 1.

The union said last night that despite the company's latest move, plans would continue for the march on the company's head office tomorrow. In response to the company's lockout, the union said it would now enter a "full scale" strike.

This represents a change in tactics. Last month the union indicated that instead of embarking on a long sustained strike, action would be intermittent and hit the company at crucial times only.

The union warned last night that the lockout, which would be challenged, would fuel the anger of workers, especially at Sun City.

It said that prior to the lockout, it had intended to attempt to reopen negotiations. However, the lockout had changed such initiatives.

Sun International human resource director Rob Rimmer said that despite the labour lockout all facilities were operating and being maintained at a fairly good level of service.

The company said it hoped an acceptable solution to the dispute would be reached as soon as possible.

Rimmer said following illegal action by workers last month prior to the completion of a strike ballot, the company obtained a court interdict prohibiting such action and preventing the disruption of the company's operation. He said that despite the interdict, workers continued to disrupt operations.

Meanwhile, the union has indicated that balloting will continue at Edgars today. It did not say when strike action would commence at Edgars which had already implemented the final wage offer.

Strikers are locked out

Sowetan 12/9/96 (289)

SUN International yesterday started locking out striking members of the South African Commercial, Catering and Allied Workers Union following failure to reach agreement on wage negotiations.

Sun International human resources director Mr Rob Rimmer said the lock-out was being implemented at Sun City, four hotels in the former Ciskei, and the Thaba 'Nchu Sun in the Free State.

Staff at other hotels had been informed "of the need to accept (management's salary increase) the offer and if they don't see their way clear to accepting ... we will have to implement the lock-out there too," Rimmer told *Sapa*.

The union and management have been involved in wage negotiations since the end-of April.

On August 24, Saccawu members went on an illegal strike to enforce their demands, breaching the union's recognition agreement with management by disrupting some of Sun International's operations.

A court order was then granted prohibiting such action.

"Despite this, these employees have persisted with their course of action," Rimmer said.

Sun International had upped its salary increase offer from R210 to R220 a month across the board, a 16 percent increase on the minimum rate and an average of 13,6 percent across the bargaining unit.

Rimmer said the increase would be back-dated to July 1.

The offer was "extremely competitive" and was among the highest recorded in recent settlements, he said.

But the majority of Saccawu members rejected it and, on September 6, informed management that industrial action would continue.

Yesterday, the company started implementing its right to lock striking workers out in terms of the provisions of the Labour Relations Act.

"All the company's resorts and casinos are operational at this stage and guest services have not been curtailed. It is hoped that an acceptable solution to the dispute will be reached as soon as possible," Rimmer said. – *Sapa*.

The Star ... Thursda

Workers locked out after wage talks fail

(289) (1582)

Sun International yesterday started implementing a lock-out of striking South African Commercial, Catering and Allied Workers' Union members following failure to reach agreement at wage negotiations.

Sun International's human resources director Rob Rimmer said the lock-out was being implemented at Sun City, four hotels in the Ciskei and the Thaba 'Nchu Sun in the Free State.

Staff at other hotels had been informed "of the need to accept management's salary increase offer and if they don't see their way clear to accepting ... we will have to implement the lock-out there too," Rimmer said. Star 12/9/96

The union and management have been involved in wage negotiations since April. On August 24, Saccawu members went on an illegal strike to enforce their demands, breaching an agreement with management by disrupting certain of Sun International's operations, Rimmer said.

A court order was granted prohibiting such action.

"Despite this, these employees have persisted with their course of action," Rimmer said.

Sun International had increased its salary increase offer from R210 a month to R220 a month across the board, "which represents an increase of 16% on the minimum rate and an average of 13,6% across the bargaining unit".

Rimmer said the increase would be back-dated to July 1. – Sapa.

Workers on wage path

Bonile Ngqiyaza

THOUSANDS of SA Commercial, Catering and Allied Workers' Union members will march on Sun International headquarters in Sandton today in support of better wages.

Union spokesman Sithembele Tshwete said the action would signal the beginning of an "all-out strike" by the union, following the implementation of a lockout at Sun International hotels on Wednesday.

He said the marchers would present a memorandum containing a list of demands concerning the wage and lockout issues to Sun International MD Peter Bacon.

Tshwete criticised Sun International's "inconsiderate and provocative" action in implementing a lockout against union members and warned that it should brace itself for a prolonged strike.

Despite weeks of negotiation and intermittent action by the union, the parties have not been able to settle.

The union is asking an across-the-board increase of R280. The company has offered R220 backdated to July 1.

Rimmer said Sun International had contingency plans and was able to maintain services.

Lockout by Sun International raises union members' hackles (289) CT(BR) 12/9/96

Opponents square up for Sun City fight

By Jonathan Rosenthal

Johannesburg — Sun International locked out workers yesterday to force an end to wage negotiations which have been deadlocked for the past few weeks amid sporadic industrial action by members of the South African Commercial, Catering and Allied Workers' Union.

Rob Rimmer, the human resources director of Sun International, said yesterday that the lockout was to pre-empt expected industrial action at Sun City this weekend.

"There will be a big wrestling match and several conferences this weekend, and when we received information that these would be disrupted we felt that we had no option (other than a lock-out)," Rimmer said.



CLARION CALL *Sam Shilowa is expected to react strongly*

In August, workers struck for a day during the Miss South Africa pageant at Sun City and followed this with several intermittent strikes across the group.

But rather than force a quick resolution, yesterday's lockout had hardened the attitude of the 6 000 union members in the group, said Bongani Madikiza, a national negotiator for the union.

"We were in the process of persuading our members to reconsider (management's offer) but their actions have just aggravated the situation ... and now we will have to take action," he said.

Management and workers are deadlocked over a union demand for a wage increase of R280 while management has offered an increase of R220 after raising its offer by R10 in late August. Management's offer would entail a 16 percent increase on the present minimum wage of R1 425 and an average increase of 13,6 percent across the bargaining unit. The company has also maintained its demand for job flexibility by function.

Madikiza said the union "will take whatever action is necessary" and had already instituted picket protests outside Sun International resorts. The last time a lockout was threatened, in a week-long July strike by 82 000 clothing workers, Sam Shilowa, the Cosatu general secretary, called on affiliated unions to show solidarity and oppose the use of lockouts. Last night a Cosatu official objected strongly to Sun International's action.

(289)

Sun City workers still locked out

Star 16/9/96

By Bobby Brown

More than 3 000 Sun International employees remain locked out from the firm's flagship resort, Sun City, after failed wage negotiations.

The South African Commercial Catering and Allied Workers' Union threatened a bigger strike if its demand of a R280 across-the-board increase was not met. Sun International is refusing to budge from its offer of R220.

Saccawu reached a deadlock in negotiations on wages and conditions of employment about two months ago.

Industrial relations officer at Sun International Peter Czakan said few differences were ironed out at a meeting with Saccawu on Saturday, but most of its employees at the Wild Coast Sun, Morula Sun, the Carousel and the Taung Sun had agreed to return to work.

He said Wild Coast Sun employees had accepted management's offer, but would not comment on the reasons why workers from the other resorts had ceased to strike.

Saccawu's demands include the improvement of relations between workers and management and the lifting of the lockout.

The union could not be reached for comment yesterday, but regional coordinator for the Northern Province Solly Mataboge said on Friday the workers were very angry.

"All we want is a living wage, and if we are given what we want we shall return to work immediately," he said.

Hotel workers 'trickle back'

Sowetan 17/9/96

(289)

SUN International hotel employees were yesterday divided over whether to accept a R220 across-the-board salary increase offered by management.

Some returned to work despite the continued deadlock on wage negotiations between management and representatives of the South African Commercial Catering and Allied Workers' Union.

Union members are engaged in talks with shop stewards, apparently deliberating the management's offer of R220.

A Sun City employee, who asked not to be named, said from the hotel that some workers at the resort were returning to work because they cannot afford to stay at home.

"I fear to lose my job as this will bring more pain and misery than if I accept the R220 offer," he said.

Sun International group human resources director Mr Rob Rimmer confirmed yesterday that staff at Morula Sun and Wild Coast hotels had returned to work. He said workers at Mmabatho Sun, Molopo Sun, Sun City, Carousel and the Taung Sun remained locked out.

Rimmer said he was hopeful a resolution to the deadlock was within reach and another round of talks was possible.

"We have a final offer of R220 on the table, representing a 16 percent increase, and we hope it will be accepted," he said.

More than 3 000 Sun International employees have been locked out by management following failed wage negotiations.

Saccawu's demands include a R280 across-the-board salary increase, better relations between workers and management, and ending the lockout.

Union representatives were meeting shopstewards and could not be contacted for comment.

Members of Saccawu marched to Sun International's head office in Sandton on Friday and handed over a petition in support of wage demands.

The company said on Saturday in its response to Saccawu's demands it was not prepared to move from its final offer of an across-the-board increase of R220 a month or a 10 percent increase, whichever was the greater, backdated to July 1.

The company also said it would not lift the lockouts currently in place at a number of its units. – *Sapa.*

Sun plays hardball and threatens mass employee dismissal

(289) CT(BE) 17/9/96

By Guy Oliver

LABOUR EDITOR

Johannesburg — Sun International will dismiss at least 4 000 employees locked out of its resorts last week, if they fail to accept the hotel group's final wage offer, Rob Rimmer, the company's human resource manager, said yesterday.

A termination lock-out was served on individuals and office-holders of the South African Commercial Catering and Allied Workers' Union (Saccawu) when the group decided to lock out employees last Wednesday, Rimmer said.

Saccawu has been given until 5pm on September 23 to accept the company's final wage offer of R220 across the board, R60 less a month than the union was demanding, or face widespread dismissals of its members.

"We were left with no alternative but to serve a termination lock-out.... This is serious, it's hardball," Rimmer said.

He said that though the strike was legal, a court interdict granted to the group had been infringed by disruptions and sit-ins at its resorts.

Union shop stewards were locked in talks yesterday about a proposed meeting with the management, due to take place today.

Rimmer confirmed the planned meeting and interpreted it as a positive sign for a decision in favour of the group's wage offer. But he said the group would have nothing further to say to the union because a final offer had been made.

Bongani Madikiza, a Saccawu negotiator, labelled the management's lock-out termination threat as blackmail.

"You can't fire workers for not accepting a wage offer ... but he (Rimmer) is entitled to his opinion," he said.

The real issue was not the wage offer but the management's refusal to accept skills-related payment and the adoption of a grading system, Madikiza said.

"We are trying to change the culture of the company.... Should they fail to agree (to our demands) we are looking at a protracted strike which would have serious repercussions for the group and the entire industry," he said.

Rimmer said the lock-out affected most of the group's hotels, including Sun City, the flagship resort, but the Marula Sun and the Wild Coast Sun staff were working as normal. The resorts, which Rimmer said were running at capacity, were being staffed by casual labour. He said his group was the highest payer in the industry and the final offer represented a 16 percent increase.

Rimmer said the group was not averse to skills-related pay, but wanted greater worker flexibility.

The acrimony surrounding the dispute has been fuelled by the lockout. Rimmer said management sources indicated that at least 35 percent of union members wanted to return to work. Madikiza said about 15 to 20 percent of his members were in favour of a return to work, but that was before Wednesday's lockout.

Sun and union set to sign deal

CT(BR) 19/9/96 (289)

By Guy Oliver

Johannesburg — Sun International and the South African Commercial Catering and Allied Workers' Union were set to sign a wage and working condition agreement last night and end a bitter dispute.

Relations between the Sun group and the union had deteriorated to such an extent that the group had threatened to use obsolete apartheid labour legislation to dismiss at least 4 000 workers if the union did not accept their final offer.

But yesterday the only dispute was about the definition of the agreement which had been accepted by both parties in principle.

"There is a deal, but it is not yet signed, we're just fighting about semantics," said Bongani Madikiza, the union's negotiator.

Rob Rimmer, the human resource manager of the Sun group, said the union had accepted the group's final offer of a R220 increase. "We're expecting it to be signed today, but we are a little bit pessimistic, as there might be a need to clarify a few things."

The union had demanded a R280-a-month increase across the board, but had accepted R60 less.

Sun group had argued that the wage demand was unreasonable as the company was already the highest payer in the industry and their offer represented a 16 percent increase.

The minimum wage , which is still delineated along apartheid homeland geographical lines before the agreed increase, was R1 415 in the former Transkei, R1 387 in the former Ciskei and R1 425 in the former Bophuthatswana.

However, Madikiza said the Sun group had made concessions to the union, despite a September 23 deadline to accept the offer or face dismissals.

He said although the group had not moved on its wage offer, it had agreed to implement a skills-based grading system and had undertaken not to take disciplinary action against any worker alleged to have engaged in disruptive action during the long-running dispute. The group had also conceded to implement a housing assistance package.

The details of the agreement would be negotiated separately and a deadline for February next year had been set.

But with its realisation, the union would have secured an increase above the R280 demanded, Madikiza said. The union, he added, in return accepted greater job flexibility.

However, worker management relations, "which were not rosy before the lock-out", were now at a low ebb and the immediate challenge was in repairing those relations, he said.

Rimmer said the lock-out of workers would end after the union had signed the agreement.

Madikiza countered that workers would return to work once management had signed the deal.

City Lodge unveils R30-m staff share scheme

(289) ARG 5/10/96

BUSINESS EDITOR

Fast-growing hotel chain City Lodge is to present its R30-million employee share scheme to staff at the chain's four Cape Town hotels next week.

The scheme, started last December, sets aside one million shares – four percent of the group's equity – in a trust.

The shares are held in a trust administered by a board which consists of employees from all the City Lodge hotels in the country.

Shares are to be transferred from the trust to individual employees each year, provided the value of the shares rises. Half the increase in value will be made available, distributed equally among all employees.

At the end of the financial year on June 30, employees had received 30 shares.

"We see the trust as a perfect way for all our employees to share in the wealth which they, as City Lodge employees, create," executive chairman Hans Enderle said.

"The scheme goes a long way towards true empowerment of many people who were previously disadvantaged. It gives employees an understanding of wealth creation, it gives them a direct benefit from and understanding of improved productivity, and rewards them meaningfully on a similar basis to other shareholders."

A total of 1 070 employees in the chain are to benefit from the scheme.

Dividends paid on the one million shares will be distributed in cash each year.

High occupancy levels at the chain's hotels, the inclusion of the five upmarket Courtyard hotels and better margins helped City Lodge to a 47 percent increase in shareholders' profits to R33,5 million in the year ended June.

Occupancy rates averaged 81 percent.

Directors raised the dividend to 48c from 40c.

The share, which climbed from R13,75 to reach a high of R38 in January, is currently trading at about R30.

Public protector asked to investigate Transnet deal

(289)

Edward West

BD 4/11/96

THE Metal Merchants' Association has approached the public protector to investigate Transnet's waiving of normal tender procedures in a lucrative scrap metal contract award to a new company owned by a trade union and a private dealer.

The approach followed the Transnet award of a four-year contract, believed to be worth more than R100m, to Xisaka, a new company owned by Merkel Import Export and SA Railways and Harbour Workers Union (Sarhwu).

Transnet justified waiving normal tendering procedures in the interests of curbing theft and the promotion of black empowerment. "Everything was above board and approved by Transnet's executive committee," Transnet chairman Louise Tager said.

The association's chairman Len Davis said the contract could establish a precedent for the private award of contracts by parastatals and government departments, which could lead to massive fraud.

Last week Transnet executive director Gloria Serobe claimed a "whites-only cabal," was profiteering from theft and fraud of Transnet's scrap metal.

"Serobe has, by allowing her emotions to enter into the matter, refused to meet with our Association to discuss this serious matter, and will only communicate with us through the press," he said in a letter to Tager. The public protector could not be reached for comment on Friday.

Sarhwu deputy secretary-general Tshidiso Moshao said the union "fully agreed" with Transnet's decision not to hold a public tender. "The government must do something so the historically disadvantaged can compete with those who have financial muscle. It was a fair, black empowerment process."

Hotel industry spends more on training

BD 27/12/90 (289)

Samantha Sharpe

CAPE TOWN — Millions of rands invested in training and development have helped lift leisure industry service levels substantially in the past year, hotel and leisure sources say.

The emphasis on training followed strong international criticism of SA's service standards following the 1994 general election, which reinstated SA, and the Western Cape in particular, as a destination for foreign tourists.

Cape Town tourism board marketing director Jeremy Harris said while little quantitative analysis had been done on service provision within the hotel and bed and breakfast industries, the perception was that there had been a tremendous increase in investment aimed at improving service standards.

"Service levels are no longer the negative factor they used to be, with the continued increase in the number of visitors to the country and to the Cape evidence of this."

Harris said Hilton International had spent R1m in SA in the past year on service training, an indication of the kind of attention the service issue was drawing from industry players. "Ultimately free market and private enterprise dictate, and without the prerequisite service levels the guilty party will go out of business," Harris said.

Hotel industry sources said they had increased their expenditure on service training in the past year, with most noting a marked improvement in the service levels in the industry.

Protea Hotels MD Arthur Gillis said the general perception among tourists was that service levels had improved dramatically. "Protea has spent millions in the past year on this issue; and that has made a huge improvement."

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Robben Island workers revolt

(289) CT 14/1/98

TWENTY-ONE STAFF members have been suspended after trying to meet to discuss deficiencies in the running of Robben Island. Special Assignments Team **ROGER FRIEDMAN** and **BENNY GOOL** report.

ROBBEN ISLAND, the notorious prison site that has evolved in post-apartheid South Africa into a symbol of the triumph of freedom and human dignity over oppression, has been rocked by the suspension of 21 staff members pending disciplinary hearings next week.

The suspensions, announced yesterday, have opened a Pandora's box of accusations against the island's interim management team.

These include allegations of corruption, racism, favouritism, unprofessionalism and incompetence.

Archbishop Desmond Tutu – on the island for a three-day retreat with members of the Truth and Reconciliation Commission of which he is head – was prevailed upon to mediate by some of the aggrieved members of staff, but apparently failed to resolve the impasse.

The suspended staff members are expected to call a press conference today. They include drivers, tour guides, prison guides and members of the island's heritage department. Several are former island prisoners.

The interim administrator of the island, Professor André Odendaal, initially promised to respond to the Cape Times' enquiries, but his expected fax had not arrived by the time of going to press and his cellphone was switched off.

The island is being run by an interim management authority and none of the staff members is permanently employed. Those who have been suspended apparently have contracts of three to eight months.

According to island sources, trouble has been brewing for several months. It came to a head last Thursday when staff members asked to meet the management to discuss "administrative concerns", but were turned down. Notices saying that any meeting of disaffected staff would be deemed illegal, were distributed on Friday.

Circulars distributed on Monday told staff that should they attend the "illegal" meeting, it would be considered a work stoppage and disciplinary action would follow.

> *'There are virtually no management systems or procedures in place.'*

The 21 staff members ignored the notices.

Later on Monday, when they arrived at the venue of their meeting, they were greeted by members of the island's management and their lawyers. The staff members also ignored a notice, stuck to the door, that said they had 15 minutes to leave or they would face disciplinary action.

When they arrived for work on the island yesterday they were given letters informing them they had been suspended.

They said the crisis could intensify. More than 100 people are employed on the island. Apparently many share the concerns of the 21 who have been suspended.

One of the main bones of contention for the 21 is alleged unprofessionalism in the running of the island.

Ferries and buses used to transport tourists were often late and staff were inadequately trained, said those who spoke to the Cape Times, on condition of anonymity.

"Things on the island are too loose," one source said.

"There are virtually no management systems or procedures in place. Staff are just expected to get on with their jobs."

Staff members also spoke of "serious tension between commercialisation and heritage".

For several months, people attached to the island have complained that it is virtually a coloured and white labour preference area. The subject has been whispered about, but not brought into the open.

The employment contracts have also been contentious. Some staff members have been given contracts of three months, others six and still others eight.

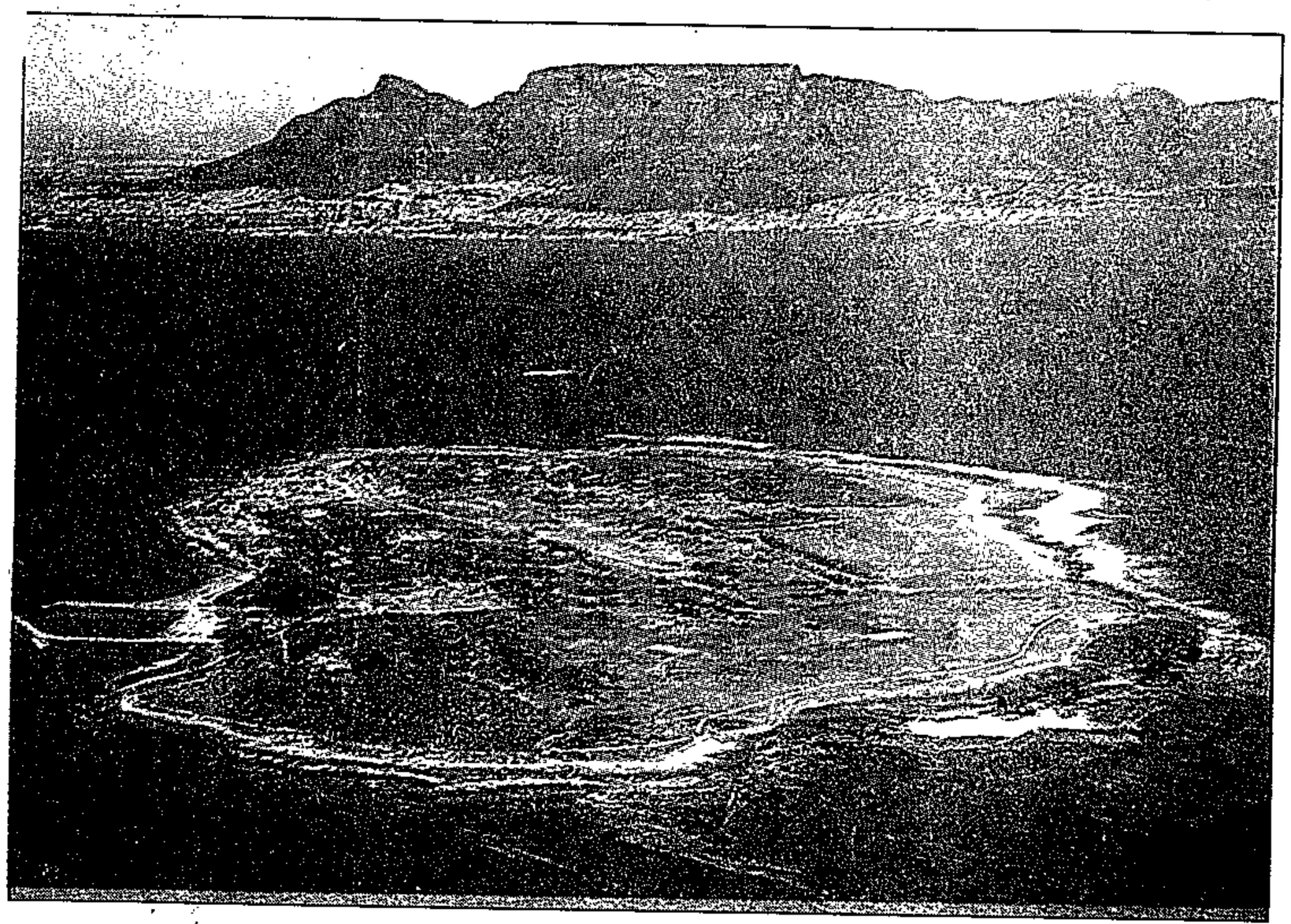
The staff have been investigating the "extravagant" amounts paid to certain island workers. It is alleged that a former prison warder employed by the Department of Arts, Culture, Science and Technology earns a handsome salary and is entitled to generous overtime pay.

The island, a national monument, was declared a national museum under the control of the department last January.

An application for it to be declared a World Heritage Site has been submitted to the United Nations Educational, Scientific and Cultural Organisation.



BURDEN OF OFFICE: Even at the end of a three-day retreat on Robben Island, held to iron out serious differences of opinion between Truth and Reconciliation Commission members over the blanket amnesty granted to 37 ANC members — including ANC president Thabo Mbeki — TRC chairperson Archbishop Desmond Tutu still found time to lighten up and take on the additional task of carrying TRC commissioner Wendy Orr's baggage from a Robben Island guest-house to a waiting bus which amused Alex Boraine.



ISLAND OF DISCONTENT: Talks continue in an attempt to resolve the dispute between management and workers on Robben Island over perceptions of "favouritism, incompetence and unprofessionalism".

Island workers' row 'close to settlement'

CT 22/1/98 (289)

CHRIS BATEMAN

MARATHON talks continued on the Foreshore yesterday in an attempt to resolve an impasse between the Robben Island management committee and 21 workers who are accusing it of favouritism, incompetence and unprofessionalism.

A "tired" interim administrator of the island, Professor Andre Odendaal, speaking after eight hours of conciliation hearings with the workers yesterday which were an "attempt to avoid a disciplinary hearing", said the parties were close to reaching an agreement.

He said the talks would continue tomorrow. "We're close to settlement on the issue so I don't want to talk about it now."

Yesterday's talks followed six hours of unsuccessful negotiations on Tuesday.

Odendaal confirmed that the 21 workers had been suspended pending the outcome of a disciplinary inquiry, but said this had now evolved into a conciliation hearing.

"We're very close to resolution — I don't want it to go to a disciplinary committee," he said.

Head of safety and security on Robben Island, Mr Gerhard Brand, said he was not familiar with the issues, but believed that "there's now a little bit of distrust — basically, I just want it to be resolved so that we can get on with building the museum".

Brand said he believed the biggest problem was a lack of communication and that some of the newer workers believed they were not properly represented on management.

● According to Cape Times sources on the island, a petition supporting the 21 suspended workers was circulated last week and signed by "more than 90%" of all staff.

'RAINBOW IMAGE INVISIBLE'

The white face of Waterfront eateries

CT 30/4/98 (289)

US ACADEMICS who criticised Waterfront restaurants for alleged racially-skewed employment practices were dismissed as foreign romantics. Special Assignments Team **ROGER FRIEDMAN** and **BENNY GOOL** report.

LESS than 10% of the more than 350 people working as servers, bartenders, managers and hosts in Victoria and Alfred Waterfront restaurants are black, according to the owner of Harry's New York School of Bartending, Mr Chris Bohn.

A quick survey by the *Cape Times* this week of several major Waterfront establishments appeared to bear out these figures.

Bohn, whose Observatory-based school has the only Department of Labour contract to train unemployed black citizens of Cape Town for entry into the restaurant business, is spitting mad.

"There are obviously some exceptions, but on the whole it is fair to say that they don't want their white customers to be waited on by black people. Yet they allow these people to bring up their kids. That's what I don't understand," said Bohn.

"I train 12 people every three weeks. They are trained for 120 hours to serve a hamburger or a drink, which I think you'll agree is a lot of training. But do you think I can find them jobs?

"We are talking about affirmative action, empowerment and righting the wrongs of the past. The Waterfront is probably the largest collective employer for these jobs in the city, but restaurant managers seem reluctant to employ black people to wait on tables or serve behind the bar.

"They'll have them as dishwashers and secondary cooks in the kitchen, but that's as far as they go. I've been doing this for more than a year and it is increasingly frustrating that I work with people desperate to find jobs, but they cannot even get an interview.

"My people want to launch careers in the business, but they employ white youngsters out to earn rave money," Bohn said.

In desperation, about two months ago, he approached Cape Town mayor Ms Theresa Solomon for help. Solomon told the *Cape Times* she shared Bohn's concerns, and planned to raise the issue with the V&A Waterfront Company.

"As mayor I am very concerned that we are not projecting the rainbow image at the Waterfront," she said.

Provincial parliamentarian Mr Cameron Dugmore (ANC) added that he had "written, raising concerns, to a number of Waterfront establishments" and was in the process of setting up follow-up meetings.

V&A Company spokesperson Ms Maureen Thompson told the *Cape Times*: "As landlords we have no jurisdiction over who our tenants employ. As a company we see ourselves as being demographically correct. Affirmative action is something we are always striving toward."

Thompson suggested Mr Rudie Minnaar at Morton's on the Wharf be approached for comment in his capacity as a restaurateur and member of the tenants' representative committee.

But Minnaar said: "I don't want to be quoted on this issue at all."

On Tuesday the *Cape Times* visited a number of Waterfront eating houses — including the Hard Rock Café, the Sports Café and Planet Hollywood. A quick walk-through of the restaurants established that the majority of those serving the food were, indeed, white — though to varying degrees.

The racial breakdowns at the three named establishments were, approximately: Hard Rock, 15% black; Sports Café, zero percent black; and Planet Hollywood, 35% black.

Of course, there could have been unseen black staff members in the back. And, as Sports Café owner Mr Neil Markowitz pointed out yesterday, for the figures to be more accurate would require our visiting the establishment over a number of days.

"We are obviously not in control of who applies for jobs," he said. "The applicant who is qualified for the job, gets the job. The mix might seem lop-sided, but you must go on a number of days.

"We don't sit around and work out how many people we have here or there. The mix takes care of itself."

General manager of Hard Rock Café, Cape Town, Mr Robert Holroyd, said his establishment strove to hire the best people as servers, particularly people with good communication skills. Holroyd conceded that the number of black serving staff was "most certainly a problem".

He said the business preferred to develop people within its ranks, rather than bring new people in from outside. But a recruitment company had recently been approached "to find us the correct applicants".

At Planet Hollywood, assistant general manager Mr Steve Jones promised to phone the *Cape Times* with his comment, after he had received permission to speak to the media from his boss.

There had been no call at the time of going to press.



TOO BLACK: Xolani Kaweqe, 20, of Mandela Park in Khayelitsha, completed his course at Harry's New York School of Bartending with flying colours — but is battling to get a job at the Victoria and Alfred Waterfront.

PICTURE: GARTH STEAD

Saccawu to invest in hospitality sector

BD 29/5/98 (289)

Pearl Sebolao

THE SA Commercial, Catering and Allied Workers' Union (Saccawu) yesterday announced plans to invest in the hospitality industry, a sector in which it was an organiser.

The move was in contrast with the trend followed by most trade union investment companies, which shy away from investing in sectors in which they operate.

The union said it did not believe that there would be a conflict between the interests of the workers and those of the union's investment company.

The union's assistant secretary general Herbert Mkhize said by investing in the same sector where they had members, the union would be in a better position to influence policies to the interest of the workers if issues such as retrenchments and low wages arose.

"As an investor in a company where our members are working, the union would be able to introduce a system of checks and balances as it would be involved in the decision-making processes," Mkhize said.

He said the hospitality industry and the private sector, which were identified as the "primary targets" for investment were a possible engine for job creation because there was a great potential for growth.

Other industries identified were the public sector, financial services and agriculture.

The investment company would concentrate on those companies which were committed to good industrial relations, visible human resources development and job security.

Among the companies to be avoided were those which evaded tax, were anti-union and whose practices were environmentally destructive.

The union's leadership, which formulated the union's policy towards investments at a two-day conference in Johannesburg this week, also agreed that there should be a clear separation between Saccawu's core functions and the activities of the investment company. The investment company, which is wholly owned by the Saccawu Investment Trust, has since its establishment in 1996, remained relatively dormant because of divisions in the union over investments.

Mkhize said the union would create a broad framework to ensure that its core values of social responsibility were carried through by the company, but "would not get involved in the day to day activities of the company", Mkhize said.

"It would be used as an instrument in transforming the SA economy into a socialist and worker-controlled economy" for the benefit of Saccawu members and society as a whole.

Benefits to members would be in the form of educational bursaries, capacity building and housing assistance, Mkhize said.

ST (BT) 29/11/98

Sun International to pay off more workers

(289) (~~297~~)

LEISURE INDUSTRY

By THABO KOBOKOANE

SUN International SA (Sisa) is set to retrench over a thousand workers in the current financial year as uncertainty over the impact of new gambling licences continues to plague the group.

"Regrettably there will be further cuts. We have engaged the union (SA Commercial and Catering Workers Union) about the process to be followed for this," says MD Peter Bacon.

Cuts will take place at the Carousel, Morula and Wild Coast centres.

Two years ago Sisa slashed about 2 000 jobs at Sun City and repositioned the group away from its gaming base, a move which put it back in the black, says Bacon.

The job losses will be offset by the creation of about 2 000 new jobs at the Brakpan casino, Carnival City, which opens on a temporary site in December, says Bacon.

The permanent complex, which will cost about R870-million, is due to open in September 1999.

But it will face stiff competition. Five other gaming licences were awarded by the Gauteng Gaming and Betting Board, but Sisa says it does not fear rivalry. "We have the management expertise and by far the superior product," says chairman Khehla Mthembu.

The group has faced uncertainty since the promulgation of the National Gambling Act, which ended the monopoly it held for 15 years.

The Act required that no company own more than 16 licences nationally and no more than two in each province, although Sisa was granted a reprieve in the Northwest where it has been allowed to retain three licences.

So far it has sold five operations — Mmabatho Sun, Molopo Sun, Taung Sun, Amatola Sun and Venda Sun — to Thebe Investment subsidiary Moribo Leisure and closed several operations. It is set to sell Thlabane Sun in the Northwest to comply with the Act.

Other provinces are set to award additional licences soon, which will also squeeze Sisa's profits. Its share price has taken a knock from about 450c at the beginning of the year to about 95c now.

Future prospects depend on the acquisition of additional licences. "We are cautiously optimistic about future prospects," says Bacon.



MONOPOLY LOSS . . . Sisa MD Peter Bacon

Workers to lose jobs (289)

Sowetan 3/12/98

By Mzwakhe Hlangani
Labour Reporter

MORE than 1 000 workers at Sun International South Africa face retrenchment in the new year since the new gambling licence put the group's market growth under severe strain, group managing director Mr Peter Bacon said yesterday.

Staff reductions would take place at the Carousel, Morula Sun and Wild Coast early next year and the South African Commercial Catering and Allied Workers' Union (Saccawu) was engaged in the process of downscaling manning levels, he said.

Saccawu assistant general secretary Mr Herbert Mkize was not available for comment despite repeated calls to confirm the union's participation in the reduction process of its members.

Bacon said future prospects for the group depended heavily on the acquisition of new gaming licences, adding that job losses would be offset by the creation of new jobs at the Brakpan casino, Carnival City, which would be opened in December next year.

S.S HOTELS GENERAL
1999

Yellow cards for Cape beach louts

288

Star 2/11/99

By TWEET GAINSBOROUGH-WARING

It was first seen on the soccer field, then the rugby field, and now "beach referees" are also flashing yellow cards at beachgoers who don't play ball.

Holidaymakers misbehaving on the beaches of Big Bay at Blouberg-strand may find themselves facing the wrath of a new type of referee – law enforcement officers on these beaches have a new tool. If they see people doing something they shouldn't be doing, they "yellow-card" them on the spot.

An official from the local municipality said the system was working well: "When we see someone misbehaving, we give them a yellow card, which is essentially a warning. And if they don't respond to the warning, they are fined on the spot."

But while referees on sportsfields can yellow-card players for transgressions, it is slightly different on the beaches.

Beachgoers are "yellow-carded" if they sunbathe in the nude or topless, urinate in public, or engage in any behaviour that is not acceptable to most other beachgoers.

Inundated

Last year the municipality and police were inundated with complaints about anti-social behaviour.

Director of community services Pieter Groenewald said the abuse of alcohol had been a major factor in incidents on the beach on the Day of Goodwill this year.

He said thousands of people had flocked to the beach and that minor happenings had developed into major incidents when people lost control as a result of being drunk.

He said the municipality's aim was to intervene before things got out of hand, which was why the card system had been introduced.

The cards are handed out by law enforcement officers to anyone contravening beach regulations.

"The officers welcome the person to the beach and ask for his or her assistance in keeping things running smoothly. This is followed by a card stating what they are doing wrong," he said.

Groenewald added that, in the past, law enforcement officers simply handed out spot fines, whereas the new approach was more user-friendly and tried to gain the co-operation of beachgoers.

'Security drills' top priority for entertainment industry

CT 7/1/99

(288)

DEREK ABDINOR

THE city's entertainment industry has had to realise that offering customer security is just as important as offering customer service. Forums between management, staff and security consultants have resulted in co-ordinated plans for any threatening scenarios.

The manager of Ster Kinekor's Cinema Nouveau at Cavendish Square, Nicholas Wonfor, explained that after the Planet Hollywood blast the cinema received at least two bomb threats daily. "We stepped up security. Our staff, together with the security in Cavendish Square, can get everybody safely out of the mall within five minutes."

However, some security specialists prefer not to move people too quickly. This is especially relevant in built up areas like the Waterfront, where chaos would ensue if buildings were suddenly to be evacuated.

Paula Thistleton was watching a film at the Waterfront Nu-Metro Complex when the New Year's Day explosion occurred. "The atmosphere became very tense immediately, but some guys from the audience stood up and reassured everyone. After three minutes we all calmly filed out into the street."

Lindon von Hoesslin of Nu-Metro says that each bomb threat is treated separately. "Often it is much safer to keep the patrons in the theatre. We then conduct a thorough search of the premises."

Waterfront tenants are working closely with the security personnel since the Planet Hollywood blast, and all offices and shops have special forms to fill in when bomb threats come over the phone.

While no warnings were received for the Waterfront blasts, operations manager Duncan Cloete is taking no chances. Security workshops with all tenant management are in the pipeline with the focus on instilling security procedures for the smaller businesses.

Large retail, commercial and entertainment businesses on the Waterfront have comprehensive plans for dealing with danger scenarios. Spur restaurants have a "vibe meeting" every morning to bring security measures to the attention of all staff.

The newly opened Ratanga Junction searches people at the gates and operates closed-circuit television cameras. Their car park is also a distance away from the actual theme park and is patrolled by security guards.

Restaurateurs look for smoke but find no fire

(288) CT12 11199

NEW YORK: Restaurateurs in New York City and Massachusetts have fought anti-smoking laws, arguing that the bans will drive away customers. But several studies released yesterday show that the fears are unfounded.

The findings are based on the first comprehensive studies of the impact of anti-smoking laws on the restaurant industry, according to the Substance Abuse Policy Research Programme.

The studies, which were funded by the programme, were based on analyses of taxable sales receipts from restaurants in the Big Apple and in the state of Massachusetts.

The findings are published in the January issue of *The Journal of Public Health Management and Practice*. This month's issue is devoted entirely to studies that look at various aspects of anti-smoking laws in public places.

The Substance Abuse Policy Research Programme said the results were significant because New York City is the leading restaurant market in the United States. Its Smoke-Free Air Act was signed into law in January 1995 and bans smoking in nearly all public places, including restaurants with more than 35 indoor dining seats.

Many New York restaurant owners had joined the tobacco industry in trying to fight the law, saying it was bad for business and would result in a loss of jobs. They also argued that the public did not support the law and that it would be difficult to enforce.

The analysis showed that sales in New York City restaurants have increased by two percent since the anti-smoking law became effective. In the rest of New York State, where smoking laws are less stringent, sales decreased by four percent.

Between 1993 and 1997 the city gained 19 347 new restaurant jobs, an 18% increase. The number of restaurants in the city rose six percent in this period.

The study also found that most New York City restaurants had complied with the law, with city inspectors finding evidence of illegal smoking in only two percent of the 251 restaurants randomly sampled.

The study of Massachusetts restaurants found that, on average, restaurant revenue in smoke-free towns rose four percent. Restaurant revenues in communities that did not severely restrict smoking rose two percent over the same period.

The researchers pooled towns into two groups, 32 with smoke-free rules and 302 without them. A community was considered smoke-free if a diner could eat anywhere without being exposed to second-hand smoke.

The researchers compared total per capita taxable meal revenue for each group of towns from January 1992 through December 1995. Drawing a trend line for each group, they found no divergence between the two groups of communities.

A growing number of Massachusetts communities have adopted restaurant smoking restrictions. Between 1981 and 1998, more than 139 cities and towns — out of 351 — have enacted some type of smoking restriction for restaurants.

Last October, Boston implemented a public health regulation similar to that of New York City. — Reuter

'Sensationalism threatens tourism'

CT 12/11/99 (288)

DEREK ABDINOR

SOUTH AFRICA's tourism industry has accused Cape Town's media and authorities of "sensationalising" the recent spate of urban violence and of disseminating negative information about the city.

Such reports caused concern among potential visitors and could deter them from coming to the Mother City, which would lead to a loss for the industry, leading figures in tourism said.

"People do not seem to realise that tourism affects everything around us," said Sheryl Ozinsky, head of Cape Town Tourism.

Kananelo Makheta, president of the Association of South African Travel Agents (Asata), said "one should never attempt to sensationalise the issues at hand".

Statements describing the situation as an "orgy of violence" were detrimental to attempts to sell Cape Town as a tourist destination, he said.

He believed police spokespersons could gain from being trained to give "balanced" statements on emotive events like the Waterfront car bomb and demonstrations such as those during British Prime Minister Tony Blair's visit last week.

In spite of these concerns, Nick Seewer, general manager of the Mount Nelson Hotel, and Janalyn Frose, of the Cape Grace Hotel, said they had not had any cancellations after the New Year's Day blast at the Waterfront.

The Mount Nelson Hotel is to host the Associated Personnel International (API) conference later this week.

The well-established organisation is a network of top travel agents in the United States.

Asata, SA Tourism Services Association (Satsa) and Cape Town Tourism suggest that foreign dignitaries living in Cape Town be asked to offer favourable comments about Cape Town.

"Foreign tourists would find it easier to accept the opinions of someone from a similiar background," said Makheta.

Ozinsky is considering a project to train members of the community as "tourist-friendly" aides who could offer foreign visitors information and safety tips. Those considered for training would include street vendors and shop assistants.

If this proposal is adopted, these tourist assistants would wear badges to identify themselves.

"Using people in the community would go some way towards dealing with the problem as well as creating jobs," says Ozinsky.

Andy Dott, of Satsa, said it was hoped that this venture could be funded by the government or a tourism industry levy for training and development.

Threats leave visitors in two minds about the Waterfront

ARG 12/1/99 (288)

KARYN MAUGHAN
STAFF REPORTER

After two bomb attacks and multiple protests, Cape Town's famous V&A Waterfront is enduring a schizophrenic existence.

It remains a highly popular holiday and tourist destination, but there have also been threats of further violence and some visitors are nervous.

The Waterfront's management says it is making "every effort" to ensure their safety.

Desirée Sherman, who lives in Sea Point, said she was now "too scared" to spend time at the Waterfront.

"I only go if I absolutely have to. I shop and then get out," she said. "My fiancé and I used to go down there and walk around on Sunday afternoons, just for the hell of it. Now, we just stay at home."

Ms Sherman said she didn't consider the Waterfront safe, and several friends and family members felt the same way.

"After the Planet Hollywood bombing, the police said that nothing more was going to happen. These other attacks have just proved how wrong they were," she said.

Alex Tousten of Mowbray also considers the Waterfront "unsafe" and vows "not to set foot" there.

"It's not the Waterfront's fault, but they obviously can't ensure people's safety," he said. "It's frightening, because there are clearly people who put no value on ordinary human life.

"I'm taking responsibility for my children and myself, and I'm not putting myself in an obvious line of fire."

Moneta Goliath of Wynberg said she still patronised the Waterfront and considered the atmosphere there "fine, but a little tense".

"On Sunday, there were four Casspirs (armoured vehicles) and policemen checking cars that were waiting in long queues," she said. "Most people were inside and the crowds outside were much smaller."

Maureen Thompson, public relations officer for the Waterfront, said management was "making every effort" to ensure public safety.

"We are obviously doing everything in our power to ensure the safety and security of our visitors and tenants.

"We are co-operating with the police, conducting spot checks on vehicles and using other means to keep the area safe," she said.

Although official figures were not available because staff were on holiday, there did not appear to have been a drop in visitor numbers, she said.

TOURISM

FUN IN THE SUN: IT TAKES YOUR MIND OFF THE RECESSION

Cape Town crime fails to deter holidaymakers

SA's major cities and retailers had a fair festive season, despite the difficult trading conditions, and holidaymakers, undeterred by the increase in violent crime in Cape Town, poured into the city in record numbers.

With punitive interest rates and the economy poised on the brink of a recession, the hospitality and retail sectors weren't expecting a bumper season. And it wasn't one, but the trade seems satisfied under the circumstances.

Pick 'n Pay was expecting a 14% increase in festive season turnover but achieved 12%. "It's ahead of inflation and our market share to November is up, so we're not complaining, given high real interest rates and low inflation," says group deputy chairman René de Wet.

Shoprite Checkers expected to post an increase of 8%-9% on last year's sales and achieved "satisfactory results" over December, in line with its budgets.

"Customers were much more price-sensitive this year, and with credit lines under pressure, cash purchases were the order of the day," says marketing director Brian Weyers. "Our customers demanded value-for-money products and we noted a trend of shoppers down-trading on favourite brands in order to take home a bigger shopping basket."

It may have been a turnaround season for Durban, which has lost some of its flavour in recent years. The city's beaches accommodated a record 250 000 revellers on New Year's Eve without mishap, thanks to careful planning by the authorities.

Durban hoteliers reported that December occupancy levels matched 1997 levels even though there was an increase in new hotel accommodation.

According to Statistics SA, the KwaZulu-Natal hotel industry upped trading revenue almost 20% in the first 10 months of 1998 compared to the same period in the previous year. "This dispels the notion that tourism is on decline in the province," says James Seymour of the KwaZulu-Natal Tourism Authority.

Johannesburg was typically quiet over the festive season but Cape Town attracted more visitors than ever.

"So far the season has been above expectations, given that we're in a recession and disposable incomes are tighter than tight," says Cape Metropolitan Tourism CEO Rick Taylor. He is optimistic that the total number of visitors will be up 20% over 1997.

The number of flights into Cape Town was up nearly 14% in November and hotel occupancies held steady in December despite a substantial increase in new hotel accommodation.

Over the past two years, 29 new hotels have been erected in greater Cape Town, adding 3 500 rooms or 41% to the city's hotel capacity. A thousand of these rooms were added in the past year with the erection of the Holiday Inn and Cullinan hotels on the Foreshore.

Taylor says greater competition among hotels has put downward pressure on prices and in December some hotels were willing to negotiate discounted room rates with walk-in customers. This is a positive development for the city, which has gained a reputation for overpriced hotel accommodation (see table).

Inner Cape Investments CEO Jochen Buechel says international visitors to his Camps Bay hotels were up 20%-25% over Christmas. Protea Hotels director Miso Markovina is also "very happy" as the group's Cape Town hotels maintained last December's occupancy levels of 65%-80% in a more competitive market.

Southern Sun executive director of operations Martin Vassalli says Southern Sun had a "very good" season in Cape Town with its new 540-room Holiday Inn almost 90% full and its existing seven Cape Town hotels doing as well as last year.

Despite the Planet Hollywood bomb blast in August, the number of visitors to the V&A Waterfront was up 11% in December, as was retail turnover. Attendance slumped immediately after the New Year car bomb blast, but even this didn't deter holidaymakers for more than a few days.

City officials said they were not aware of any tourists who had cancelled trips to the Cape after the car bomb and none of the foreign trade missions planned for 1999 has been suspended.

"Cape Town is not heading towards another Beirut or Congo or KwaZulu-Natal, and crime is not out of control," insists Business Against Crime (BAC) Western Cape MD John Penberthy.

He is delighted with the success of the organisation's R4m closed-circuit TV project, which placed 12 hidden cameras in the city's CBD and several cops on the beat in December. Twenty arrests were made and several attempted crimes averted by this initiative, which will be extended to other high-crime areas in the Peninsula during the year. **Claire Bisseker**

INTERNATIONAL TOURISM PRICE COMPARISONS - SOUTH AFRICA'S COMPETITIVENESS

Item	Cape Town (±R)	Durban (±R)	Johannes-burg (±R)	Sydney (R)	London (R)	San Fran (R)	Paris (R)	Nairobi (R)	Tokyo (R)
Draught beer	5,85	5,85	5,85	12,88	19,42	12,88	32,70	6,44	30,00
Can of coke over the counter	2,20	2,20	2,20	4,42	5,39	6,44	13,08	1,93	6,00
20 cigarettes	6,90	6,90	6,90	25,58	37,22	22,54	21,15	5,15	12,00
Big Mac	8,00	8,00	8,00	10,85	20,28	9,60	20,16		14,00
Double room per night 5 star (rack rate, in season)	2 005,00	1 150,00	1 275,00	1 472,00	3 237,00	1 030,40	2 071,00	966,00	2 450,00
Price of unleaded fuel, per litre	2,19	2,19	2,26	2,39	7,23	7,86	7,12	4,19	4,60
Hire car per day incl mileage, BMW or comparable	548,00	548,00	548,00	717,60	683,20	450,80	1 035,50		
Average cost of two course meal for two upmarket restaurant (excl alcohol)	140,00	140,00	140,00	276,00	647,40	322,00	436,00	96,60	1 000,00
Bottle of red wine (good quality) at restaurant	67,50	67,50	67,50	128,80	199,62	161,00	87,21	96,60	300,00

By Adrienne Roberts

HOW NOT TO CREATE JOBS IN TOURISM

Cape Town hotel rates soar

Cape Town had the fastest-rising hotel prices in the world in the first half of 1998, according to a survey by UK corporate and employee support services group BTI Hogg Robinson.

Cape Town's average hotel rates increased 24,56%, pushing it up 26 places from 39th to 13th most expensive destination — well ahead of Paris, London, Rome, Tokyo and Geneva.

The survey found Cape Town's average sterling rate for the year to June was about £127 compared with £115 in London and Paris and £109 in Rome (see chart). This could be one explanation why Statistics SA found foreign arrivals fell 0,48% year-on-year for the period January to July.

Elsewhere, the Asian crisis resulted in a widespread fall in hotel rates. "Clients are now in a strong position to renegotiate corporate rates, as rack rates reduce at hotels across Asia," says the survey.

Hotel charges in Malaysian capital Kuala Lumpur fell by almost 36%, making it the fifth-cheapest out of the 115 cities surveyed. Singapore's prices fell more than 15%. In Korea, Seoul's rates fell more than 13% and in Indonesia, Jakarta's fell about 3,5%. Bangkok prices rose about 3,5%.

In the West, London remained the most expensive city in the UK. The World Cup had a smaller effect on Paris than expected, with rates rising only 6%. Venice remains the most expensive city in western Europe, with costs rising almost 10%.

New York is the fourth most expensive city in the world — about £3/night cheaper than first-ranked Moscow.

The twice-yearly survey results are taken from a complete range of hotels (all types of rooms from budget to super-deluxe) booked on behalf of more than 6 000 UK corporate customers. Results are based on actual rates paid in 49 countries, at mid-July exchange rates.

The group claims its survey "remains an accurate reflection of what business travel is costing UK companies as it uses actual paid-for rates, including negotiated and promotional rates, rather than published rates normally quoted in surveys. (See *Current Affairs* page 29). ■

RANKING HOTEL PRICES

	'98 Rank	Ave £* rate to June '98	% up/down
Moscow	1	152,20	1,9
Sao Paolo	2	151,56	5,4
New Delhi	3	149,97	-6,4
New York	4	149,08	4,3
Venice	8	142,19	9,5
Cape Town	13	127,44	24,6
Paris	21	115,58	6,4
London	22	115,32	6,3
Rome	29	109,10	3,3
Tokyo	30	108,33	-7,6
Geneva	31	104,53	4,7
Johannesburg	49	95,90	-2,8
Vienna	57	91,26	-8,1
Singapore	75	81,40	-15,4
Kuala Lumpur	111	50,02	-35,6
Yokohama	113	45,77	-11,6
Perth	114	44,88	-2,5

*£1 = R9,50 on Jan 6 1999 SOURCE: BTI UK HOGG ROBINSON

Bomb leaves empty silence

ERIC NTABAZALILA

A VISIT to the Waterfront last night revealed that many restaurants which had been teaming with tourists just three weeks ago were strangely quiet.

And the car bomb which made the difference was still on most people's minds.

"We are keeping our fingers crossed that no other incident will happen here," said Ben Kleynhans, manager at Ferryman's Tavern, who added that his business has been badly affected. Waitrons were standing outside the popular tavern with only a handful of customers to serve.

Waterfront visitors approached by the *Cape Times* said they were not wholeheartedly happy about being at the Waterfront.

But one shopper, who asked not to be named, said the Waterfront remained an attractive place to shop. "This is a very beautiful place to eat and do your shopping. You can do your shopping after hours when many shops have closed in town. I'm sure the bombing did frighten some people. But people will come back again."

A spokesperson at Aldo's said business was mainly affected the day after the bombing but the whole season had been quiet.

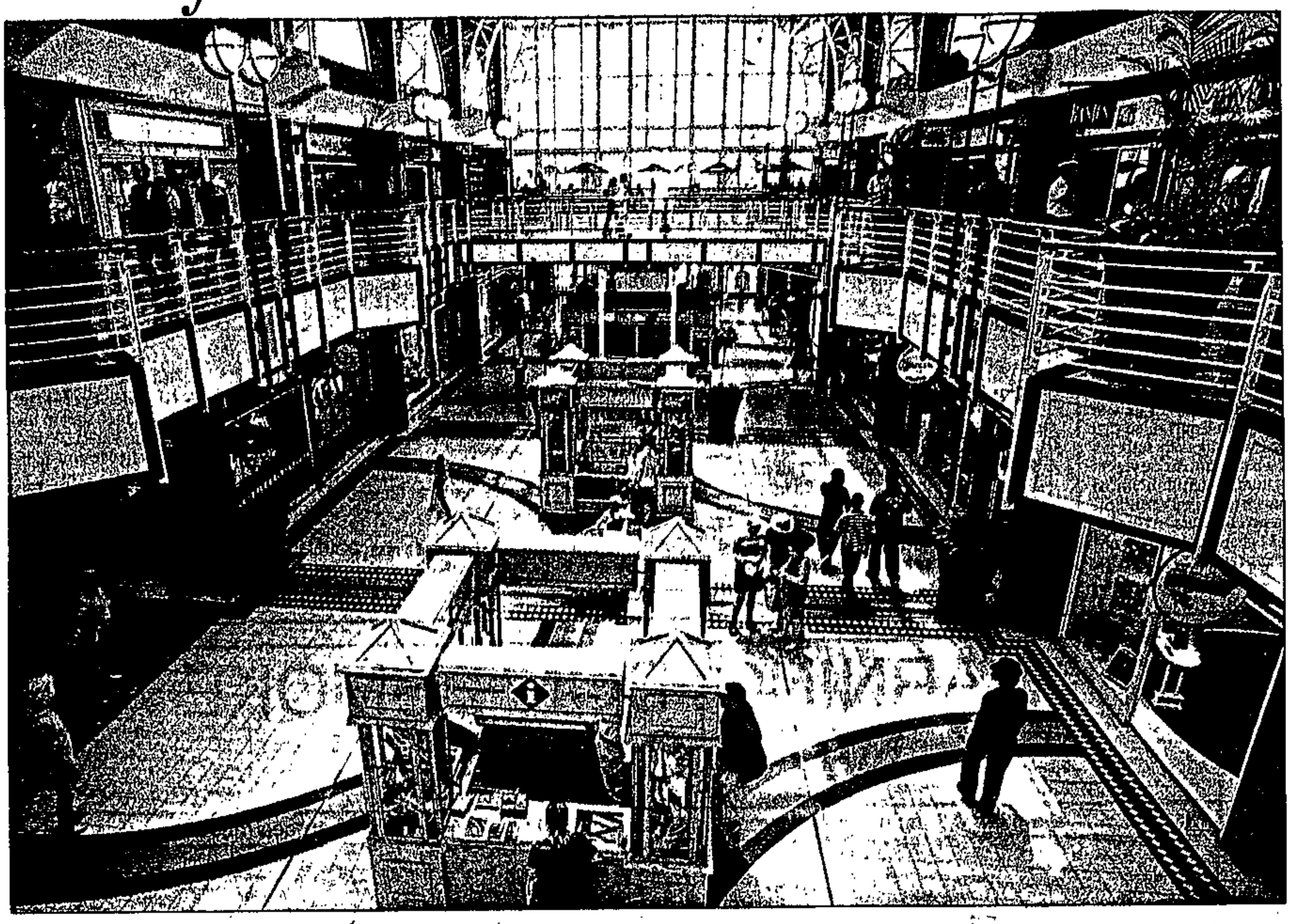
"I think we cannot blame the decline of business entirely on the bomb. Even in early December business was not as good as we were expecting," he said.

Georgina Proculis, manager at the Greek Fisherman, said trade also dropped off after the visit of British Prime Minister Tony Blair and the shooting of Pagad member Yusuf Jacobs two weeks ago.

"Whenever people come here they see police and think something is wrong. I don't think they are aware that the police are here to search cars and protect them," she said.

CT 19/1/99 (288)

Waterfront visitors down to a trickle



ALL QUIET ON THE WATERFRONT: The popular Victoria Wharf shopping complex, which is normally crowded with shoppers, was all but deserted at lunchtime yesterday. Some restaurants were deserted, while others had a fifth of their seasonal custom. *PICTURE: ALAN TAYLOR*

DAN SIMON

BUSINESSES at the V&A Waterfront, South Africa's premier tourist attraction, have reported their worst holiday season and say the New Year's Day bomb blast all but wrecked what promised to be a lucrative period.

Owners of many businesses said yesterday they were struggling financially as their turnovers had plunged by between 30% and 80% in the aftermath of the explosion.

The malls of the popular Victoria Wharf shopping complex, which are normally crowded with shoppers, were uncharacteristically quiet yesterday.

Several upmarket restaurants stood empty while cheaper food outlets said trade was minimal.

Coupled with the sharp drop in customers has been a nosedive in tipping — the mainstay of hundreds of waiters and waiteresses.

Restaurant staff, who could count on earning a minumum of a R100 in tips on a "quiet day" last January, said they were collecting a fifth of this amount and were "thinking of working elsewhere".

"It's pure economics," said Tracy, who was working at the upmarket Mortons on the Wharf seafood restaurant. She declined to give her surname. "No tourists, no tips. I don't know if I'm even going to make the rent this month."

The 260-seat restaurant, which averages about 80 people at a lunch sitting, had only 16 customers yesterday. Next door, the Musselcracker Restaurant was empty, bar two customers who sat outside.

At the nearby Ferryman's Tavern, duty manager Mark Abrahams said the popular pub's business was a whopping 80% down on last year's.

"On Saturday there was no one in the pub except for two staff members and one customer," Abrahams said.

"Business was peaking. We were just about on top of the wave and then the plug was pulled. It was our record New Year, but since (January 1) we've had nothing."

At Quay Four, two security guards were searching

❑ Turn to Page 3

CT 19/1/99 (288)

Trade blasted

❑ From Page 1

customers before allowing them in.

Quay Four front-house 'tavern manager Anton Eicker said patrons had had mixed reactions to the security measures, but most had been supportive.

"This is supposed to be our peak season, but January might be the only month we won't make our beer sales target," he said.

Three of Quay Four's waiters had left because they were not making the money "they used to".

Val Oron, who mans the Heritage Research Centre's barrow, said business had been "pathetic" in the past two weeks.

"There are no tourists. I have experienced a 60% to 70% drop-off in business. From December 16 to January 16, trade is supposed to be at its best, but this year has been an absolute disaster.

"The blast has had a tremendous impact on business — even worse than that at Planet Hollywood. And the Casspirs at the entrance don't help matters."

Uzzi Clothing manager Feizel Abrahams said turnover was down by about 50% on last year's and trading hours had been reduced.

"Today I had three sales. Before, I would have averaged 15."

Statistics lag handicaps SA tourism

(288)

AUDREY D'ANGELO

CT(PR) 19/1/99

Cape Town — South Africa's tourism industry was handicapped by having to base its planning on six-month-old statistics which were the latest available from a Statistics South Africa, executives of the South African Tourism Board (Satour) and the Tourism Business Council complained yesterday.

Estelle Walmsley, the acting head of Satour's communications and public relations division, said this matter had to be tackled urgently.

She said the latest figures available from Statistics South Africa for arriving tourists and their countries of origin were for July and those for hotel occupation rates were for August.

"People are asking us what the figures were for the festive season and we just don't know."

She said the delay meant Satour could not yet release its latest twice-yearly survey, in which it analysed the figures and used them to forecast trends.

"People in the industry base their planning for next winter on this and it is embarrassing if we cannot release it until it is too late to be of practical use."

A Statistics South Africa spokesman said: "We work on the figures and send them out as soon as we receive them. But there is a delay in getting arrival figures for foreign visitors, with their country of origin, from the home office.

"The home office gets these promptly every month from the three main international airports. But they have to wait for figures from the 21 border posts, which are slow in coming in."

AIR LINKS VITAL

Top US travel agents set sights on the Cape

(288) ET 19/1/99

THE WESTERN CAPE'S tourism industry received a huge boost this weekend when the city played host to a network of US travel agents. **DEREK ABDINOR** reports.

AMERICA'S top network of travel agents, Allied Percival International (API), has spent the weekend in Cape Town preparing to sell the Western Cape, and South Africa, to some of the world's wealthiest travellers.

This type of traveller will have spent on average R30 000 by the time they leave our shores.

"We have definitely come out of here with some promises for good business," said Walter Jost of API. "The welcome extended to our members will translate into more wealthy American tourists for South Africa."

The Mount Nelson Hotel hosted API's annual off-shore symposium this weekend, held for the first time in South Africa. This elite network accepts only 1% of American travel retail outlets into the group which annually generates over R10 billion in travel sales.

"API has a loose database of about one million clients. From that they can reach a core of around 130 000 dedicated clients who are used to luxury travel," said John Verhelst, marketing director for Orient-Express Hotels International. "It is these travellers that generate the most income for host countries."

Jobs are created in meeting the needs of these wealthy travellers. "The South African hospitality industry will need to provide ground operators to assist the influx of tourists," said Jost.

American tourists have not been visiting South Africa in as many numbers as those from other foreign regions, most notably Western Europe. "It is the air links to the United States more than anything which are going to determine how many tourists we can bring here," said Verhelst.

The current situation is that South African Airways (SAA) and British Airways fly to New York from Johannesburg twice daily, with one Virgin flight doing the same route every day.

Monex's Ratanga park reels in the tourists

CT (BR) 20/11/99 (288)

VERA VON LIERES

Cape Town — Monex's R350 million Ratanga Junction theme park had attracted a significant number of domestic and foreign tourists in its first month of operation, Martin Wragge, the chairman of Monex, said yesterday.

The majority of visitors to the park had been from Cape Town or from within a two- or three-hour drive radius. However, foreign tourists and those from other parts of the country had accounted for 44 percent of the guests since the park opened its doors on December 15.

Wragge was unwilling to disclose attendance figures, but said: "While our expectations of the number of visitors to the park in the first month may have been over-optimistic, we have had some wonderful surprises." One of these was the per capita spend in the park, which had exceeded expectations significantly.

Exit surveys with random samples of about 300 guests a day showed just under 98 percent of guests surveyed rated their overall experience at Ratanga as excellent or good.

"Likewise, well over 90 percent of guests believe Ratanga represents value for money, with just under 94 percent saying they would visit the park again," Wragge said.

A significant number of those surveyed had visited the freshly opened park two or three times, and there had been a high number of word-of-mouth referrals.

The operational challenge of opening the multifaceted, massive theme park was equivalent to launching about 50 small businesses, including 26 eateries, simultaneously, Wragge said.

"It's an enormously complex business and includes many new concepts, some of which have been extremely successful while others less so."

V&A woes: bomb or post-festive blues?

Visitor decline hits shops

(288) ARG 20/1/99

LYNNE RIPPENAAR
STAFF REPORTER

Claims by some Waterfront businesses that the new year blast, bomb scares and public protests have hit them hard are countered by others who say the mid-January sales drop is an annual event.

A decline in sales could not be attributed to the bomb blast alone, they said. There was always a dip in mid-January as shoppers assessed their post-Christmas finances and upcountry visitors went home.

Stacey Wood, manager of the health shop and restaurant Healthy Life, said business was quiet. "The mornings are dead at this stage. It seems to trickle along," she said.

Many shop owners also had mixed feelings about the current police presence at the Waterfront.

Ms Wood said it put off customers, but since the recent bomb blasts she "was happy for them to be there".

Rob Larsen, general manager of Cantina Tequila, said the police presence at the two entrances was "more of a deterrent" to visitors than to bombers.

He believed regular patrols at the Waterfront would be better than roadblocks at the entrances.

Business had sharply dropped off, he said. One group booking for 75 people, made more than a month ago, had been cancelled. "Before the bomb we were making R30 000 a day, but two days after the bomb we dropped to R7 000 a day."

The recent demonstrations and violence which accompanied the visit of British Prime Minister Tony Blair have also become a point of concern for the Western Cape Tourism Board.

Coverage of these events by domestic and international media had focused attention on tourists' safety.

Western Cape Tourism Board spokeswoman Anthea Rossouw, said tourists to the region were as safe as anywhere else in the world.

Two Oceans Aquarium assistant marketing manager Helen Lockhart said there had been a decline in visits over the past five months (since two people died in the Planet Hollywood blast).

But she said people generally spent a lot more over the Christmas period than in January.

V&A Waterfront spokeswoman Maureen Thompson said: "One must bear in mind that this time of the year there is a decline in visitors."

But while the Waterfront is experiencing a low, Tyger Valley centre, the target of a bomb hoax last week, is buzzing with people.

Warning spurs medical schemes

BD 21/11/98

Amanda Vermeulen

288

ABOUT 80% of SA medical schemes and their clearing houses should be able to meet a deadline to guarantee payment to pharmacies, after they were threatened with a withdrawal of credit facilities.

At a meeting last week between SA's four major clearing houses, which represent the majority of SA's medical schemes, and United SA Pharmacies (Usap), the clearing houses said the majority of the schemes would be able to meet the request by the March 1 deadline.

This followed warnings from Usap earlier this month that unless SA's 180 medical schemes came up with a solution to guarantee payments by March 1, scheme members would have to pay for dispensed drugs themselves and claim from their schemes later.

Usap chairman Julian Solomon said this week that last Wednesday's debate was constructive. It was the first time the "top brass" from all four major clearing houses had met the retail pharmacy association.

Usap, which represents about 2 600 or two-thirds of all retail pharmacies, asked the schemes and clearing houses to return with definitive answers by February 15.

Pharmacies fill out prescriptions and claim the cost of the medicines from the schemes. Usap's objection is that its members could not check the validity of customers' scheme memberships with many of the medical aids as they did not have accurate information on their membership bases. As a result, about 10% of claims submitted by pharmacies are rejected.

Ball: our bid was clean

We turned down offers to influence IOC votes, says team chief

AAG 26/11/99 (288)

MICHAEL MORRIS
SPECIAL WRITER

Several "intermediaries" approached Cape Town's Olympic bid team to offer help in "influencing" International Olympic Committee votes, but all were turned down, it has now been revealed.

Chris Ball, chief executive of the city's 2004 Games bid, said no inducements or favours were offered to anyone to attempt to secure IOC votes.

Cape Town, Stockholm, Rome and Buenos Aires lost to Athens in the final vote in September 1997.

Mr Ball was reacting to the R5-million "votes-for-favours" scandal over Salt Lake City's winning bid for the 2002 Winter Olympics, the biggest in the 104-year history of the modern Games.

The IOC has suspended six members, who now face expulsion at the committee's March session. Three others have resigned.

Mr Ball said Cape Town had been scrupulously above-board in its dealings with the IOC.

Chris Ball's plan to clean up the Games
Man who put price tag on Olympic ideal
Page 17

He acknowledged that "one or two intermediaries" had approached the bid team.

They were from among "a pool of about half a dozen" individuals – some from previous bids – who had offered their services as consultants "and suggested that they could influence votes".

"We turned them down," he said.

"The matter of intermediaries is a messy one. There is no clear guideline from the IOC, although there should be. My guess is that they will completely revise these things."

Mr Ball favoured a complete revision of the selection process, and the introduction of tougher controls in IOC "governance".

He believed individual IOC member visits to bidding cities should be scrapped "to cut out the personal influence, which should not be there", and guidelines on the conduct of members should be introduced.

■ The IOC now faces the threat of legal action for compensation by cities which have lost out in the awarding of the games, the Independent reports from London.

Manchester and Stockholm, whose bids to stage the Olympics failed under questionable circumstances, yesterday demanded that they should be compensated.

Cape bid for games 'clean'

BD 27/11/99 (288)

LONDON — Cape Town fuelled the Olympic scandal yesterday when an official for the city's losing 2004 Summer Games bid said he was offered help to bribe International Olympic Committee members.

Chris Ball, CE of Cape Town's bid, said intermediaries offered their services as consultants and indicated they could affect the vote by committee members.

"One or two intermediaries approached us and suggested they could influence votes. We turned them down," he said. "We certainly didn't set out to influence people other than give them a pot of Cape gooseberry jam."

Ball's disclosure widens a corruption controversy confronting Olympic chiefs. The committee suspended six of its members on Sunday after an investigation of claims that Salt Lake City offered bribes during its bid for the 2002 Winter Games.

Ball said he had spoken to officials from other winning cities to seek their advice and said the committee needed to set clearer guidelines on intermediaries and consultants helping bidding cities.

Athens beat off competition from Cape Town, Rome, Stockholm and Buenos Aires to win the 2004 games. Both Stockholm and Cape Town were accused of offering gifts to committee members.

Cape Town allegedly offered committee members' wives free trips to Switzerland for the final vote, while Stockholm was accused of offering furniture to members, accusations both bidding committees denied at the time.

Ball said: "I have no knowledge of improper conduct by any city in the 2004 competition. Athens won fairly. The competition was very professionally managed." He said he would welcome a more strict selection process and suggested committee visits to bidding cities should be scrapped to avoid bribery.

Committee president Juan Antonio Samaranch has urged Cape Town to make a bid to bring the Summer Games to Africa in 2008, saying the city would have a very strong case. — Reuter.

Irony lost on China: Page 8

(288)

Mayor backs call for 2004 rerun

STAFF REPORTERS ARG 28/1/99

Cape Town's metropolitan mayor has backed a call by Rome for a rerun of the vote that cost the city the chance to stage the 2004 Olympic Games.

Rome's call follows the eruption of the votes-for-favours allegations that have shaken the International Olympic Committee to the core and resulted in a swath of resignations.

Cape Metropolitan Council Mayor William Bantom said it would be interesting to see a true reflection of where Cape Town would have finished.

But Cape Town was "not ready" at present to stage the event if it won a fresh vote.

"We are not prepared for a second election process."

Cape Town's bid chief, Chris Ball, said Athens was the clear winner of the five-city vote for the 2004 Games and there was no basis at this stage for a fresh vote.

Rome mayor Francesco Rutelli told Italian television: "In order to banish any shadow of suspicion, we need a fresh vote. I'll be happy if a new vote awards the Games to Athens, but with more transparent criteria."

Athens beat Rome, Cape Town, Stockholm and Buenos Aires in the final vote in September 1997.



Round two: Raymond Bantom, left, and Chris Ball

There was fierce rivalry between Rome and Athens.

Provincial Premier Gerald Morkel said, through spokesman Chris Koole, that while the IOC was in a sorry state, Cape Town would have to give the matter a lot of thought before entering the bidding again.

Mr Ball said today: "I think there was a clear winner in the 2004 vote.

"Mr Rutelli cannot make that call (for a fresh vote) unless he has clear information that there was inappropriate activity.

"We knew of no such activity and, if there was any, I do not believe it would have been enough to warrant a re-vote."

Mr Ball said Africa had a good chance of bidding successfully for the Olympic Games in 2012.

"Time is getting a bit short for 2008 and I do not think the city is preparing a bid anyway. The likely winners of 2008 would have been Beijing and Cape Town, had Cape Town pursued it.

"Many IOC members advised us not to disband the 2004 team but carry straight on for 2008. That did not happen, so the focus should be on 2012.

"If Beijing gets it for 2008, it is unlikely to go back to Europe in 2012 and Africa and South America will clearly be on the agenda."

Mr Rutelli had told Italian television that until a few hours before the IOC awarded the Games, Rome was ahead of Athens on the list of candidates.

"I know that after the committee visited all the candidate cities, the report was that Rome's bid was the best and that a few hours before the final vote, Rome was in first place. Then everything changed," he said.

"If the IOC wants to restore transparency, it should entrust the decision to a technical body which is above all suspicion and then everyone will be at ease."

Mr Rutelli's comments drew a swift response from Greece's top Olympic official.

"The statement by my friend, the mayor, is ridiculous," said Charalambos Nikolaou, president of the Hellenic Olympic Committee and a member of the IOC. "I strongly believe Athens and the other candidate cities I visited acted properly."

Sowetan 28/11/97

'Satour will break even in 5 years'

(288)

By Shadrack Mashalaba

THE strategic goal to make South African Tourism a statutory agency responsible for marketing the country as a premier tourism destination and be financially independent will take 10 years, said chief executive Stuart Lumka.

The newly-appointed chief executive believed that Satour would break even in the next five years. "As part of our transformation started by my predecessor, I believe that the route towards developing a self-sufficient organisation financially is on track."

He said the organisation's finalisation of retrenchments would be completed by April with about 62 percent of the current jobs retained.

Since he took over from Michael Farr at the beginning of the year, Lumka said he had managed to reduce administrative jobs and replaced those with marketing personnel, as the organisation's duty was to market the country.

Despite the tourism body's decision to close some overseas offices, he was confident that with the utilisation of agents, consultants including embassies, consulates, the Trade and Industry Ministry, they would achieve the optimum marketing goal.

Today, Satour would be hosting a media briefing where the organisation would unveil its newly adapted theme to market South Africa. The new theme – Tourism Renaissance – forms part of the broader African renaissance as espoused by Deputy President Thabo Mbeki.

Lumka said the unveiling of the theme comes at a time when the 21st century was beckoning and when South Africa was bidding to host soccer's World Cup in 2006.

"While Satour expects to be allocated between R140 million to R160 million in the [illegible] financial year as part of our budget, we cannot say that is enough. However, we will always thrive within the limited resources," said Lumka.

Satour hits the road to make its aims known

BD 29/1/99 (288)

Slowdown in tourist growth adds urgency to body's mission

Janet Parker

TOURISM marketing body SA Tourism (Satour), will go on a road-show in the next month to outline its objectives to provincial authorities and the industry, and to gain their buy-in to its new tourism renaissance campaign.

The body's task of marketing SA internationally has been made more urgent by the recent slowdown in growth of international tourists to the country.

The first half of last year saw international arrivals to SA declining 0,5%, resulting in Satour revising their forecast for the full year. International tourist arrivals for the whole of last year are expected to show a 7% growth, a five percentage point shortfall on the original 12% growth Satour had expected.

Satour CEO Stewart Lumka said yesterday reasons for the slower tourism growth included the economic meltdown in Asia. Industry members believe differently, saying the slowdown more likely resulted from lack of marketing by Satour following its two-year transformation, and an inadequate budget.

"SA does not have its rightful presence internationally, neither through advertising nor at the trade and tourist fairs. We are not getting our slice of the tourist pie, and the major reason is a lack of marketing," one leisure analyst said.

At last year's tourism Indaba, Environmental Affairs and Tourism Minister Pallo Jordan said the honeymoon period for SA's tourism — which because of political change in SA had resulted in the country being a top-of-mind destination — was over. SA had to be marketed aggressively in a highly competitive global industry.

Lumka said yesterday the body had consolidated its financial resources, and would use its R166m marketing budget to popularise the tourism renaissance campaign — a campaign aligned to Deputy President Thabo Mbeki's African renaissance — and revisit its representation internationally.

This could include opening new Satour offices in places where SA was not represented and increasing representation in other countries.

Satour's change of name to SA Tourism (formerly the SA Tourism Board) was in line with its transformation objectives, which among other things has seen it increasingly adopt a private sector approach.

Lumka said Satour's transformation, which has seen the staff contingent internationally and locally shrink to 140 from 250, cost just more than R3m.

Last year, for the period to end-September, tourism contributed 8,2% of the total gross domestic product, employed 737 600 people, and attracted R25,2bn in foreign exchange earnings which amounted to 13,2% of SA's total foreign exchange earnings total, Lumka said.

Bombs blast Waterfront trade

Businesses and staff complain of lean times

ST(CM) 31/1/99

KEN VERNON and JANET HEARD

HOPES for bumper January sales at Waterfront shops after the disastrous business slump that followed the Planet Hollywood blast have been crushed by this month's terror bomb attacks.

There has been a 10 percent drop in visitors in January and many Waterfront outlets are known to be in severe financial straits following "the worst month in Waterfront history".

"We are down about 50 percent on last January and that is the average for most of the restaurants and liquor outlets," said Mr P Nel, manager of Cantina Tequila.

He said business at the Waterfront had taken a "dreadful knock" after the Planet Hollywood blast, but the down swing had finally been broken by good months in November and December.

"That changed when the car bomb went off on January 1 and business went flat and now we have the Caledon Square blast — this month has been our worst ever."

His words were echoed by Patrick Dwyer, manager of the popular Quay 4. "We have not been hit as badly as outlets in the main building, but we are down about 20 percent and that is bad for a high turnover outlet like us."

Nel said businesses had expressed fears of "going to the wall" at a meeting with the V&A management recently and had asked for some form of rent relief, only to be told to pay up or leave.

"They say they have tenants lined up and waiting," said Nel.

Waterfront managing director David Jack said the Waterfront had recorded its best December ever, with 2,7-million visits and a 16 percent increase over last December. January figures so far showed a 10 percent decrease in visitors. However, Jack said, it was "too early to determine returns for January in terms of trade".

He said visitor numbers were down, not only at the Waterfront, but at other Cape Town centres. "The security issue is a general Cape Town problem and is not specific to the Waterfront. There would be cause for more concern if there are further incidents, but we are hoping Operation Good Hope and other initiatives will start realising positive results."

At the Waterfront yesterday, the parking lot was about 90 percent full with many people shopping and wandering about, but the centre lacked the characteristic month's end activity. Only about five tables were occupied at Planet Hollywood at midday.

Shop assistants and restaurateurs were at pains to point out that although times were tough, business had improved over the past week.

"During December, the Waterfront was full of activity, but immediately after the January 1 bomb blast, there was sudden silence at the Waterfront. This continued through the month, although one must remember there is always a lull after New Year as people's cash dries up," said Dave Street, a manager at San Marco coffee shop.

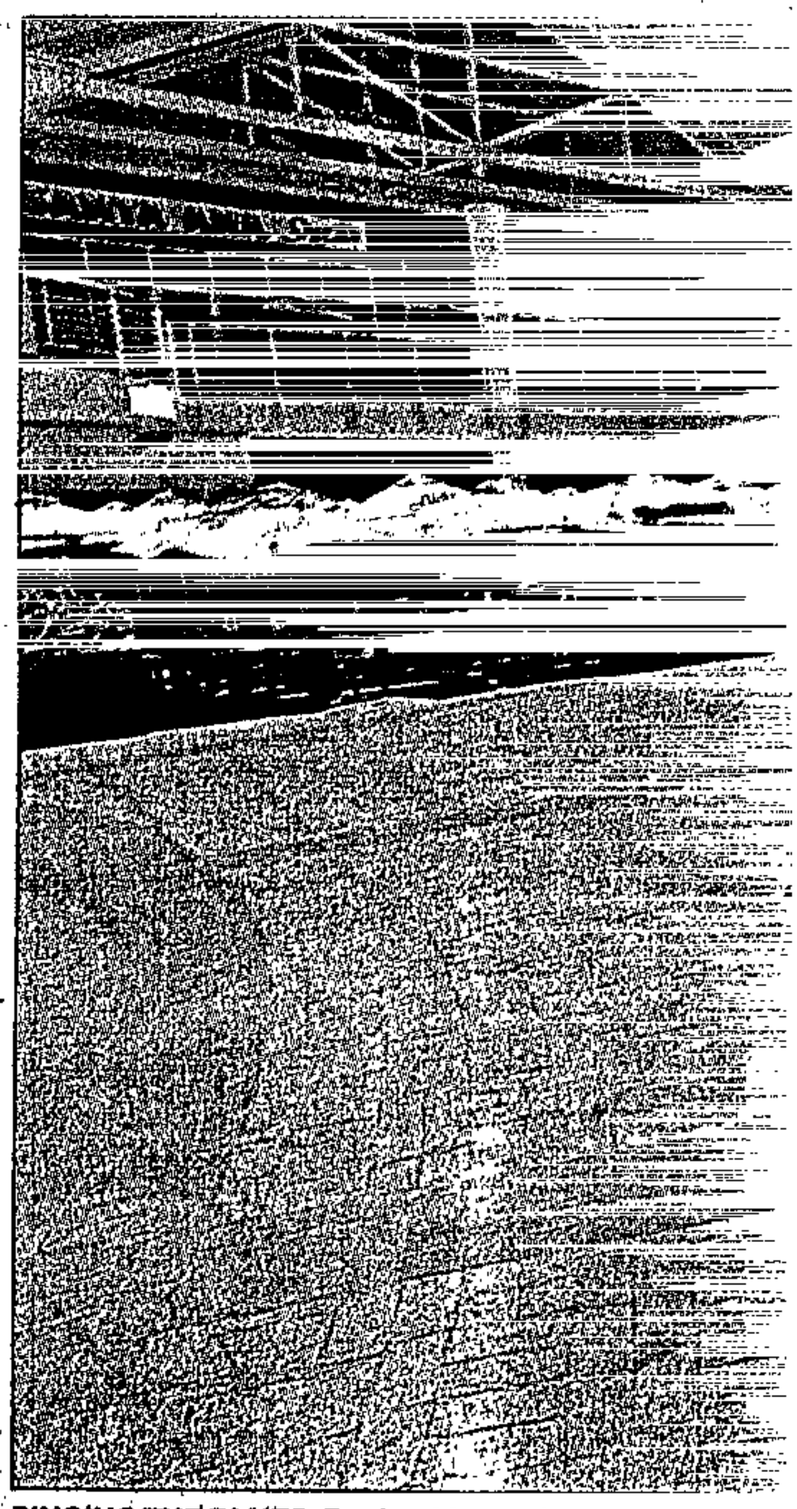
A sales assistant at a children's clothing store, who did not want to be named, said many staff were worried about losing their jobs because of the downturn.

"We all worry, and it has been so quiet that we fear losing our jobs, but trade has picked up again in the past week."

Busker Moses Jonkers said people had fled. "It has been very quiet since the bomb blast, this front area is usually full of people, but it is so quiet now."

Artist-cum-businessman Beezy Bailey said business "had definitely taken a knock in the wake of the bombing. He was lucky to have given up his wagon store at the Waterfront in December before signing a one-year lease.

"Wagon rentals are extremely high and after you have made the equivalent of your rent, management takes 10 percent of your profits. We took a risk by opening up after the Planet Hollywood blast, but business was very disappointing and it just wasn't worth it so I decided to pull out," said Bailey.



SINGING THE BLUES: Busker Moses Jonkers is used to seeing people avoiding the Waterfront shops and restaurants

CAPE TIMES
RSDAY, FEBRUARY 4, 1999

World media boost for Cape

(288)

DAN SIMON

ET 4/2/99

FEATURE travel articles and TV clips promoting the Western Cape as a top tourist destination are being accepted in the United States and Canada.

Western Cape Tourism Board spokesperson Anthea Rossouw said 35 foreign travel writers and members of television crews from the US, Canada and the UK have visited Cape Town since the provincial government initiated a R1 million venture in September to combat the effects of the Planet Hollywood bomb blast.

"We have already had visits by members of the US and Canadian media, including the top seven Canadian journalists with the most readership on papers such as the *Calgary Sun* and the *Vancouver Sun*," said Rossouw.

"From the UK we had a television crew from Good Morning Television, a travel education channel which also pitches on news. We've also had TV crews from Los Angeles and Canada. And on the 15th of this month, a high-profile African-American media group will be visiting Cape Town."

Child-sex tourists target Cape Town's juvenile prostitutes

City hosting international talks on problem

(2788) ARG 5/2/99

SPECIAL REPORT



DI CAELERS

Fears are mounting that Cape Town and other South African cities will become known internationally as child-sex tourist destinations with an industry akin to that flourishing in south-east Asia and India.

Children's rights activists and police specialists acknowledge that prosecution of men who pay children for sex in South Africa is not easy.

With poverty driving thousands of children on to the streets, the juvenile prostitutes are easy pickings.

Next month, international experts on "sex tourism" will be in Cape Town for a conference organised by The Network Against the Sexual Exploitation and Abuse of Children in a bid to tackle the problem.

The Network's Bernadette van Vuuren said the first reports of sex tourism were coming in, particularly from Cape Town and Durban.

"Cape Town is one of the top tourist destinations in the world and anywhere you get an increase in tourists, you get the tourists coming for sex," she said.

Ms Van Vuuren was concerned that unless the country sent out a clear message that child sexual abuse would not be tolerated here, there would eventually be a perception that "South Africa is an idyllic sex tourist destination".

She said that while South Africa had all the instruments of child protective legislation and treaties in place, the laws were valid only if they were "living laws, applied laws".

"In the legal system there is a far greater fear of violating the rights of adults than of not protecting the child.

"A child, who is already vulnerable, should be protected in law, and has the constitutional right to be protected by that law. Currently, that is not happening," said Ms Van Vuuren.

Philip Boulton of the police's child protection unit in Mitchell's Plain said existing legislation was difficult to enforce.

"Unless police actually catch the guy in the act we cannot do anything, particularly because children are mostly unwilling to give us affidavits."

He explained that if police intervened while the client and the child were talking, they could do nothing unless the child laid a charge.

"If, on the other hand, they allowed the child to go ahead and have sex with the client, they would be guilty of allowing a crime to be committed.

"We have been warned by overseas police that South Africa is at risk in respect of sex tourists because poverty forces children on to the streets.

"The pressure on Far East countries and the Philippines to clean up their child-sex trade also means that these tourists will start to look at other countries," he said.

In 1997, Brazil launched a publicity campaign among tour operators in an effort to attract eco-tourists to replace sex tourists. They warned of a crackdown and said foreigners caught having sex with children would be jailed.

In the United Kingdom, the Sex Offenders Act of 1997 gave courts there the power to try cases involving Britons accused of committing sex offences against children in other countries.

The international pressure group, End Child Prostitution in Asian Tourism, is campaigning for the introduction of a tourism industry code of conduct.

In Italy, a new law came into effect last November to compel all Italian travel agencies to print, on all travel tickets and vouchers, warnings against sexual contact with children.

Cape Town Tourism manager Sheryl Ozinsky said the growth in tourism that Cape Town and South Africa were experiencing was wonderful.

But, she said, there were always challenges, among them that increased tourism brought problems like sex offenders.

Ms Ozinsky said she welcomed next month's conference on the issue because South Africa needed to be proactive and address the concerns before they got out of proportion.

Glynis Rhodes, outdoor programmes co-ordinator for the Sex Worker Education and Advocacy Task Force, said there were a lot of child-sex workers in Cape Town, boys and girls, some of whom were as young as seven.

She believed the majority of streetchildren were involved in some form of sex trade.

Ms Van Vuuren said there were two types of sex offenders coming here; those who were part of a recognised paedophile network who shared information and used websites to connect with each other, and then the ordinary tourist who looks for sex with children "by the way".

While the problem of child-sex offenders was primarily at a local and national level now, "the situation on a local level historically leads to international sex tourism", she said.

Bid company faces another R1m in claims

High Court to rule on liquidation

(288)
ARG 6/2/99

WILLEM STEENKAMP

Cape Town's Olympic Bid Company is facing claims of more than R1-million from disgruntled architects, quantity surveyors and project managers who say they have not been paid for work done in the run-up to Cape Town's unsuccessful bid for the 2004 Olympic Games.

Cape Town lost out to Athens, and the bid company closed their offices at the V&A Waterfront soon afterwards.

Several groups of management consultants, architects and quantity surveyors now claim the company had failed to settle outstanding bills after moving its offices to Johannesburg.

The company will face two liquidation applications in the Cape High Court next month.

Several groups are also claiming the company owes them several hundred thousand rand in fees.

John Kirkpatrick, acting for the company, said his client would oppose the applications for liquidation and also deny that it owed money.

Mr Kirkpatrick said the company would argue that the Cape Provincial Administration was responsible for all the outstanding fees.

He confirmed the bid company had closed its Waterfront offices and had moved to Johannesburg.

He said there was nothing sinister about the move.

The company had moved so the National Olympic Committee of South Africa (Nocsa) could wrap up and administer outstanding issues.

Mr Kirkpatrick said because the company's business address was now in Johannesburg, the company would argue that the Cape courts did not have jurisdiction to hear the cases against it.

Peter Wehlan, of the law firm Findlay and Tait, said his clients, Munnik Visser Architects, had applied to the court to have the company placed under liquidation.

'They must stop passing the buck and pay their debts'

The architects claim the bid company owes them nearly R800 000 for services rendered at the Belhar sport complex.

A judo hall and other sport facilities were designed by the architects.

Mr Wehlan said his clients had a letter from the company in which it was spelt out that the architects would be paid for the work that they were undertaking.

Hendrik du Preez, of the firm Miller, Gruss, Katz and Traub, said his clients, project managers Lurie Yates, were claiming about R70 000 from the company for work done on the Bellville Veledrome project.

Boers Associates, a group of architects, have also lodged a claim of nearly R200 000 for work done on key Olympic bid projects and will also ask for the liquidation of the bid company.

Tobie de Wet, of the law firm Marais Muller, said his clients, quantity surveyors De Villiers and De Villiers, were claiming R119 000 from the bid company.

He said the company had indicated it would deny culpability and argue that the Cape Provincial Administration should pay.

Mr De Wet said his clients were established businessmen who had done a professional job.

They were now simply insisting that they be paid what was due to them.

"These people must stop passing the buck and pay their debts," said Mr De Wet.

In May 1995 the Cape Town City Council and the Cape Metropolitan Council each lent the Olympic Bid Company R1,25-million.

In mid-October 1997 the bid company asked the CMC and the city council to write off the debt.

Both local authorities refused and later the same month called for the liquidation of the company.

Nocsa stepped in and offered to bail out the bid company "to ensure that it is wound up properly, in a way that will not detract from the real benefits it brought to the country or damage any future bid".

In March last year Nocsa indicated that there could be more outstanding debts.

World will come with less crime and better service

Despite being placed high on the list of international destinations, and local authorities slowly winning the battle against crime, the tourism industry has been hard hit following an international economic downturn and the creation of a smaller market of increasingly choosy travellers, reports **Vivian Warby**

Star 8/2/99 (288)

Tourism authorities expect to record an increase in international visitors to South Africa last year. But, they warn, 1998 will not be a record-breaking year.

Initial tourism figures for July show a 4,3% increase on July 1997 figures and for August a 13.7% increase on the previous year. While increased traffic was reported through Johannesburg and Cape Town international airports over the festive period, the airports showed a 0,1% decline in international tourists arriving here in September 1998. No statistics were, as yet, available for the rest of the year.

While a decline isn't anticipated, the growth rate is certain to have dropped from the highs of 25% in previous years. Projections by analysts are that foreign tourist arrivals will grow by just under 10% in 1998.

As a result, the industry is taking a closer look at itself and is spreading its focus from crime to other local and international issues in an attempt to find out why fewer tourists are visiting the country.

Low tourism figures in the first half of 1998 – 0,4% down on 1997 – have been blamed on a number of global factors. July 1998 figures rose by 19,24% on June 1998 figures.

South African Tourism (Satour) chief executive officer, Stewart Lumka, said these factors included a worldwide economic downturn following the Asian crisis, as well as the impact of the 1998 soccer World Cup which resulted in a change of travel planning and travel habits in large parts of the world.

Gillian Saunders, principal at the audit firm Grant, Thornton, Kessel and Feinstein, said there appeared to be a downward trend in tourism worldwide last year. South Africa would probably record a modest growth for 1998, and should be happy with it, he said.

Tour operator Klaus Walther of Walther's Tours said the decline could also be attributed to the end of the "tourism honeymoon".

Freelance tour guide Ron McGregor said it had been expected that the growth rate would stabilise "after the floodgates were open to many tourists in 1994".

Overseas perceptions of South Africa as a high-risk area probably also continued to play a part despite a low percentage of attacks on tourists following recent crime-fighting initiatives.

Violent incidents reported overseas like the Cape and even Nairobi bombs were more likely to deter visitors rather than daily crime.

If tourists were more careful, many criminal attacks on visitors would be avoided, said Lumka. It would be irresponsible to tell foreign tourists they should avoid certain trouble spots in the country.

They should, instead, be advised to be as cautious as they would be in any other country, he said. "As a tourism agency it would be irresponsible for us to tell them they shouldn't go to Cape Town because there are pipe-bombs, or should avoid the city centre of Johannesburg because it is going down."

Lumka said no country was immune to crime or terrorism. "What we do is ask tourists to exercise the same level of caution in South Africa as they would in any other country. If they subscribe to that philosophy ... we would avoid most of the problems tourists find themselves in."

Overseas travel advisories, however, warn travellers to be vigilant in South Africa, where "the level of violent crime remains high throughout". They warn of car hijackings, armed robberies, muggings, petty theft and the recent spate of bombs.

Johannesburg has the worst reputation of all.

La Sureté des Touristes (Tourist Safety) co-manager Deon Mynhardt said while the company, which offers tourist bodyguards, operates in all regions, it is based in Gauteng where crime was proving to be a major deterrent: "The tourists just fly into Johannesburg International and then catch the first connecting flight to another province."

However, an exit survey by the Gauteng Tourism Authority found one of the most common comments to be: "It isn't as bad as we thought".

According to GTA head Sylvan Golden, tourism to the province still remained highly business-oriented.

Tourism Safety Task Group initiatives in the various provinces have proved effective in curbing crime against tourists.

Ntlogelang Mogotsi, chairperson of the Tourism Safety Task Group and deputy director of tourism, said the TSTG, with its members from the national and provincial tourism authorities, was complementing the South African police in its fight against crime through tourist education and awareness programmes.

A snap survey among regional tourism authorities showed that police were winning the battle against criminals who target tourists:

Gauteng was relatively peaceful; KwaZulu Natal had a low incidence of crime against tourists; the notorious Wild Coast area in the Eastern Cape did not have reported incidents relating to tourists while Port Elizabeth and East London also reported low crime rates this festive season.

Thousands flocked to Mpumalanga over the festive season but only one crime – a mugging of a tourist in Nelspruit – was reported. Jackson Siboza, responsible for tourism awareness programmes in the Mpumalanga Tourism Authority, said 42 security guards on duty over the December holidays in the greater Nelspruit area had proved to be an effective way of keeping criminals at bay.

However, tourists tend to act on their perception of a country as a whole regardless of whether crime against tourists is up or down, said Estelle Walmsley, Satour media spokesperson.

"The country needs to deal with this perception. As Satour we're a national tourism authority and can't ensure safety and security," she said.

And there is good news: South Africa is now rated as one of the world's top tourist destinations – moving from 55th place in 1990 to 25th last year, according to the World Tourism Organisation.

The industry is now taking a closer look at service.

Qualitour managing director Greg McManus notes that the most recent Satour exit surveys indicate at least 34% of the 116 059 visitors to South Africa in January 1998 were unhappy about the service.

Assuming each dissatisfied customer influenced at least eight others potential customers, Qualitour estimated that as many as 316 000 potential visitors were affected by the negative impression.

More emphasis, said McManus, should be given to exceeding visitor expectations through quality, service and hospitality if South Africa was to regain its global position as a destination of note.

A lack of training and poor salaries were among the reasons for the poor service, said Food and Allied Workers' Union spokesperson William Thomas.

"Workers need to be trained and made permanent staff members. The industry, which needs to be changed, must bring all stakeholders on board to determine what direction it needs to take."

Marketing, infrastructure and cost are the final ingredients tour operators want to add to a successful tourism brew.

And, they warn, the overseas traveller wants value for money ... and South Africa is quickly getting a reputation for being an expensive destination despite the exchange rate.

Federated Hospitality Associations of SA executive director Willem Fick believes the joint R150-million marketing effort between Satour, the business sector and the Government will ensure some creative and dynamic strategies in marketing South Africa internationally – the effects of which would probably only be felt next year.

"It will be very good for tourism. You can have a country that offers value for money with low crime, but if it isn't properly marketed you are not going to get the tourists in.

"And once the tourists start flocking here, South Africa has to assure them that we have the infrastructure to handle them," he suggested.

SA now one of world's top tourism spots

South Africa is now one of the world's top tourist destinations, moving from 55th place in 1990 to the 25th spot last year.

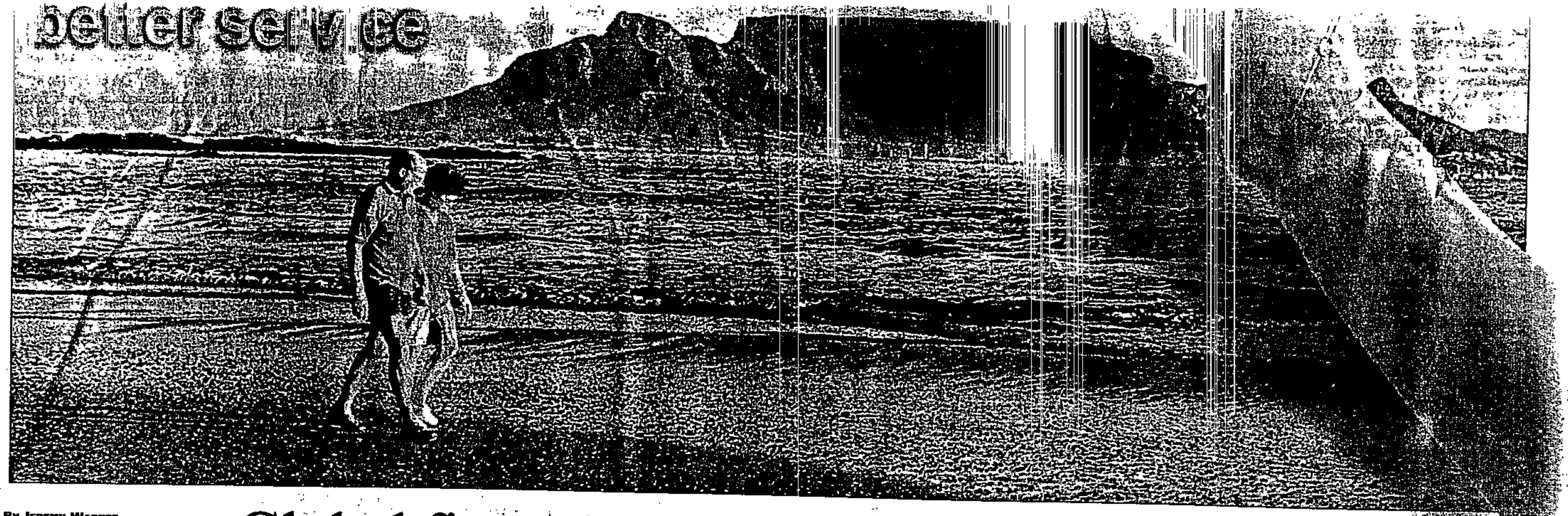
A report listing the top 40 destinations worldwide, recently released by the World Tourism Organisation, said tourist arrivals to South Africa in 1998 were up 10% on 1997, with nearly 6 million tourists arriving last year.

It is the top destination in Africa, beating Tunisia (29th), Egypt (34th) and Morocco (35th). It is also preferred to countries like Australia (33rd) and Brazil (36th).

South Africa is just below Ireland (24th) and above Singapore (26th), but far behind France, with 70 million tourists annually. Spain is second and the US third.

Rick Taylor, the Cape Metropolitan tourism chief, said





Global financial architecture must change

BY JEREMY WARNER

Everyone agrees on the need to change the world's "financial architecture" – but how?

Scarcely a day passes without reference by some high-powered policymaker to reform of the "global financial architecture".

Last weekend, the corridors and podiums of the World Economic Forum annual conference in Davos, Switzerland, were alive with the sound of this somewhat pretentious phrase.

What does it mean? Why does this architecture, whatever it is, need reforming? And what are the chances of any substantive changes being brought about, given the perceived global nature of the problem?

The answer to these questions necessitates a small history lesson. There was little understanding in the West either of the causes or consequences of the financial crisis in emerging markets when it first began to hit home in mid-1997.

Almost universally it was blamed on bad government and bad policy, on cronyism and corruption, and on poor accountability and transparency in the economies most affected by the flight of capital.

The immediate analysis was that there had been a huge misallocation of capital by the financial markets which was being legitimately corrected. However, as the crisis began to spread like a contagious disease from one economy to another – some of them, such as Hong Kong, apparently healthy and thriving – it became clear this was not the whole story.

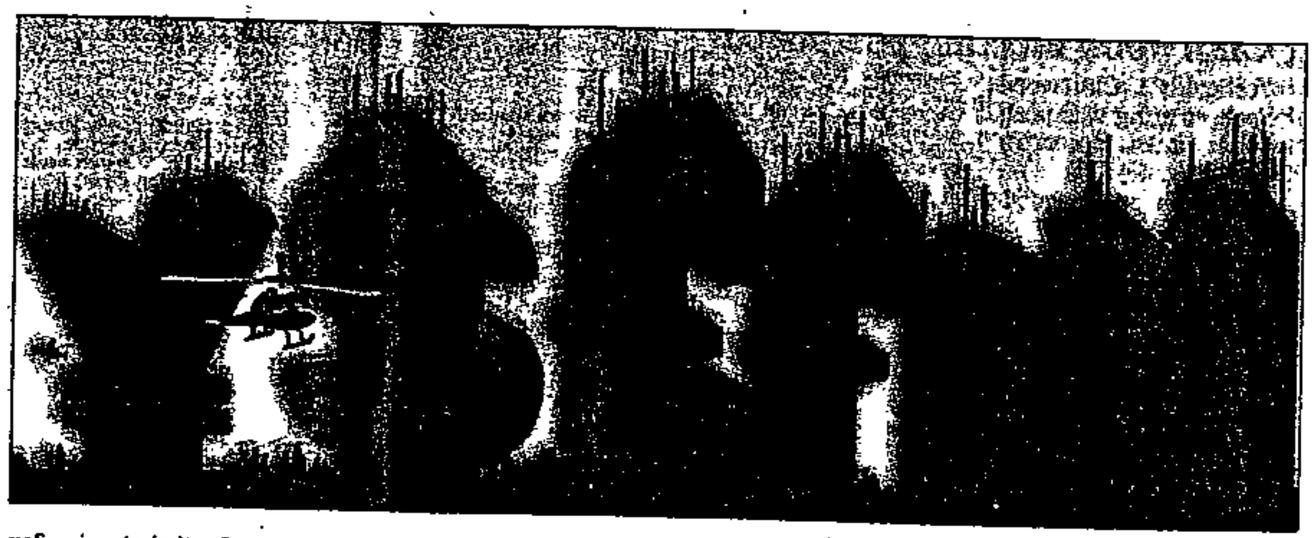
Was there not something fundamentally wrong with the capital markets themselves that they should boom and bust in this destructive and arbitrary way?

Perhaps, it was said with growing certainty, the problem lay in the unregulated nature of global money and capital. In all developed countries the capital markets are highly regulated: there are checks and balances that dampen their wilder excesses, there are investor compensation schemes, and there are lenders of last resort to bail out the banking system when it shows signs of cracking.

Few of these things exist in developing countries. On a global scale, there is no such system of regulation, and outside the International Monetary Fund and the World Bank, there are no institutions to act as a safety net. Capital flows are unmonitored and untamed.

What we have just witnessed, it is often said, is the Wild West frontier of unfettered capitalism. The effect of this trigger-happy lawlessness has been to plunge the majority of the world (in terms of population) into deep and pervasive recession, and led many policy makers and economists to question some of the fundamentals of the free market system.

So when policy makers talk of the "global financial architecture", what they actually tend to be



referring to is its absence.

Those institutions that do exist – such as the IMF – have been subjected to unprecedented criticism. On the one hand, the IMF has been accused of imposing socially unjust and economically flawed policy programmes on countries it has tried to help. On the other, it is accused of bailing out Western creditors and investors through its aid and assistance – as the money lent by the IMF has almost invariably been used merely to pay them back – thus absolving the capital markets from responsibility for their actions.

Some of these criticisms are exaggerated or only partially true. For instance, in no case was the IMF money sufficient to bail out all Western creditors, and many have suffered catastrophic loss.

In some cases, the higher interest rates imposed by the IMF have succeeded in stabilising currencies. Even so, it is testament to the scale and persistence of the attacks that Stanley Fischer, the IMF's normally measured deputy chairman, was visibly shaking with anger and emotion as he sought to defend the IMF from its critics in Davos.

Nor are these doubts about the behaviour of global money, or the ability of international organisations as presently constructed to police it, confined to Asian and left-leaning European politicians.

Even in the US, land of the free, there is widespread acceptance that the market-based system needs to be reinforced and strengthened in order to maintain and restore financial stability.

Robert Rubin, US Treasury Secretary and before that an investment banker of 27 years standing, says: "There is no question but that unfettered markets do not, and cannot, by their nature best deal with all needs, and that there are enormous challenges ahead for us if we are to have a market based system that fulfils its potential."

Just two years ago any such statement from a US treasury secretary, let alone one who had formerly been head of Goldman Sachs, would have been considered almost heresy.

So what are the remedies? As ever, there is a legion of possible cures and there is little agreement on any of them.

So let's start with what mainstream policy makers – that is, those in the G7 countries – can agree on.

First, they agree that a single global regulator to enforce adequate standards of accountability, transparency, discipline and banking supervision worldwide is a practical impossibility.

As the newly created Financial Services Authority in Britain is discovering, it is hard enough to achieve all-encompassing regulation on a national level. Just think about the huge bureaucracy required to do it internationally.

Instead, Hans Tietmeyer, the Bundesbank president, called for a report for the G7 on reforming the international financial architecture, is opting for "a standing committee on global financial regulation".

What is proposed is that national regulators are brought together under a federal, umbrella organisation to agree on common best practice standards of supervision, accountancy and transparency.

In Britain, the FSA already imposes higher capital standards for bank lending to countries with poor policy regimes or unsound banking systems. This is a possible model.

Financial markets are very human in the way they operate, and after a severe shock, such as the one we have just been through, they are always repentant and risk averse.

As things stand, they don't need to be told not to invest in high-risk regions. However, like the compulsive gambler, they always eventually return to the table. The present frenzy in Internet stocks might be viewed as an example of how little they have learned. As the good times roll, markets become ever more careless about weighing risk.

The lesson is that, however much regulation is put in place, the markets generally find a way round it. Markets have always been largely driven by greed and fear – no code of conduct, however robust, would be sufficient to stop these instincts.

As a consequence, some policy makers favour more radical measures to bring markets to heel. One such proposal would be to create a world lender of last resort. Such support would be made conditional; only countries pursuing appropriate economic policies would be availed of it. In other words, there would be a public and private insurance mechanism, based on a pre-qualification procedure of some sort.

Nor is there much sympathy among US policy makers for fixed exchange-rate systems, dollarisation of emerging markets or capital controls. So, despite all the talk of reform, what we actually end up with may not be terribly dramatic.

Few countries want to opt out of globalisation and even fewer think there is any realistic alternative to the free market system. But, as everyone knows, the free market doesn't sit easily with meddlesome policy makers.

As Rubin has said: "There are no easy answers and no magic wands."

Satour needs to capitalise on its potential with improved transport facilities

Public transport, signposting need work to boost tourism

Star 10/2/99 (289)(288)

By Winnie Graham

The importance of improving South Africa's public transport system, particularly to and from the airports, has been listed as "the biggest challenge facing tourism" by Willem Fick, newly appointed executive director of the Federated Hospitality Association of South Africa (Fedhasa).

He said recently that Satour now had a new marketing strategy in place and stood poised to capitalise on its enormous tourist potential – but before it could capture its full share of the international market, it needed to address the problem of public transport.

South African airports were among the few in the world not connected to adjacent cities by rail. In addition, roads from the airports were so badly signposted that any foreign visitor in a hired car intent on reaching, say, the Kruger Park, would be totally confused by signposting "directing them to Germiston and Durban".

The lucrative "backpacker" market, so much a feature of Australian tourism, had not taken off in South Africa because young backpackers could not get around and were largely excluded from places such as the Kruger Park through lack of public transport.

"These are challenges we must address quickly," he said.

Last year's tourism summit, he said, had led the way for the private sector to join forces with the Government and Satour in marketing South Africa. Private sector involvement in tourism was in keeping with global trends, where governments were spending less on tourism and more on housing, health, education and security.

"The days are gone when government had the resources to fund everything," he said.

The creation of a trust fund – known as Tomsa – (Tourism and Marketing South Africa) and to which the private sector had committed R50-million through a 1% hotel levy, would enable Satour to focus on selling the country to its core markets overseas.

He felt strongly that shopping in South Africa should be marketed along with its conference facilities, game lodges and wildlife.

"Our inexpensive currency makes clothing and jewellery very cheap," he said. "And our conference facilities are outstanding."

Asked if in South Africa hotels were not "overpriced", Fick said that the average four or five-star hotel charged round R600 a night for a hotel room, yet in the United States it would not be possible to buy a bed at a luxury establishment for $100. The costs involved in running a top hotel were high. In addition, they needed to be marketed internationally.

"Our hotels are not expensive, particularly for the corporate market," he said.

He accepted that white South African families now seldom had hotel holidays, preferring timeshare resorts or self-catering facilities.

Fick is positive about service standards. He believes a new generation of South Africans are working in the hospitality industry and are not questioning the hours. They have realised that with the right attitude and attentive service they receive bigger tips.

"South Africans are a bit like Americans," he said. "We have the same welcoming culture and relaxed attitude. In the past, staff training has focused on formality, but the 'Ubuntu – We Care' programme shows that this is out of place in our country."

Fick believes South Africa offers one of the best "value for money" tourist destinations in the world. Crime remained a "serious negative" but if Mexico City could effectively tackle the problem, so could the cities of South Africa.

He said it was of great concern to the hotel industry that South Africa had not marketed itself as an exotic destination for the millennium celebrations this year. Even without this, however, many of the top resorts in the country were already booked out.

Fick appealed to every hotelier in South Africa to join Fedhasa so that the industry can speak with one voice.

Business adds clout to Satour plans

ET(BR) 11/2/99 (288)

AUDREY D'ANGELO

Cape Town — The private sector would give powerful professional help to the South African Tourism Board (Satour) in its new marketing effort backed by a budget of R150 million, Michael Farr, executive director of the Tourism Business Council of South Africa (TBCSA), said yesterday.

He said Pallo Jordan, the minister of environmental affairs and tourism, would lead a fact-finding tour to Australia and New Zealand to study the success of their tourism industries, try to organise reciprocal promotions involving sport and attract investment to South Africa.

Meanwhile, the campaign would start on Monday with the inaugural meeting of a tourism forum chaired by Jordan. TBCSA delegates would include hoteliers and tourism company executives. There had been criticism that this sector was underrepresented.

The new Satour marketing partnership committee, on which Satour and the TBCSA would have equal representation, would meet on Tuesday to draft an international tourism promotion strategy. The committee would be responsible for all generic international marketing campaigns.

TBCSA nominees on this committee would be Niger Diepering, international marketing director of Southern Sun International; Glenda Moore, international marketing director of Avis; David James, SAA's international vice-president responsible for global sales and marketing; Kananelo Makhetha, managing director of Connex Travel and president of the Association of Southern African Travel Agents; Kobus Botha, proprietor of Blue Mountain Lodge; and Farr.

Sisa's earnings tumble 31%

CT (BR) 11/2/99

(288)

ANN CROTTY

Johannesburg — A 7 percent drop in revenue for Sun International South Africa (Sisa) in the six months to December 31 converted into a 31 percent drop in earnings to 19,7c a share, in line with analysts' expectations.

An interim dividend of 4c a share was declared. The share price held up reasonably well in a weak market; it was only 1c weaker at 98c yesterday.

The sharp drop in earnings was largely attributed to the opening of temporary casinos in Gauteng. Peter Bacon, the group managing director, warned that second-half earnings would be even more severely affected.

"The group's two major profit contributors, namely Morula and Carousel, will experience significant dilutions in their revenues, particularly now that five of the six Gauteng temporary licences are functional," he said.



SUN SPOTS *Peter Bacon, Sisa's group MD, says worse is to come*

Bacon said these new licences had begun operations in the second quarter of the current financial year. Consequently, the full effect would be felt in the next six months.

Largely because of this, he forecast earnings for the second half to be materially lower than the comparative six months in financial 1998. "We thus forecast earnings for the full year to be approximately 50 percent of last year's earnings."

This points to full-year earnings of about 29c a share — a figure one leading analyst said would justify a stronger share price. He said it was evident that continued uncertainty about the group's operations was putting downward pressure on the share.

An announcement is expected on a casino licence in KwaZulu Natal, where Afrisun KZN, Sisa's 44 percent held associate, has preferred finalist status.

In the review period, revenue dipped 7 percent to R1,2 billion and operating profit fell 20 percent to R271,6 million. A slightly higher tax rate sent attributable earnings down 26 percent to R167 million from R224,7 million.

An increase in the number of shares in issue increased the decline at share level.

Bombings hit Waterfront hotel trade

(35) (288) ART 11/8/99

JOSEPH ARANES
STAFF REPORTER

Urban terrorism in the Western Cape – especially at the V&A Waterfront – is being blamed for the poor performance and occupancy rate of the Table Bay Hotel, Sun International's flagship hotel in the province.

In its financial report for the six-month period ending December 31, the group says: "The Table Bay Hotel was negatively impacted by cancellations resulting from urban bombings."

Chairman of the Sun International board Khehla Mthembu said there was no doubt that acts of terrorism, especially at the Waterfront, had led to numerous cancellations from big overseas tour groups.

"Our poor performance in Cape Town is due in the main to these cancellations, with many of the tour operators citing terrorism as the reason for the cancellations."

He said an increase in the number of hotels in the city meant there was more competition and that this also influenced their performance for the period under review.

The group was still committed to operating in the province and was taking the "setback" as part of the normal business operations.

"The issue of urban terrorism is beyond our control and hopefully the law enforcement agencies and the communities will work together to remedy the problem."

The group was going "all out" to promote the province, and with its other plans – which include the proposed development of a casino complex at the Goodwood showgrounds – it would improve its financial situation, said Mr Mthembu.

City Lodge beats odds

BD 11/2/99

Headline earnings grow 5% despite difficult trading conditions

Janet Parker (288)

CITY Lodge Hotels has continued to buck the depressed hotel sector cycle, posting earnings growth and stable occupancy levels way above the industry average.

The group reported 5% growth in fully diluted headline share earnings to 56c a share for its interim six months to December, despite continued difficult trading conditions.

An interim dividend of 20,5c a share was declared, a 5% improvement on the previous interim.

Average occupancy levels at the group's four brands — Courtyard Suite Hotels, City Lodge, Town Lodge and Road Lodge — fell slightly to 72% (1997: 73%), but compare well with the industry average of 52%. The group has 26 hotels in SA. Three new Road Lodges are in the pipeline in Gauteng and due to be operational early in the next financial year — one each in Randburg and Rivonia, the third at Sun International SA's Carnival City casino at Brakpan.

The group was developing strong links with inbound tour operators to boost foreign tourist occupancies, which accounts for less than 10% of the total. City Lodge Hotels financial director Andrew Widegger said earnings growth prospects were highly reliant on occupancy levels. For instance, if occupancies picked up by a couple of percentage points, group earnings growth would be catapulted back into double digit figures.

The group was confident that SA tourism's international marketing would bear fruit, and the industry would benefit within 12 months.

MD Clifford Ross said other domestic growth prospects were being pursued. These included developments aligned to Sun International SA casino licence bids. The group aimed at opening at least one of each of its brands a year.

Ross expected continued difficult trading conditions and a weak domestic economy for the rest of the financial year. Given no further economic deterioration, City Lodge would post positive earnings growth for its full year to June.

In the December half, turnover, was boosted 9% to R76,4m, largely on the inclusion of full contributions from four new hotels. Operating profit grew 6% to R38,4m, and attributable income 7% to R20,9m.

"The balance sheet remains strong, and the group's performance continues to be underpinned by low gearing levels and strong operating cash flows," Ross said.

Tourism accounts for R53-bn of GDP

(284)

By Morgan Naidu

TOURISM accounted for nearly R53 billion of South Africa's gross domestic product last year and has led to the creation of at least 187 000 new jobs in the past three years, Environmental Affairs and Tourism Minister Dr Pallo Jordan said yesterday.

Speaking at a parliamentary briefing in Cape Town, Jordan said SA would spend close to R150 million this year in marketing itself internationally as the ideal tourist destination.

Despite incidents of crime, including some high-profile cases involving foreign tourists, Jordan said, tourism "has achieved a quantum leap since 1994".

However, he warned that the honeymoon was over and that South Africa would have to work harder at attracting foreign visitors.

One of the major problems afflicting the industry was the lack of diversity and the country's failure to highlight its different cultures.

Jordan said small, medium and micro enterprises (SMMEs) had been identified as the best way to achieve diverse growth in the tourism sector.

The image of Satour was also being radically transformed to reflect South African society at large.

"In the past, for example, Satour's publicity campaigns for SA focused on the beaches, sunshine, flora and fauna and occasionally they would throw in the natives as well.

"Today, however, the cultural diversity is more prominent," Jordan said.

Crime, he added, still impacted negatively on the country's image abroad.

As a result his department was attempting to work closer with the Safety and Security Ministry and within the framework of the National Crime Prevention Strategy.

180 000 jobs created by tourism in 3 years

Ct. 12/2/99

(288)

ANDRE KOOPMAN

A GIANT leap in tourism since 1994 had seen the industry create more than 180 000 jobs in the past three years, Tourism and Environment Affairs Minister Pallo Jordan said yesterday.

Speaking at a parliamentary briefing, he said 5 981 000 tourists visited South Africa last year, according to World Tourism Organisation (WTO) figures — an increase of 10% on 1997.

However, crime against tourists remained "a big threat to the industry" and had the potential "to cripple opportunities, that are there for the nation with regard to economic growth and the creation of jobs".

Efforts to address the problem included the establishment of the Tourism Safety Task Group by his department.

The group worked together with the SA Police Service to prevent crime against tourists.

Some 737 000 people —7% of total employment — were directly employed in tourism.

Jordan said his department's tourism development strategy for 1999 aimed to increase this number to 860 000 by the year 2000.

In 1998 tourism had contributed R53,2 billion (8,2%) of the Gross Domestic Product.

According to a recent survey of the WTO, South Africa is one of seven countries that have experienced the largest increases in tourism arrivals. The country is among the top 40 tourist destinations in the world and has emerged as Africa's leading tourist destination, having outstripped Egypt (34), Tunisia (29) and Morocco (38).

At a ministerial tourism summit last year participants had identified inadequate funding as a major constraint on tourism development.

The fund for the international marketing of SA this year would be about R150m made up of R50m from the department over the next three years, R50m from the National Business Trust and R50m from a voluntary levy on members of the Tourism Business Council.

New funding tilts the balance

Tourism well on track for 10% of GDP

288

BT(BE) 12/2/99

LYNDA LOXTON
PARLIAMENTARY CORRESPONDENT

Cape Town — Boosted by new sources of public and private sector funds, tourism was well on track to realising its target of contributing 10,3 percent to gross domestic product (GDP) by 2010, Pallo Jordan, the environmental affairs and tourism minister, said yesterday.

Addressing a parliamentary media briefing, Jordan said that inadequate funding had been one of the main constraints facing tourism in recent years.

"We are confident that this is now being addressed through the partnership we have secured with the private sector," he said.

Total funding for tourism promotion was expected to be about R150 million this year with R50 million coming from his department; R50 million from the National Business Trust for education and job creation and R50 million from a new voluntary levy system.

The revamped Satour marketing committee was scheduled to meet for the first time yesterday to consider new marketing proposals. A tourism forum would also be launched soon to act as a think tank for government, labour, private sector and community leaders.

Jordan said that the number of jobs in the tourism sector had grown by 178 000 over the last three years to about 730 000. The aim was to increase this number to 860 000 by the year 2000.

Although there had been rapid growth in the number of tourists visiting the country since 1994, Jordan said it was clear that "the honeymoon has come to an end and we will have to work on it with aggressive marketing".

According to the World Tourism Organisation, South Africa now ranked 25th among the top tourism destinations in the world, compared to 55th in 1990. It had emerged as Africa's leading tourism destination, outstripping Egypt, Tunisia and Morocco.

Jordan said the greatest threat to the sector was crime against tourists. A special task group had been established to work with the police and other departments to ensure tourist safety.

INTERNATIONAL

Travellers briefed on survival in violent cities

BD 12/2/99 (288)

'Johannesburg a no-go area, Cape Town has gangsters and bombs'

CHICAGO — These are edgy times for international business travellers.

Crime and the threat of attack on US citizens and business interests are on the increase in many parts of the world.

CIA director George Tenet told a congressional hearing recently that attacks on US targets were likely at any time, orchestrated by shadowy Saudi millionaire Osama bin Laden and his followers opposed to US operations against Iraq.

Apart from the danger of terrorism, there are almost daily media reports from cities around the world of thieving taxi drivers and street thugs targeting foreign visitors.

Bjorn Hanson, chairman of the hospitality and leisure group at PriceWaterhouse consultants, said US companies and properties may now be more of a target for bombings and other violence than their Israeli counterparts, long considered to be most at risk.

Hanson said steps were being taken to increase security at hotels, but these were often not invisible to guests. Steps included longer hours or more security officers, typically off-duty policemen; special training for staff to be on the alert for packages in odd places or visitors who seem to be suspiciously checking out a property; contingency plans for bomb-sniffing dogs and other technical support and emergency plans worked out with local police.

A number of agencies seek to improve individual safety on roads, advising visitors where to go and what to avoid. Firms offering daily updated reports on cities and countries include London-based Control Risks Group, which serves more than 3 500 clients in 130 or so countries.

Victor Ferreira, market analyst at the group's US headquarters, says it arms travellers with detailed information on how to get through an airport, how to pick a taxi, whether to use public transport, whether to expect demands for bribes, which hotels are in the safest areas and other data. It also advises women travellers in areas where they face special threats or cultural challenges.

Crime is worsening, both in volume and the severity of violence, especially in developing countries, says the group, which has just published its latest country-by-country assessment of political and security risks to overseas investors.

With an increasing number of business executives able to access the Internet, the group has launched City Briefs, an online safety information guide for business travellers to 200 cities. Companies can distribute the briefs to staff on their intranets.

Martin Stone, the group's research head, said: "Many countries are experiencing worsening social and economic problems. Foreign travellers are regarded as very easy and lucrative pickings."

In other trouble spots, such as SA and Russia, the security situation is expected to deteriorate further this year. Stone says the weakening of state control after the dismantling of apartheid and communist control allowed crime rates to rise, and created frustrated expectations.

City Briefs gives each city a safety grading from one (nearly crime-free, such as Singapore or Dubai) to seven (total breakdown of law and order, such as Freetown in Sierre Leone).

None of the cities is ranked seven, but 14 get six status: Algiers, Bogota, Brazzaville, Cabinda (Angola), Guatemala City, Johannesburg, Kabul, Karachi, Kinshasa, Lae (Papua New Guinea), Lagos, Medellin, Port Harcourt (Nigeria) and Port Moresby (Papua New Guinea).

The group's advice for travellers includes these comments on Cape Town: not a permanent no-go area like downtown Johannesburg, but crime and gangsterism are increasing, car hijacking is being reported for the first time, and there have been isolated bombing incidents. — Reuter, Financial Times.

The Star ... Friday February 12 1999

Tourism gain a success story for the new SA

Star 12/2/99 (288)

Crime remains a big threat to the industry, minister warns

SAPA
Cape Town

Tourism in South Africa had experienced a quantum leap in growth since 1994, Tourism and Environmental Affairs Minister Pallo Jordan said yesterday.

Speaking at a briefing for the media and diplomats in Cape Town, he said that, five years down the line, the country had emerged as Africa's leading tourist destination, and ranked 25th in the World Tourism Organisation's listing of the 40 top holiday destinations.

However, crime against tourists remained a big threat to the industry and had the potential to cripple opportunities, economic growth and job creation.

World Tourism Organisation figures showed that South Africa was currently among the seven countries in the world which had experienced an increase in tourism of more than 10% over the past three years.

A total of 598 1000 tourists visited South Africa last year, an increase of 10% on 1997 figures.

"In the past three years, tourism has created 187 170 new jobs across the South African economy," Jordan said. "Today's travel and tourism economy represents 737 600 jobs, which is 7% of total employment."

Figures for 1998 showed that tourism had contributed R53,2-billion (8,2%) towards total gross domestic product.

Referring to the ministerial tourism summit held in Gauteng in December, Jordan said participants had identified inadequate funding as one of the chief constraints on tourism development in South Africa.

"We are confident that this is now being addressed through the partnership we have secured with the private sector.

"We expect the total funding for the international marketing ... for 1999 will be in the region of R150-million."

The launch of the restructured South African Tourism Board boded well for the industry, both in South Africa and abroad, he added.

Jordan said his department's tourism development strategy for 1999/2000 aimed to increase the number of jobs in the industry by 130 000.

Referring to the crime situation, he said his department had established the tourism safety task group to ensure that, through co-ordination of efforts, tourists were safe. The main role-player in this regard was the SA Police Service.

"Crime against tourists in our country is a big threat to the tourism industry and it has the potential to cripple opportunities that are there for the nation with regard to economic growth and the creation of jobs."

Jordan said his department had not been able to quantify the effect on tourism of the recent bombings in Cape Town. "However, they must have had a very negative effect on the country's image abroad."

Cape tourism gets a touch of class

ST (CM) 14/2/99 (286)

NATALIE KAMMIES

THE first students in a programme promoting careers in the tourism industry in Cape Town graduated this week.

The programme, Total Tourism, was launched by Cape Town Tourism this month.

Co-ordinator Michele Gavron said the students were taught about jobs, education and training available in tourism, communication skills and the importance of customer care.

Gavron said there was a great demand for the development of tourism in local communities.

Another co-ordinator, Labeeqah Schuurman, said tips on how to treat tourists included: never keeping a tourist waiting, service with a smile, offering alternatives to tourists if an attraction could not be visited and not making promises that could not be met.

"For communication, tourism operators have to have good listening skills, voice projection and be aware of their non-verbal communication."

Adhiel Fakier, tourism development co-ordinator for Cape Town Tourism said: "The time is long gone when one could attract visitors by relying on scenic beauty alone.

"We need to back this up with an ethos of commitment to our environment and the realisation that tourism can make a huge difference in our lives here in the Western Cape."

He said the programme also aimed at introducing people from marginalised communities into mainstream tourism.

Tourists like SA, despite the crime

CT (Mar) 15/2/99 (288)

EMELIA SITHOLE

Cape Town — Despite South Africa's high crime rate and a spate of bombings at prime leisure sites, the number of tourist arrivals has risen sharply over the past four years, said Pallo Jordan, the tourism minister, last week.

Since the country shed its world pariah status after the first all-race elections in 1994, tourist arrivals have climbed 63 percent to around 6 million in 1998.

But Jordan, addressing a news conference, said that criminality might hamper the success of South African tourism if it were left unchecked.

Jordan said: "Crime against tourists in our country is a big threat to the tourism industry, and it has the potential to cripple opportunities that are there for the nation with regard to economic growth and the creation of jobs."

He said tourism had provided 187 000 new jobs over the past three years, raising the number of South Africans employed in the sector to 737 600. This number is expected to rise to 860 000 by 2000.

Pinning its hopes on tourism to trim its unemployment rate, Jordan said South Africa was preparing an aggressive marketing blitz to attract foreigners to the country.

To allay visitors' concerns safety task groups working with the police on measures to prevent and manage crime against tourists had been set up.

"Much of the violent crimes have negatively affected the country's image abroad, but one is heartened by reports one gets from tourists that they are not scared off too much by the crime," Jordan said.

Data from the World Tourism Organisation rank South Africa as 25th among the top 40 tourism destinations in world, up from 55th in 1990. A large majority of visitors to the country, with its picturesque beaches, towering mountains and game parks, came from the African continent, the data showed.

Jordan said the government was on its way to raising tourism's contribution to the gross domestic product (GDP) to 10,3 percent within the next decade. The industry accounted for 8,2 percent of GDP in 1998, he said. — Reuters



HIGH HOPES *Pallo Jordan, the minister of tourism, warns that unchecked criminality will hamper the country's travel sector*

The Star ... Monday February 15 1999

Attacks on township visitors threaten tours

(288) (24)

Mamelodi incident brings warning that operators may cancel visits to avoid being sued by their clients

Star 15/2/99

BY BUNTY WEST AND SAPA

Attacks on township tourists could do immeasurable harm to South Africa's tourism business, tourism experts warned yesterday.

Tourism Johannesburg's executive director Keith Brebnor warned that the robbing of a group of American tourists at Mamelodi, near Pretoria, last week might lead to tour operators pulling out of township tours to avoid being sued by their clients.

The Americans were watching a children's play at a creche when 10 men burst in and robbed the group of their jewellery, passports and money.

No one was injured.

Some 2 000 tourists visited Soweto each month, Brebnor said. Each spent at least R700 on the tour itself, on buying mementoes and visiting a shebeen.

Every time a tourist was robbed, hijacked or mugged, it meant the loss of thousands of rands in revenue in the township, Brebnor said.

Tourists with unhappy experiences take home the message that township tours are not safe and other potential visitors think twice about coming to South Africa.

"We are slowly educating residents through the Soweto Heritage Trust to look after their visitors," Brebnor said.

Environmental Affairs and Tourism Minister Pallo Jordan also strongly condemned the "criminal actions of the youngsters".

He expressed sympathy on behalf of the Government with the victims and said he hoped the culprits would be caught and that justice would prevail.

Criminal acts of this nature were detrimental to the tourism industry and could stifle national opportunities regarding economic growth and job creation, Jordan said.

The guide leading the tourists warned that attacks of this kind could lead to other township tours being cancelled.

Anne van der Meulen said the tourists from the Elder Hostel group were all over 55 and were taking part in an adult education programme.

■ **The Star Foreign Service** reports that ongoing abuse of wildlife in South Africa and the fallout from the long-running legal battle over a group of baby elephants at Brits led to a call last week for new legislation and enforcement of an industry-wide code of practice.

South Africa's game ranching and hunting industry, which earned about R100-million last year, is putting the country's international reputation and booming tourist trade at risk, according to experts.

Airlines reject new tourism plan

Tim Cohen

CAPE TOWN — SA's airline industry has decided not to take part in a new funding system which will market SA as a tourist destination, putting a major spike into the newly announced scheme.

The plan to raise R150m for marketing SA as a tourist destination was announced recently by Tourism Minister Pallo Jordan as a joint government-private sector initiative.

Jordan said last week government would contribute an extra R50m, the National Business Trust would contribute R50m and a voluntary levy system on the industry would be implemented which it is hoped will raise another R50m.

This levy will replace the bed levy paid to industry marketer Satour in the past after hotels complained they were shouldering the industry's marketing costs.

If successful, the new system would boost the industry's marketing effort, previously one of its weakest points.

But it emerged yesterday that SA's airlines, which would have been one of the largest contributors to the scheme, have decided not to participate, preferring their own marketing mechanisms.

A spokesman for SA Airways confirmed that a meeting of the airline board decided not to join the voluntary scheme.

The plan was for the airlines to pay R10 a passenger, which it is loosely estimated would have raised R20m.

(288) BD 17/2/99

Tourism to be given shot in arm

BD 18/2/99 (288)

Tim Cohen and Janet Parker

CAPE TOWN — The promotion of tourism is to receive a significant shot in the arm, with government allowing for a 64% budgeted increase in spending to R126,7m.

According to government's new National Expenditure Survey, the main increase will go to SA Tourism (Satour) which, in 1998/99, operated on a budget of R86m, consisting of a government grant of R65m plus its own income of R21m. Of the total, R33m was used for marketing SA internationally and R53m was used for the maintenance and development of infrastructure, loan redemption and interest payments, and for capital expenditure of R4m.

Included in the R126,7m budget is the additional R50m first payment earmarked for each year of the three-year medium- term expenditure period to support international marketing in partnership with the private sector.

The additional R50m annually is intended to match a R50m commitment each from the tourism industry and the National Business Initiative. The R150m plus a contribution from marketing body Satour is intended solely as a marketing budget to promote tourism to SA.

Tourism Business Council SA CE Michael Farr said yesterday the extra R50m annually was a welcome and visible commitment by government to the tourism industry. "It clearly indicates government's appreciation of tourism's contribution to foreign exchange earnings and job creation, and its commitment to the public/private partnership to ensure that tourism is enabled to deliver what it can."

Farr said it was hoped government's commitment would encourage those in the tourism industry which had not yet committed themselves financially to the partnership — most notably the airlines — "to join the party".

Government said in its review yesterday that it aimed, via the investment in tourism, to reach 7-million international arrivals to SA and create an additional 860 000 jobs by 2000.

Airlines attacked for refusing to join tourism scheme

BD 19/2/99 (288)

Tim Cohen

CAPE TOWN — The hotel industry has lashed out at local and international airlines which have decided not to take part in a R50m voluntary levy scheme to boost the marketing of SA as a tourist destination.

Willem Fick, Federated Hospitality Association of SA executive director, said it would be "most disturbing" if the airline industry decided against shouldering its share of the cost of the new scheme to market SA abroad.

The idea of the new scheme is for government, the National Business Trust and the tourism industry to provide equal contributions to a R150m fund which will more than treble the amount spent on marketing SA abroad.

The hotel industry is concerned that if airlines do not take part, then other elements of the tourist industry, such as car-hire companies and tour operators, may decide not take part in the new scheme as well.

Fick said the hotel industry, set to contribute R25m a year to the marketing programme, would probably continue to support the scheme even if airlines did not. Most hotel organisations had already said they would join. The new scheme replaces the old bed levy which ends on March 31.

Fick said the scheme provided the private sector with an opportunity to contribute to boosting the number of tourists to SA. This would benefit the whole industry.

There is confusion over the the airlines' decision not to take part in the scheme. Tourism Business Council spokesman Colin Walker said as far as his organisation was concerned, no decision on the levy had been taken by the Airline Board of Executives, which incorporates the international airlines and SA Airways (SAA).

Airline Board of Representatives spokesman Juan van Rensburg said: "At this stage, we have not reached consensus on the matter."

Airline representatives differed, however, saying they realised that other industry sectors intended to try to persuade them to take part, but they had no intention of joining the scheme.

An SAA spokesman said the airline supported the idea of a levy on condition that all carriers, local and foreign, took part in the scheme.

However, foreign carriers were firmly against the scheme.

Tourism sector 'needs tax holiday'

(288) BD 19/2/99

John Dludlu

THE Industrial Development Corporation, which announced a 33% increase in its interim profit yesterday, has proposed a 10-year tax holiday scheme to attract foreign direct investors into SA's tourism sector, says Khaya Ngqula, the IDC's CE and MD.

Unveiling the corporation's interim results for the six months to December, which showed a 33% increase to R372m in after-tax income, Ngqula also said the IDC would sell about R350m-R400m of its stake in Siemens, the electronics group in which it has 36% share, before June.

The IDC, which has a string of stakes in listed and unlisted companies, is hoping to make R1bn in the next 17 months when it sells about 16% of these shares. Its listed investments were worth R5,2bn on Monday, compared with R5,5bn last June.

Ngqula said tax holidays were designed to encourage partnerships between domestic and overseas investors.

The problem in unlocking the potential of tourism as a job creator was not lack of funds, but incentives to attract investors into the sector. Of the R600m funding earmarked for tourism last year, only about R100m was used.

Ngqula's call coincides with a midterm review of government's tax holiday scheme, which provides zero rate tax on new direct investments in manufacturing.

The rationale for the extension of the scheme's length and its expansion to the tourism industry stemmed, in part, from the realisation that it took a venture at least five years to break even.

This made tourism unattractive to commercial banks, he said. He said government was keen on the idea.

According to the budget review released this week, tax holidays — which have yielded disappointing results by government's own admission — attracted R837m worth of investments by 35 firms in 1997. About 3 534 jobs were created the review showed.

Talks had already been held with interested European and Asian investors, Ngqula said, pointing out that vast tourism opportunities were linked to spatial development initiatives.

The star performer in the IDC group was Foskor, the phosphate producer, whose profit had surged ahead 52% to R111m in the interim stage.

Columbus Stainless Steel, the IDC's loss-making joint venture with Samancor and Highveld Steel and Vanadium, cut its losses to R38m (1997: R41m).

Gouws said that although the Columbus market was still tough, with prices crawling at 20-year lows, the pain was minimised by improved efficiencies and a shift in product ranges.

About R465m worth of financing was approved (1997: R43m) under the new entrepreneurial scheme. Five new financing schemes were introduced, showing a strong IDC focus on facilitating economic empowerment.

By Adrienne Roberts

CAPE TOWN'S CONTROVERSIAL HOTEL STATS

FM 19/2/99

Latest price survey

There was loud protest from Cape Town hoteliers when UK corporate and employee support services group BTI Hogg Robinson published its hotel price statistics for the first half of 1998. The latest results, for the whole year, tell a different story.

The consultancy confirms its interim survey results for the first half of 1998, which found the average price UK business people paid for Cape Town hotel rooms shot up by 25% compared with 1997 price levels. This made the mother city the world's 13th most expensive business destination in sterling terms.

Now the survey concludes prices dropped about 5% for 1998 as a whole. After six months of being more expensive than Paris, London, Rome, Tokyo and Geneva, Cape Town is down to 50th place — after 39th place in 1997.

CAPE TOWN PRICES*

	Year to June Rank out of 115	Year to June % chg from '97	Whole of 1998 Rank out of 126	Whole of 1998 % change
Moscow	1	1,9	4	0,7
São Paulo	2	5,4	5	4,3
New Delhi	3	-6,4	21	-26,9
New York	4	4,3	3	9,3
Venice	8	9,5	2	20,5
Cape Town	**13**	**24,6**	**50**	**-4,9**
Paris	21	6,4	20	8,3
London	22	6,3	23	6,4
Rome	29	3,3	29	5,7
Tokyo	30	-7,6	28	-4,7
Geneva	31	4,7	34	7,1
Johannesburg	49	-2,8	64	-14,6
Vienna	57	-8,1	44	0,9
Singapore	75	-15,4	81	-16,6
Kuala Lumpur	111	-35,6	122	-35,8
Yokohama	113	-11,6	124	-5,4
Perth	114	-2,5	125	1,4

*Sterling terms, business travel SOURCE: BTI HOGG ROBINSON

"The strength of sterling against the rand contributed appreciably to making SA a lower-cost destination," says the consultancy.

Maybe. The first 18% of the rand's fall happened during the first half of 1998. By the end of December, the rand cost only a further 5% less in sterling terms. But admittedly most of the first-half collapse happened in June, whereas the rand was consistently weak in the second half.

The results are taken from hotel bookings made during the year by BTI Hogg Robinson for its UK business clients and reflect actual sterling costs.

The consultancy booked about 2 000 bed nights in Cape Town in 1998. So, assuming trips of two to seven days, the result was based on the experiences of between 285 and 1 000 business travellers. Rooms were booked at a total of 29 hotels during the year. ■

'There's no money for upgrading'

ARGUS CORRESPONDENT

Bisho – Eastern Cape Transport MEC Thobile Mhlahlo has called on private companies to invest in the construction of provincial roads, saying the government has no money to upgrade all depleted roads on its own.

Mr Mhlahlo said budgetary constraints had made it impossible to upgrade provincial roads and this had impacted negatively on the potential of the province's economy.

He said he had approached national Minister of Transport Mac Maharaj about the conditions of the Kei Cuttings and a project would be launched soon.

Mr Mhlahlo said there was still a barrier between the public and private sector which needed to be eradicated so they could enter into a partnership in infrastructural development.

Trying to clarify the R59-million which was reportedly going to be made available by Mr Maharaj for the speedy upgrading of roads, Mr Mhlahlo said the money was from the Poverty Alleviation Programme and was distributed to four district councils.

Half of the money was going towards looking into road conditions. The assessment and other procedures would be undertaken by those district councils.

Rough ride for Transkei tourists

Roads nightmare angers industry

ARG 22/2/99 (288)

ARGUS CORRESPONDENT

East London – The Transkei tourism industry is up in arms about the state of roads to various resorts, with each one claiming their roads are the worst.

Journalists undertook a three-day journey to most of these places to assess the condition of the roads, and they confirmed that they were, almost without exception, appalling.

A four-wheel-drive vehicle was borrowed to do the almost 1 000km trip.

A bakkie with plenty of ground clearance borrowed from Mercedes Benz SA was able to negotiate all the roads – with varying amounts of discomfort and difficulty.

The trip was undertaken in hot, dry weather, making the surfaces hard, rocky and pocked with craters and dongas.

In the wet these roads turn to mush and are far more difficult and dangerous to navigate.

The journey started off with the road to Kei Mouth from the turnoff on the Komga side of the N2, across the pont at the Kei river to Trennerys and Seagulls resorts and from there to Wavecrest before travelling to Willowvale and the Kob Inn.

The following day the trip from Elliotdale to the Dwesa and Cwebe resorts was undertaken.

The roads got progressively worse from Kei Mouth. By far the worst stretch was the route to Cwebe and the Haven from Elliotdale.

Within 2km of turning on to the road to Kei Mouth, the road had turned into bedrock with sharp, pointed stones embedded along the crown.

The rains had further eroded channels and furrows along the road.

There was no longer any sort of surface. It was either rock or compacted dirt which was full of potholes – some of which were quite large and deep.

The people of the area have been trying for years to get something done about the road, and in November some repair work was carried out for a week.

'The road has deep potholes and a rocky surface – even trucks and bakkies battle to travel on it'

But Kei Mouth town clerk Kobus Vermeulen said the road crew came from East London and, by the time they were able to start working, it was about 9.30am. They took time off for lunch and the crew started packing up about 3pm to get back to East London.

A surface was thrown over a small section of the road, but most of the resurfacing was washed away by rain that fell within a week.

Kei Mouth residents pledged between R6 000 and R20 000 for diesel to put into the plant to be used to repair the road – but this, like a similar offer from Clive Berlyn at the Haven, was refused.

Eskom and Telkom delay their visits to the village when electricity or telephones fail as they also do not have the heavy duty transport to get there. No deliveries of fuel take place and bread and the newspapers are delivered only three times a week.

Petitions were signed by almost all visitors during the holidays and the file is thick with signatures and correspondence.

Kei Mouth station commander Laurence von Solms has to transport prisoners 200km a week from Kei Mouth to East London for court there each Thursday, and to King William's Town at least three times a week for every major court case.

Police have to cover the villages of Kei Mouth, Morgan's Bay and the two townships, as well as patrol and police 66 farms. The area they cover is about 600km² and has a total population out of season of about 10 000.

Captain Von Solms said repair costs for the police vans were very high. This was attributed to bad road conditions.

The road from Seagulls and Trennery's to Centane was also bedrock with sharp rocks, potholes and dongas. The road was narrow and dusty.

From Centane to Wavecrest the road was deeply gouged. A low bridge had 8cm chunks out of its concrete surface. The road was rutted and strewn with rocks.

The route from Centane to Butterworth was a detour while a tarred road was being built. The route from Idutywa to Willowvale had also been under construction since November and was very narrow, with piles of sand at the sides. This was one of the few roads which had some sort of a surface – but it turns to mush when it rains.

The road from Willowvale to Kob Inn has deep potholes and a hard, rocky surface. Most cars were travelling about 15km/h and even trucks and bakkies battled.

The road from the N2 to Elliotdale had a good, smooth gravel surface and gave no indication of what was to come on the road to Cwebe.

This road has been churned up in the mud and hardened by the sun, making great distances almost impassable in dry weather.

At least four taxis with punctures were seen on this stretch on the downward journey and four on the way back. And there were two bakkies with suspension problems – one with snapped leaf springs and the other with a broken axle.



Brace yourself: a bakkie negotiates a Transkei road in urgent need of maintenance – others are worse and an ordeal for travellers

Bed levy 'threat to tourism industry'

ET (MR) 24/2/99 BD (288)

Pearl Sebolao

A 5% bed levy on Gauteng's hospitality industry, announced in the province's 1999/2000 budget yesterday, would "seriously jeopardise" the health of the tourism industry, industry sources said.

Gauteng finance MEC Jabu Moleketi said in his budget speech that, in line with the Gauteng Tourism Act passed last year, the province would collect about 5% of the cost of each bed night sold.

Hotels, lodges and guest houses would be required to register by September 1 and would have to pay the levy, which was expected to raise R40m a year from October 1.

In time, the levy would be spread to cover "as much of the tourism industry as possible", Moleketi said.

Colin Walker, a levy consultant for the Tourism Business Council of SA, said the levy would "destroy" a private-public sector initiative which would have seen business, the tourism industry and government each raising R50m to promote SA tourism internationally.

The agreement contained a clause stating that if provinces imposed taxes on tourism, the industry would no longer be bound by the agreement.

Walker said that he hoped national government would put pressure on Gauteng to abandon the levy as it would "destroy the initiative".

The national tourism department was softer in its criticism, but said it "was apprehensive about systems of provincial tax on tourism as they may have unintended consequences".

A national government source said that while Gauteng was within its rights to introduce the levy, "whether it is strategically wise and in the national interest is another matter".

He said Gauteng had introduced a system that had already been abandoned by national government as it targeted only the hospitality industry and ignored other business with a stake in tourism.

The Federated Hospitality Association of SA said the province would "find it difficult to encourage businesses to comply with it".

Moleketi also announced a 5,13% increase in motor vehicle licence fees from April 1, in an attempt to increase own revenue in his R15,9bn budget. The increase would net the province R518m, an increase of R26m from last year.

Spending on staff for fiscal 1999/2000 will increase by 5,7% to R9,272bn (59%) of the province's R15,709bn expenditure.

Capital expenditure, on the other hand, would shrink to R982m from last year's R1,1bn budgeted allocation. However, this was "approximately 20% higher than our projected spending on capital projects in 1998/1999", Moleketi said.

Social spending would also increase 7%, with education, health and welfare receiving 91% of expenditure.

In his budget speech, Moleketi said the biggest slice, R6,230bn or 40%, of social spending would go towards education while the allocation to health and welfare would be R5,683bn and R2,369bn respectively. The province's R187m surplus would go towards servicing overspending incurred in previous years.

In addition to the bed levy and the motor vehicle licence fees, Gauteng also expected to raise at least R211m from gaming taxes. Moleketi said the newly licensed casino industry, which created about R5,2bn in new investment, was already bringing in R3m a week. This would help offset the loss of R80m in revenue annually as a result of the tax cut he announced for the horseracing industry.

On April 1 horseracing taxes would be reduced from 9% to 3,5% to ensure the industry was in a position to compete with the casino industry, Moleketi said.

Picture: TREVOR SAMSON

Gauteng govt's hotel bed levy unsettles tourism sector

Although not out of the blue, the levy announcement has highlighted grey areas in provincial tax powers

(288) BD 26/2/99

Pearl Sebolao

THE tourism industry has been thrown into confusion after the announcement of a 5% hotel bed levy in Gauteng from October 1, despite the fact that the move could not be described as a surprise.

Gauteng finance MEC Jabu Moleketi announced in his 1999/2000 budget on Tuesday that, in line with the Gauteng Tourism Act passed last year, hotels, lodges and guest houses would be required to register by September 1 and would have to pay the levy for each bed night sold in the province.

The levy, which is expected to raise R40m a year, will in time be spread to cover other aspects of the tourism industry, Moleketi said.

Part of the furore over the levy has been triggered by "grey areas" in the provinces' powers of taxation.

Stakeholders in the industry have raised concerns over its impact on tourism nationally and on consumers, who would in the end face added costs as a result of its implementation.

The "grey area on the powers of the province to implement the levy" is another area, Gauteng tourism convener Pat Corbin said yesterday.

The Federated Hospitality Association of SA (Fedhasa) said yesterday it would submit a written request to Moleketi asking about the constitutionality and legality of the Gauteng Tourism Act, which makes provision for the implementation of the levy.

However, Fedhasa would await the outcome of a meeting scheduled to take place today between national government and Moleketi on the issue, Fedhasa chairman Willem Fick said.

It could not be confirmed whether the meeting would indeed take place.

The constitution says that provincial taxes, levies and surcharges should be regulated in terms of an act of Parliament. No such act yet exists.

However, environmental and tourism director-general Patrick Fitzgerald said another view was that tourism was a provincial competency and all Gauteng needed before implementing the levy was a money bill, which it could pass in the provincial legislature,

Although Corbin was against the levy, he said Moleketi could not be blamed for going ahead with it.

Moleketi had been "frustrated by the lack of leadership from the national government and the tourism ministry in promoting and marketing SA as a tourist destination," he said. He hoped, though, that central government would put pressure on Moleketi not to proceed with the levy.

Uncertainty has also been caused by the levy's potential clash with the public/private initiative which would have seen R150m raised through a 1% voluntary tourism levy. After the announcement a decision was taken to postpone its implementation.

Fick maintained that the imposition of the tax "clearly prejudiced national economic policy" and was not in the national interest as it jeopardised the health of the tourism industry.

The SA Tourism Board said it could not support fragmentation of the tourism industry or any initiative that would jeopardise the success of the Tourism Business Council of SA 's voluntary national tourism levy.

PROGRAMME HOOK TRUCKS MERCEDES

Sites not for 'just any tourist'

Xolani Xundu and Sapa

WORLD heritage sites would be used to attract a certain breed of international tourists to SA, Chippy Olver, acting director-general of environmental affairs and tourism, said yesterday.

The Greater St Lucia Wetland Park, Robben Island and the fossil hominid sites at Sterkfontein were declared world heritage sites by the United Nations Educational, Scientific and Cultural Organisation's World Heritage Committee on Wednesday.

"Not just any tourist" would be able to visit the sites, because "we are marketing this country as a special kind of destination with a different environment", said Olver.

BD 3/12/99

Stricter control over activities taking place in these sites would be exercised to comply with international standards.

Richards Bay Minerals, which had prospecting rights in St Lucia to look at the possibility of mining titanium, welcomed the decision.

MD Keith Rumble said: "St Lucia is off our agenda (although) we have always believed that mining and ecotourism could coexist in the area just like it is happening in Australia."

Andrew Zaloumis, project manager of the Lubombo spatial development initiative, said the declaration of Greater St Lucia should be viewed in the context of an integrated development to unlock the enormous economic potential of the region while ensuring that its outstanding natural and cultural values were conserved.

Government, through the Lubombo initiative, will convert the park from the a loss-making conservation area into an economic engine, with the potential to create 4 000 jobs in five years and 7 000 new beds for tourists over 10 years. The sum of R32m has been committed for infrastructure.

Trish Hanekom, Gauteng's head of agriculture, conservation and environment department, said the Sterkfontein site would take up to 10 years to be fully developed.

The director of Robben Island's museum, Andre Odendaal, said the future of the island as a museum, has now been assured.

Building a nation: Page 11

Listing to boost SA tourism

BUNTY WEST

CT 3/12/99

THE ANNOUNCEMENT on Wednesday that Robben Island, Sterkfontein's fossil hominid sites and St Lucia's wetlands had been selected as South Africa's first three World Heritage sites, was received with a sigh of relief by environmentalists.

What does this mean for SA?

The sites, which were already protected by the government, now have additional protection from the United Nations through the United Nations Educational, Scientific, and Cultural Organisation (Unesco), which has nearly 600 sites on its World Heritage List (WHL).

The WHL was established by Unesco in 1972 to protect world culture and natural heritage.

A committee meets annually to consider each application and then decides if the sites are considered to be of outstanding global value.

Robben Island was considered by both the International Council on Monuments and Sites and the World Conservation Union (WCU), on behalf of Unesco.

World Heritage status enhances the value of a site as a tourist destination, while ensuring that it is protected for future generations.

According to Mohammed Valli Moosa, the Minister for Environmental Affairs and Tourism, foreign tourists would be drawn to South Africa because of its World Heritage listing. Being on the WHL had the potential to boost overseas tourism campaigns at relatively low cost, he said.

"The international recognition of these sites comes precisely at a time when we are positioning ourselves as a global player in tourism.

"In January we will be launching the biggest international marketing campaign in Satour's 50-year history and this recognition will help us to market our country as a world-class tourist destination," Moosa said.

Jim Thorsell of the WCU, on a visit to St Lucia earlier this year, said a World Heritage listing was the conservation equivalent of the Nobel Prize, and that only 50% of nominations made it onto the list.

He added that almost without exception, all WHL sites saw an increase in tourism and jobs — in the formal sector and by encouraging entrepreneurship.

Added to this was the fact that WHL sites were eligible for financial support from the World Heritage Fund and the World Bank's global environmental facility, Thorsell said.

Soweto lives in shadow of its past

The sites of historical struggle attract tourists but sadly not their money

MALCOLM RAY (288) 4/12/99 ARG

A well-dressed British couple emerge from a tour bus in Vilakazi Street, Soweto, looking dazzled. They inch their way to the brown, face-brick house across the street, taking several photographs and speaking in hushed tones about the building's lack of distinguishing features.

The small two-bedroom house where Nelson Mandela lived before his incarceration has been converted into a museum filled with struggle relics and framed photographs of Mr Mandela. It costs a mere R10 to enter the building, but the couple beat a hasty retreat to the bus, this time looking guarded and wary.

Every day up to 1 700 foreign tourists visit Soweto. Most view the place from the safety of tour buses. "They perceive Soweto as a violent place, preferring to peer through the windows of the tour buses, with their expensive cameras flashing all the time," says the museum's historian, who insists on being called just Lungiwe.

Looking sullen and perturbed, Lungiwe spends his days waiting to tell the story of Soweto to anyone who cares to listen. It is compelling enough and has all the ingredients of a good tale: the endurance of hardship, the sacrifices of great heroes and heroines and the triumph of good over evil.

But the story is unfinished. The struggle of ordinary Sowetans to overcome poverty continues. It is estimated that 60% of adults living there are unemployed. The housing backlog is just as dire. According to a recent study by Wits University's sociology department, 100 000 housing units will have to be built to meet basic needs.

The emergence of Soweto as a major destination for foreign tourists has not revived its flagging fortunes. The remains of a burnt-out school on a street corner, a ruined beer hall, a government administration office and a memorial to Hector Petersen – these numbing images of the 1976 student uprising are the contrived face of what has become popularly known as the "Soweto Heritage Trail".

"Tourists lap it up but spend little of their money in Soweto. The tour guides cash in, making up to R200 per person per day. It's glorified poverty," says Lungiwe.

At the Hector Petersen memorial, three tourists mill around a photographic exhibition depicting images of a student carrying the wounded body of Petersen. Others pass by. The traders are desperate to sell their wares. "We have to beg the few foreigners who come to visit the memorial to buy from us," says David Madumo, an artist.

Paradoxically, Soweto's history is the very thing that has held its inhabitants captive. Poverty has been the mainspring of Soweto's problems and tourism has offered people no relief from this burden.

The trouble is the place offers visitors few reasons to leave their vehicles. "The activities of the tour guides are poorly regulated and most of the information given to visitors focuses on crime and the negative image portrayed in the media," says Pilisiwe Twala of Johannesburg's local economic development unit.

The implications for government intervention in development initiatives are serious. The growing discontent of many residents towards the government now threatens to undermine efforts by the greater Johannesburg council to strengthen the area's tourism potential.

Sprawled across most of Soweto is a downtrodden class of people who want to see real returns for the community. In Mandela village, an informal settlement in Diepkloof Extension and one of the few stop-overs for tourists, Josiah Molefe, a community leader, is deeply cynical.

Typically, his story is a tragic tale of dispossession during apartheid. But it masks a sense of betrayal by the government. "I'm tired of telling the story of our leaders who have forsaken us in government," Mr Molefe says.

In Protea South, several kilometres west, residents face the harsh reality of endemic unemployment and homelessness. It is not unusual for a family of 10 to share one bedroom. Most people live in a jumbled mess of corrugated iron stolen from the roofs of bus-stop shelters and taxi ranks. Narrow dirt roads separate the tightly packed tin shacks. The area reeks of excrement because there are no flushing toilets. A group of children play soccer on a dirt patch because there are no recreational and sport facilities.

In one of the shacks on a road with no name, Zolile Mbata, 72, enters the tiny room looking pained. Huddled on a mat on the floor are four of his grandchildren. Mr Mbata lives with his five children. He says he is one of several residents who applied for a low-cost housing subsidy from the provincial housing department in 1996.

"Our hearts bled with disappointment when we heard no news from our local councillor. Then we started to get angry. We realised that outsiders with jobs and money were given preference for houses."

Nestled alongside the shackland where Mr Mbata lives is a cluster of neatly packed RDP and owner-built houses constructed by private developers contracted by the housing department. Lindiwe Mashele, a leader of the Concerned Residents' Association, says tour buses often journey through the built-up area of Protea South "to get a glimpse of what the government is doing for the people". But, she says, they avoid the tumbledown houses, shacks and squatter settlements – "the real Soweto".

Ms Mashele is an angry woman. "It seems the government is interested in exploiting our poverty instead of getting rid of it."

Her alienation is palpable: "We feel as if we no longer belong to the community."

The sense of alienation is growing every day and a formidable task lies ahead if the grievances of Soweto's embittered poor are to be addressed. Leila McKenna, of Johannesburg's planning department, says plans are in the pipeline to integrate the poor into the vision of turning Soweto into a community-driven tourist destination. She concedes that the development of the tourist industry has occurred without the necessary planning to upgrade the environment and physical infrastructure.

"Until now, private tour operators have been the beneficiaries. But this is not an indictment of tourism. The question is not whether tourism is appropriate for Soweto, but whether ordinary Sowetans are ready for tourism."

She explains that racially segregated urban planning under the old government discouraged entrepreneurial activities. "With the exception of 'spaza' (fake) shops selling basic necessities like bread and milk, those who work – around 40% of the four million people living in Soweto – spend most of their money in Johannesburg's commercial districts. And tourists spend their money in the wealthy suburbs of Sandton and Rosebank."

Ms McKenna says: "A serious weakness is that there is no reciprocal relationship between cash-strapped communities and wealthy tourists who visit the area. Soweto is seen as an artefact, not a living place."

As Ms Mashele puts it: "People are no longer willing to live in the past."

Call for tourist-friendly SADC visa

BD 6/12/99 (288) (279A)

Patrick Wadula

SOUTHERN African governments have to play a part in a co-ordinated campaign to make their region more attractive to investors and tourists.

This is the view of Michael Power, a PhD candidate at the University of Cape Town, who last week addressed the Southern African Trade and Investment Summit in Mozambique.

Power said southern African countries had to move towards an "open skies" policy when it came to the granting of flight rights to major airports.

He said this strategy was pioneered by Spain, which allowed any airline that wanted to fly to its gateway airports, to do so.

"Today Spain receives close to 55-million tourists each year, almost twice its population." Kenya is adopting a similar policy in October next year.

Governments of the region had to be liberal in the issuing of regional charter licences, which would allow southern Africa to become more interconnected, Power said.

He suggested the issuing of a regional visa, which would alleviate the inconvenience experienced by people from European countries who plan a three-country holiday in the region.

"For some businessmen this is too great an inconvenience as it means handing over their passport for a month to six weeks and, at times, losing it in the process," he said.

This inconvenience deters potential tourists and businessmen from coming to the region.

Incidental costs like airport departure tax should be charged directly to the airlines, and if there was a Southern African Development Community visa, its cost should not be excessive.

Furthermore, the region had to encourage low-season resident rates. Not only would idle beds be occupied, but it would help raise the profile of the "amazing holidays" on offer at home and possibly reduce expensive overseas travel by Southern Africans, said Power.

In Australia residents take up 75% of all bed nights.

It was important for all countries in the region to maintain their export competitiveness, which generally means their currencies are determined by the free market.

Power also suggested changing frequently visited cross-border bottlenecks like the Victoria Falls into areas that are passport-control free. This idea was pioneered by Brazil and Argentina at the Iguasso Falls and has been successful.

He said tourism was an important building block in the southern African region, and benefits from it included higher gross domestic product growth, new jobs, higher export earnings, an improved reputation internationally and an increase in foreign direct investment.

Police set up tourist unit

(36)
(288)

GASANT ABARDER
CRIME WRITER

"EVERY tourist who falls victim to crime in Cape Town is one too many".

This is the view of Superintendent Shorty Pistorius, who will head a new police Tourist Assistance Unit which will start operating next Wednesday.

The 20-member unit, made up of community patrol officers, is the first of its kind in the country to focus exclusively on making the city safer and creating a friendlier environment for the influx of tourists.

Pistorius said areas that were frequently visited, such as Signal Hill and Table Mountain's Cableway, would be patrolled constantly by specially marked patrol cars.

Besides protecting tourists, the officers will also help them.

Tourist officers will receive training from Satour, the Tourist Safety Task Group, tourism boards, hoteliers and tour guides.

The Western Cape Tourism Board will also offer multi-lingual training.

Pistorius said if there were any major incidents involving tourists, unit members would contact the relevant consulates, visit them in hospitals and debrief the traumatised.

Community Safety MEC Mark Wiley will launch the unit next Tuesday.

Cape Town Tourism manager Sheryl Ozinsky welcomed the formation of the new unit.

"I think the new unit is fantastic. It is service oriented and they are not there only to stop crime but to attend to tourists and visitors to our city," Ozinsky said.

She said some 120 000 international and 300 000 domestic tourists were expected in the city over December alone.

International tourists were particularly susceptible to muggings and theft, Ozinsky added.

CT 7112199

Study shows visitors relish Cape Town's secret season

(288)

CT (BR) 8/12/99

AUDREY D'ANGELO

Cape Town The Secret Season marketing campaign to attract local and foreign visitors to Cape Town during winter had worked well, attracting almost as many as in summer, Rick Taylor, the chief executive officer of Cape Metropolitan Tourism, said yesterday.

Independent research had shown that local visitors stayed an average of 7,6 days in winter compared with 8,5 days in summer and spent an average of R4 040 compared with R4 168 in summer. Overseas visitors spent nearly half their time in this country in Cape Town, spending an average of R15 982.

Local visitors spent 20 percent on hotel accommodation while foreigners spent 30,1 percent.

About 43,11 percent of South Africans stayed with family and friends in winter compared with 44 percent in summer.

At least 19,1 percent stayed in hotels compared with 12,5 percent in summer and 12,8 percent stayed in holiday apartments compared with 14 percent in summer.

Taylor said: "The research shows that some hotels have been aggressive in their pricing policies, buying occupancy with keen room rates and other added-value benefits.

"In a competitive tourism environment, local operators know they have to be more creative in growing market share."

The study also highlighted ethnicity as one of Cape Town's main selling points among international visitors.

SA to give welcome mat a brush-up

AREG 8/12/98 (288)

STAFF REPORTER

A R160-million national tourism campaign aimed at turning ordinary South Africans into tourism ambassadors for the country was launched today.

The "Welcome" campaign, as it has been dubbed, is the forerunner to South Africa's largest-ever international marketing drive, to be launched in Britain, the United States, Germany, France, Italy and the Netherlands – South Africa's "Big Six" tourism markets – early next year.

The launch of the campaign came a day after the announcement of an initiative by the Cape Argus, Starfish 2000 and Cape Town Tourism, called "People-2-People".

This programme seeks to link domestic and international tourists directly with the people of Cape Town.

Instead of tourists visiting only internationally renowned landmarks, such as Cape Point, Table Mountain and the Waterfront, they will get the opportunity to meet ordinary people and experience the richness of their lives.

An application form enabling Capetonians to become part of the project is published in Jobshop today.

The national campaign has been funded through a public-private partnership between the Government, the Tourism Development Trust and the Business Forum. The message is simple: Be friendly to tourists.

Residents are encouraged to spend time chatting to visitors, and being helpful and willing to give tourists directions, information and tips when they need or ask for help.

Ideally, people are expected not to harp on about the negative aspects of the country but to show their pride in all it has to offer, including local foods, wines, traditional dishes and music.

South Africa was ranked 25th on the list of the world's tourism destinations last year, but only 42nd on the list of top tourism earners.

Soweto tourism gets a R16-m shot in the arm

By Justice Mohale

THE Government will spend R16 million to upgrade the Soweto Heritage Trail as part of its effort to boost tourism in the country, Environmental Affairs and Tourism Mohammed Minister Valli Moosa said yesterday.

The project will be a joint venture between the Government, Gauteng Province and the Greater Johannesburg Metropolitan Council (GJMC).

Speaking in Soweto at the official launch of the South Africa Welcome Campaign, Moosa said tourism was a national priority for compelling economic reasons.

The World Economic Forum (WEF) estimated that a permanent job was created in South Africa's economy for every eight tourists.

He appealed to all South Africans to understand the significant role tourism played in sustaining the local economy.

"Tourism follows manufacturing and mining in its contribution to our gross domestic product and could quickly overtake mining if we continue to grow both domestically and internationally.

"It is also the sector that has been identified by the WEF as capable of rapid job creation.

"We have chosen Soweto as the venue for the launch because it is an 'icon of this country' and an example of the tourism potential that is waiting on South Africa's doorstep," Moosa said.

He said Soweto was currently the 16th most popular local attraction, with more than 1 600 tourists a day.

Moosa said between 1994 and 1998 the number of tourists to SA had increased from 3 668 million to 5 732 million (288)

"But South Africans have not begun to scratch the potential of this lucrative industry to our economy, our people and country as we attract just 0,2 percent of the 300 million tourists who annually travel internationally."

Sowetan 19/12/99

Tourism gets R160m boost

(288) BD 9/12/99

Louise Cook

TOURISM could quickly overtake mining in its contribution to SA's gross domestic product if it grows domestically and internationally, Environmental Affairs and Tourism Minister Valli Moosa said yesterday.

Speaking at the launch of a R160m campaign driven by a public-private partnership to boost tourism, Moosa said with more investment, tourism could grow significantly. The campaign is funded jointly by Satour, the Tourism Business Council and the Business Trust.

The "Welcome" campaign was launched yesterday in Soweto, which is one of the most popular tourist attractions in SA.

The campaign is also a forerunner to the biggest tourist marketing campaign to be launched by SA next year in the UK, US, Germany, France, Italy and the Netherlands.

Moosa said the impact of the campaign would be greatly increased if all South Africans supported it.

Businesses including SA Airways, Avis, Southern Sun International and Protea Hotels have supported the campaign.

SA is the world's 25th most popular tourist destination, but ranks 42nd in terms of foreign earnings from tourism, which amount to R20bn a year.

Visitors will have to walk to our beauty spots because of road closures, writes

Tweet Gainsborough-Waring

Tourists! Put on walking boots

(288) ARG 11/12/99

Visitors to the lower reaches of Table Mountain can no longer drive to the end of Tafelberg Road to enjoy a panoramic view of Cape Town. They will have to walk.

Warning signs have also been erected along Signal Hill Drive and Tafelberg Road after attacks on people parked on top of Signal Hill earlier this year.

The signs, erected two months ago, warn visitors to these popular vantage points to be careful after dark as visitors have been attacked.

Murder victims Marilese Holmes and Eddie Keim were hijacked on Signal Hill and a woman was raped while she was parked there.

The Tafelberg road was washed away at two points 4km beyond the lower cable station this winter during heavy rains. It is still closed to traffic.

Sheryl Ozinsky, manager of Cape Town Tourism, said: "It's a pity it's not open and pressure should be put on city officials to get it repaired quickly."

Ms Ozinsky said the Devil's Peak end of Tafelberg Road offered a beautiful vista of the city.

She said it was essential for tourists to have easy and quick access to places they wanted to visit because they were often pressed for time.

If Cape Town was to become the world's leading tourist destination it could not afford to have popular sites that were inaccessible to cars because not everyone could walk.

City of Cape Town spokesman Jim Baggot said repair work would start next month.

He said the slope on which the road was built meant that there was continual long-term slippage. However, this was controlled by maintenance.

Exceptional circumstances such as the heavy rains in August resulted in major damage, he said.

MILLENNIUM IN CITY MAY BE COSTLY

Accommodation prices soar

ET 13/12/99

(288)

GUSTAV THIEL and PRISCILLA SINGH

ACCOMMODATION for visitors planning a millennium stopover in the city will be expensive, unless they stay in a backpackers' lodge or campus residence.

Luxury houses in Camps Bay, Clifton and Llandudno have been snapped up, mostly by foreign visitors, for up to R5 000 a day.

A cottage 10 metres from the beach at Bakoven can be leased for R2 000 a day.

But those on a shoestring budget can still find somewhere to stay for under R100 a day.

Accommodation industry sources say that English cricketing legend Ian Botham, who is in Cape Town for the millennium period to comment on the England-South Africa test at Newlands, is renting a luxury Camps Bay home for R5 000 a day.

Keith Ferguson of the Accommodation Shop says: "We are receiving daily inquiries for last-minute bookings.

"Most of the luxurious Camps Bay, Llandudno, Constantia and Bishopscourt houses were secured several months ago and in some cases as far back as late last year.

"But there is still a demand for two- and three-bedroomed apartments, mainly on the Atlantic Seaboard, for between R400 and R2 000 a day, depending on the views, quality and facilities."

Ferguson says he has advised the owners of luxurious homes and apartments to offer their properties at "realistic" prices and not to overcharge simply because it was the start of a new millennium.

Upmarket hotels, guesthouses and people offering upmarket accommodation have increased their rates significantly for the season.

The Bay Hotel in Camps Bay charges R2 100 a person a night for a premier sea-facing room, according to manager Debbie Verploegh. From December 19 this will increase to R2 900 a night.

The Table Bay Hotel on the Victoria & Alfred Waterfront charges R1 684 a night, but this will increase to R3 017 a night between December 24 and January 3.

The Cullinan Hotel on the Foreshore is more affordable at R499 a person a night for a single room and R770 for a double room. These rates will not be raised significantly over the millennium period.

The most expensive accommodation category in Cape Town is upmarket houses.

The owner of an accommodation agency in the city, who does not wish to be named, says houses in the Clifton, Camps Bay and Bantry Bay area will fetch up to R5 000 a day.

Self-catering two- and three-bedroomed flats in Sea Point and Green Point will cost prospective millennium occupants as much as R2 000 a day.

Annie Strickland of the Accommodation Shop in Sea Point says upwards of R1 000 a day is charged for these flats.

The rate charged by Bantry Bay Luxury Suites for five-star rooms is R1 400 a day. The rates are standard and will not be increased over the season.

Guesthouses in the Peninsula are significantly cheaper than hotels or luxury self-catering units.

Nick Oud of Guest House Amsterdam in Oranjezicht says this establishment charges R395 a person a night for a single room.

"We offer a wide variety of facilities for residents and I think our prices, for what we offer, are good value for money," Oud says.

Wally Cleland, manager of Bob's Bistro and Backpack in Long Street, says there is little doubt that backpackers' lodges offer "by far the best value-for-money accommodation in the city".

A bed for a night costs R45, but this will be increased to R75 over the festive season.

"It is a dilemma trying to figure out how to price our accommodation, but it is safe to say that backpackers' lodges are the cheapest," says Cleland.

Comfortable accommodation at prices ranging from R40 a person a night (bed only) is available at the University of the Western Cape, where the residences on campus are being leased.

The campus also has self-catering flats equipped with television, microwave, stove, fridge and kitchen utensils to accommodate special groups of 15 or more people.

"This decision to let out the residences over the peak season not only makes economic sense by enabling the university to increase its revenue, but it allows us to accommodate families who otherwise would not be able to afford a coastal holiday that offers real value for their hard-earned cash," says Mark Seale, head of UWC's residential services.

Included in the UWC offer is the use of tennis courts, an Olympic-sized swimming pool, a recreational lounge with a piano, table-tennis and pool tables, 24-hour security services and cleaning and housekeeping services.

The residences are within 10 minutes of Cape Town International Airport and within 20 minutes of the city centre.

They have access to the major freeways to the winelands, beaches, principal shopping centres and tourist attractions.

Meals are available, if arranged beforehand, for an additional charge.

Arrangements can also be made for guests to be picked up at the airport, railway station or bus terminus.

Tourism is now SA's major asset

(288)
CT 13/12/99

OWN CORRESPONDENT AND SAPA

HOEDSPRUIT: The tourism industry is currently making a larger contribution to the national economy than the gold industry, Environmental Affairs and Tourism Minister Valli Moosa said here on Saturday.

Speaking at the graduation ceremony of the Southern Africa Wildlife College, Moosa told graduates they were employed in an industry which had the potential to transform the economy of the subcontinent because it could create jobs.

The graduation followed the launch last Wednesday in Soweto of a new Welcome campaign — featuring a flag-draped character — aimed at encouraging South Africans to involve themselves in what may prove to be the country's biggest growth industry yet.

But it will only work if it becomes "a people's campaign" and is not perceived as a top-down directive, said Moosa.

The campaign is to be funded to the tune of R10 million by South African Airways, and will be supported by the department of environmental affairs and tourism and corporate sponsors.

Moosa said the campaign was about taking pride in being South African.

The Welcome project is the local forerunner of a R160 million international campaign, the biggest such international marketing drive in South Africa's history, which will be launched in Britain, the United States, Germany, France, Italy and the Netherlands next February.

Whether the campaign hits the mark remains to be seen.

But industry stakeholders agree that it is a bold step that has the potential to provide South Africans with the understanding of what it means to be "a tourist nation" — one that offers world-class experiences and standards of service, and takes pride in its culture.

City security boom as festive visitors pour in

Bomb blasts put tourist spots on their guard

KARYN MAUGHAN
STAFF REPORTER

An influx of tourists into Cape Town for the holidays is causing a mini-boom in the city's security industry.

And low-paid policemen are turning to the industry to find more lucrative work, or to earn extra part-time.

The prosperity for the security industry has been bolstered by last month's bomb attacks at the Blah Bar and St Elmo's, which intensified concerns about the safety of public areas.

Five of seven Western Cape security businesses say they have increased staff by between 20% and 35%.

Businesses in Camps Bay, the site of the St Elmo's blast, have more than doubled the number of rent-a-cops they employ.

A total of 36 restaurants and companies in Camps Bay are each contributing up to R3 000 each for the hiring of four extra rent-a-cops, increasing the total from three to seven.

The manager of a Beaconvale security company, who declined to give his name, said that, although the festive season was usually a busy time for the industry, he believed that the two bomb attacks had had an impact.

"There have been a lot of people needing guards over the past week. We need about five extra people, in addition to our 25 permanent staff, to cope."

Duncan Cloete, head of security at the Waterfront, said security would be doubled on specific public holidays.

"On the millennium, we will work with the police and army, in addition to our full two-shift complement," he said.

Waterfront spokeswoman Maureen Thompson said the popular tourist destination had increased security "as usual" over the festive season.

The Waterfront had its own security division and frequently worked with the police force on a formal and informal basis.

"There is a new government overtime limit, so members of the police force often work undercover for us," she said.

Collin Sherriff, regional head of police human resources, said that any police officer working at a second job without permission could face disciplinary action.

"When members apply for permission, we have to consider three factors in accordance with the Labour Law.

"The job cannot be in direct competition with the existing employment, the job must not influence the capacity of the employee to do his primary job and the commitment to the existing job should not be affected," he said.

Director Sherriff said that "very, very few" police staff actually applied for permission to do a second job.

"Only about 1% apply and a tiny percentage, say 0,09% of those applications, are for security positions.

"So far we haven't turned down any applications," he said.

John Penberthy, managing director of Business Against Crime, said he was hoping the bombings would not make businesses panic.

"We would encourage companies to look at their security and ensure that it is adequate," he said. "I'm praying that it will be a safe festive season."

1 000 cars a day stream into SA's top holiday city

(285)

YAZEED KAMALDIEN

ET 15/12/99

ABOUT 1 000 visitors' cars a day are streaming into Cape Town and independent market research by Cape Metropolitan Tourism cites the city as one of the country's top tourist destinations.

According to the research, Cape Town is highly attractive and affordable.

"Domestic visitors stay in metropolitan Cape Town for about 8,5 days and in summer spend an average of R4 168 — 20,4% of it on hotel accommodation," said Rick Taylor, chief executive officer of Cape Metropolitan Tourism.

Domestic visitors rated the V & A Waterfront as the main tourist attraction, followed by restaurants, Table Mountain, Cape Point, Two Oceans Aquarium and the latest attraction, Ratanga Junction.

"Overseas visitors spend nearly half their time in South Africa in metropolitan Cape Town and spend R15 982 during their visit. A third of their budget is spent on accommodation," said Taylor.

"Judging by reservations taken by hoteliers and our membership base, many people are going to be arriving this weekend."

Cape Town was favoured as a venue to see in the new millennium. "We have a lot in our favour," said Taylor. "We are experiencing a great season. There's always room for one more. Over the next few days we can expect about 1 800 cars a day to enter Cape Town."

Despite the influx, certain venues at the V & A Waterfront have had fewer visitors than this time last year. They include larger venues like Zerban's Cake and Coffee shop, Cape Town Fish Market Restaurant and The Mussel Cracker.

"Sales have decreased compared to those last year," said Zerban's manager, Morne Ferriera.

"We haven't had a bomb here, so it's not because of bomb attacks. There are not even that many people from Gauteng. We're 30% behind the target we reached last year this time and everyone is worried.

"Advertising in the media has also affected business. They're overlooking the Christmas concept and everyone's talking about the millennium. Early December last year we were fully booked for Christmas. This year we're not even booked half-full."

According to its manager, Oscar Kotze, the Cape Town Fish Market has also seen a drop in business.

"Last year the Waterfront was pumping, but now it's an absolute morgue," said Lauretha Lucas of the Mussel Cracker.

"It's shocking. I've heard from foreigners that they've advised relatives not to come to South Africa."

Maureen Thomson, spokesperson from the V & A Waterfront, said the number of visitors was "the same".

"Last year we reached the ceiling of how many people we can cope with," she said.

"There are more European visitors than before. Sales are 18% up from the December 1998 figure — and that's more valuable than the numbers of people. We'd rather have a bigger spend a head and stabilise our visitors."

John Harrison, managing director of the Table Mountain Cableway, said cablecar traffic had seen an "increase in African languages".

"We are busy and there are more African-country visitors, rather than visitors from the Free State or Transvaal.

"We've had nice weather and have about eight to nine trips, each of which can take 65 people, an hour.

"We've also taken a stronger view on security, so there have been no bad incidents.

"Things are good and we are open until late at night when the weather is nice."

City gets police unit to protect tourists

(35)
(288)

GASANT ABARDER
CRIME WRITER

TWENTY more police joined the battle against crime in the city centre when Community Safety MEC Mark Wiley launched the police Tourist Unit yesterday.

The members of the unit, who can be identified by a white sleeve on their left arms, will focus on protecting the thousands of tourists who will visit the city this holiday season.

Besides keeping a watchful eye on the visitors, they will also be able to help foreign visitors more effectively.

"They are trained in all aspects as any other community patrol officer with powers of arrest," Wiley said.

"But in addition, Western Cape Tourism and the V&A Waterfront have trained them further at no cost."

He said the unit members learnt about the background of tourism, the value of tourism to the province and the safeguarding of tourist venues.

"Plans are also afoot to teach them an international language other than English in collaboration with foreign consuls."

He added that the members of the unit were trained to deal professionally with tourists from a public relations point of view.

Avis car hire has donated two vehicles and bicycles will be used in the 24-hour service, which will be based in the city centre.

CT 15/12/99

BD 15/12/1999

SA gears up tourism campaign

The industry shows only part of its potential to create revenue and jobs, writes **Alan Fine**

JOB creation is government's number one priority, right? And everyone has identified tourism as the priority sector for job creation, correct?

So Environmental Affairs and Tourism Minister Valli Moosa was a little nonplussed when he arrived in his new portfolio in June and discovered that only 1% of the department's staff — 14 people out of 1 400 — were involved in its tourism function.

He found, he says, no evidence of a considered tourism strategy. Basic facts and figures about the industry to base strategies on were not easy to come by.

Moreover, the SA Tourism Board (Satour) is not widely considered to be as dynamic as it could be. A cursory look at its mundane website proves the point.

According to Brian Whittaker, CEO of the Business Trust, which is focusing on tourism as its primary job-creation project, Satour's budget has been devoted mainly to maintaining its offices in SA and abroad, with minimal above-the-line marketing of SA.

Despite this, tourism is increasing in importance as a contributor to the economy. A research project commissioned by the department and conducted by Grant Thornton Kessel Feinstein shows tourism's contribution to gross domestic product (GDP) increased from 4,5% in 1991 to 6% last year.

In the same period mining's contribution fell from nearly 10% to 8,6%, suggesting that tourism will overtake mining some time in the next several years.

Employment in tourism rose by more than 50% from about 220 000 to 342 000 in the period even as formal sector employment overall stagnated.

However, there is a lot of strategic thinking to be done if the industry's potential is to be met. Global comparison suggests there is much scope for improvement.

Spain is the world's top tourism destination when measured both by tourist nights spent (521-million in 1997 as against SA's 67-million), and by travel and tourism's contribution to GDP (17,85% in 1996 compared with SA's 7,35%).

This is perhaps an inappropriate benchmark for SA given Spain's proximity to all the big tourism countries of origin and its position as a prime destination for Europeans seeking seaside holidays.

A better comparison is Australia, which, like SA, is distant from those markets and has a similar-sized population.

We are laggards in this comparison too. Though both countries receive a similar number of tourists, Australia's stay longer and spend more. Thus it is 50% ahead in terms of visitor nights, while travel and tourism generates 10,5% of GDP, in line with international averages.

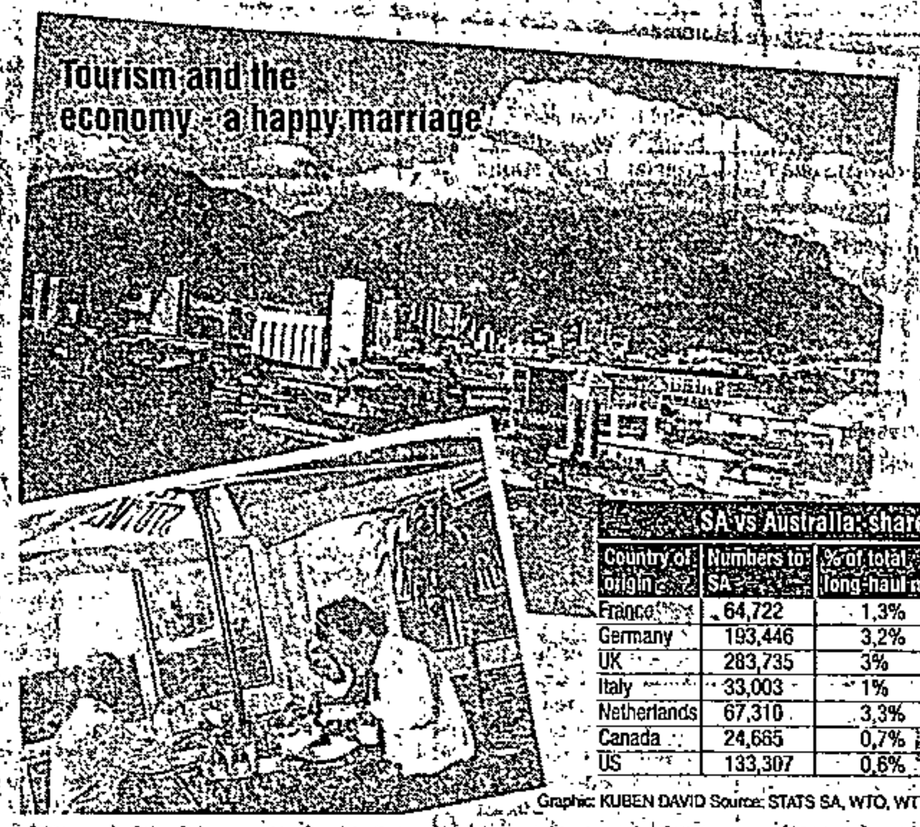
Though SA has the edge in attracting tourists from most of Europe, it is way behind with regard to visitors from the UK and the lucrative US market. Australia's tourism sector employs 694 000 people — twice as many as SA's.

For Moosa, boosting Satour is a key to improving SA's international tourism prospects.

The current board's term of office expires in March. Legislation is in the pipeline to transform it into a smaller, more dynamic body. The board will lose its unwieldy provincial representation and be staffed by experts.

Satour will also give up its non-core functions like hotel grading.

In addition, it was announced last week that Satour CE Stuart Lemka, a financial expert, had been appointed financial manager of the tourism department, opening the way to the appointment of a new Satour chief with experience and vision in the tourism and/or marketing field.



Country	Travel and tourism employment as % of national employment
Australia	11,52%
France	13,05%
Germany	11,50%
Italy	14,82%
Netherlands	10,29%
SA	6,16%
Spain	19,47%
UK	11,67%
US	10,97%

SA vs Australia: Share of the long-haul markets

Country of origin	Numbers to SA	% of total long-haul market	Numbers to Australia	% of total long-haul market
France	64,722	1,3%	34,900	0,7%
Germany	193,446	3,2%	125,400	2,1%
UK	283,735	3%	410,600	4,3%
Italy	33,003	1%	45,800	1,4%
Netherlands	67,310	3,3%	41,600	2%
Canada	24,665	0,7%	64,800	1,8%
US	133,307	0,6%	329,600	1,4%

Graphic: KUBEN DAVID Source: STATS SA, WTO, WTTC AND GRANT THORTON KESSEL FENSTEIN

Moosa wants Satour's management structures flattened and outside talent contracted for particular projects like designing a dynamic website and commissioning useful research.

Most in the industry will welcome these changes. A R180m-a-year marketing initiative aimed at the big six markets — the UK, Germany, the US, France, Italy and the Netherlands — announced in September is seen as something of a breakthrough. The funding, for three years initially, is from government (R50m), Satour (R45m), the Business Trust (R50m), the Tourism Business Council (R25m funded through a voluntary levy) and SA Airways (R10m).

This significant public-private partnership raises several questions, however. First, where will the funding come from beyond 2002? "It cannot depend forever on donations from the private sector," says Whittaker.

Moosa says he is still pondering the question; one possibility is an airport exit tax.

Second, to be effective, the spending will have to be carefully targeted. For example, only 14% of Americans are passport holders. How do you find them and target them without wasting scarce resources on the other 86%? "We have not even begun to touch that market," says Moosa.

What of tapping the Indian, southeast Asian and African tourism markets? India's middle class, Moosa points out, is as large as that in the US. Southeast Asia is recovering from recession, but its tourists have particular needs that will have to be understood if they are to be attracted. Africa has a growing middle class. Moreover, none of this addresses the internal tourism market.

Third, what kind of tourism should SA promote, given that job creation is the top priority?

The job-creation potential of tourism is captured in the magical "one job per eight tourists" formula the department's promotional material refers to. Moosa concedes he is uncertain how this figure is arrived at — it is simply lifted from the World Tourism and Travel Council's international average.

High-value tourists — the Mala Mala and Cape Grace types — inject more value into the economy, and create more jobs, than the prepaid package tour travellers.

Yet an excessive focus on high-value tourism could harm destinations like Durban, which are better suited to mass, lower-middle-class tourism.

So Moosa is considering licensing charter flights for these tourists to land in Durban.

On the whole, though, long-haul travellers will not visit SA for its beaches; they could take a shorter, cheaper flight to Spain instead. "They want to interact with local people and learn about the country they are visiting," says Moosa. Which explains the relatively new focus on "cultural tourism" — from the R16m allocated to establishing a Soweto tourism route to the world heritage sites.

Satour is to commission major international research to discover what tourists in different markets are looking for.

Business Trust has an R80m training budget. It is based on the assumption that better skills in the industry will attract more high-spending tourists.

Another component of the trust's strategy is a R40m programme to promote tourism enterprise and to eliminate impediments to tourism. A malaria-control programme in northern KwaZulu-Natal and southern Mozambique is one such project.

The entire tourism promotion strategy revolves around developing an image for SA. However, warns Moosa, that cannot happen in isolation from SA's other imaging imperatives.

Portraying the country merely as a place of pristine bush and wild animals will affect other economic development and investment strategies, which rely on portraying SA as a country of advanced infrastructure, health care and financial systems. Job creation depends on that as well.

Zuma hails St Lucia's tourism potential

(258)

171 1a 89

By Jimmy Seepe
Political Correspondent

DEPUTY President Jacob Zuma yesterday challenged visitors and residents of KwaZulu-Natal to "discover the spirit that stirs the soul of Africa in the vast and majestic kingdom of the Zulu at the start of the new millennium".

In a speech to mark the official opening of the St Lucia Wetlands Festival on Reconciliation Day, Zuma said St Lucia was destined to become "a unique destination for cultural, ecological and recreational tourism as we enter the new millennium".

He said people of KwaZulu-Natal should use St Lucia, which was recently declared a World Heritage site along with Robben Island and the Sterkfontein caves, as a means of balancing development and conservation.

"The Greater St Lucia Wetlands is here to be used wisely for future generations," Zuma said.

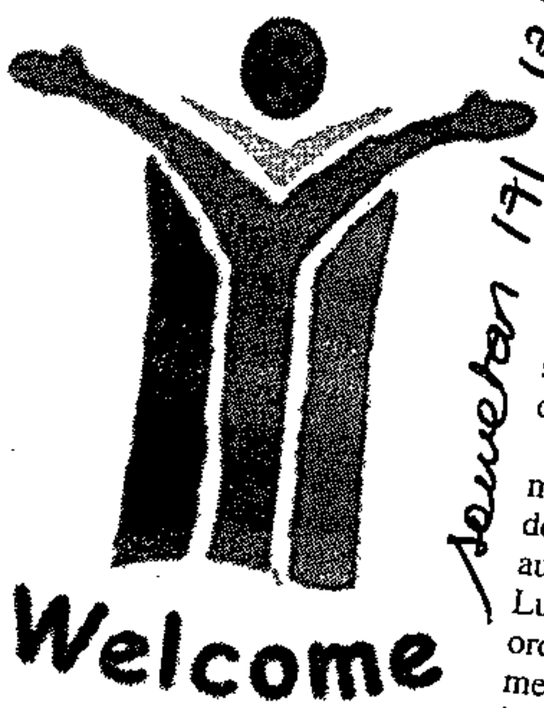
"In an African context, wise use means balancing development and conservation; development that brings new wealth and jobs to the ordinary people of Maputaland without destroying the great beauty of the region."

He said the recognition of the area as a world heritage site also stresses the grave responsibility South Africans have as custodians of this special place.

"Our duty as South Africans is to protect the heritage of the Greater St Lucia Wetlands not only for our own people but for all humanity."

Zuma said the Government was particularly happy that land claims had been addressed and that there had been a greater degree of cooperation between the coordinators and the community.

"While the Greater St Lucia Wetland Park has the potential to offer a world class combination of land, fresh water and marine activities, it's fragmented ownership and management have meant that it has remained severely underdeveloped.



"What could be one of the world's great destinations, combining the Big Five with beaches, lakes, forests and coral reefs, has remained an under performing patchwork suffering from a lack of infrastructure and co-ordinated development," he said.

Zuma said the Government will be establishing a dedicated development authority for the Greater St Lucia Wetland Park in order to accelerate development, create sustainable jobs and create conditions for the establishment of an internationally competitive tourism destination in line with the best international practice.

He said an authority will be responsible for the development and management of the park.

"The authority will also be charged with the execution of South Africa's obligations under the World Heritage Convention, and the continued conservation of the area."

City still popular with local visitors

BUNTY WEST
METRO WRITER

CT 20/12/99 (288)

WITH five days to go to Christmas, an estimated 70% of the Peninsula's 32 000 holiday beds are filled and cars are still pouring through the Huguenot Tunnel.

Traffic to the Western Cape was heavier than normal last week and on Friday 6 500 vehicles passed through the Huguenot Tunnel during the day.

But although South Africans are enjoying the Peninsula's delights over Christmas and the millennium, foreign visitors appear to be staying at home rather than travelling abroad.

The restaurant at Kirstenbosch National Botanical Garden served 1 700 meals a day over the first 10 days of December, with night trade doing exceptionally well.

"But there has been a drop in clientele since, especially in foreign tourists," said general manager Colin Grant-Smith.

The restaurant at the Cape Point Nature Reserve also experienced a large drop in visitors over the first half of the month, but figures had steadily risen since December 15, said Grant-Smith.

Table Mountain Cableway managing director John Harrison said tourist figures were similar to last year's, but he expected an increase over the next couple of days.

"The influx of visitors is not larger than last year, although spending appears to be up," said V & A Waterfront public relations spokesperson Maureen Thomson.

On Robben Island more than 1 000

❑ Turn to Page 3

Politicos hit beach in new battle for jobs

R165m tourism drive comes to Camps Bay

(288) (~~173~~) ARG 22/12/99

MURRAY WILLIAMS
Tourism Reporter

Beach-lovers Valli Moosa, Gerald Morkel and Hennie Bester took to the sands of Camps Bay for the local launch of "Welcome" – a campaign designed to put South Africa's unemployment figures into reverse.

The plan is simple: every eight international tourists create one permanent job. So to encourage more tourists, breed a nation of tourist-friendly citizens – it makes hard economic sense.

The campaign will also tackle the scourge of litter and other pollution, and will also serve to make people aware of just how devastating crime can be to the industry.

Mr Moosa, who is Minister of Tourism, Western Cape Premier Morkel and Mr Bester, the province's Tourism Minister – began the campaign by approaching surprised sunworshippers and bidding them "welcome" by dishing out caps and T-shirts.

The "Welcome" logo features what SAA chief Coleman Andrews christened "the flag dude" – a South African flag standing on its side, its green stripes extended into welcoming arms.

"But for this nation to be a tourist nation, we are going to have to become more attuned with the needs of tourism," Mr Moosa said. "Because it is a harshly competitive industry worldwide that runs on service excellence.

"I believe that once South Africans understand the role that tourism plays in our everyday lives, they will understand that we must all support it, as it carries the promise of this country's long-term economic growth.

"This is not a government campaign. It is driven by the private sector and it is for all South Africans to own."

The campaign will coincide with South Africa's biggest international marketing campaign, costing R165-million and funded by the Government, the Tourism Business Council and the Business Trust. It will focus mainly on the US and Europe, but will include market research elsewhere.

Making visitors WELCOME

Tourism officials say being a campaigner for "Welcome" is easy.

- Be friendly. Don't begrudge time spent chatting to visitors.
- Be willing to give tourists directions, information and tips.
- Don't harp on about the negatives (in South Africa).
- Be proud of South Africa and its infrastructure.
- Point out the variety and quality of our food, fruits and wine.
- Encourage visitors to enjoy our music.
- Take pride in South Africa's transformation to democracy and our new constitution.
- See the diversity of our Rainbow Nation and our rich variety of traditions.



LEON LESTRADE

Welcome to the Cape: national Tourism Minister Valli Moosa, left, and Western Cape premier Gerald Morkel greet a holidaymaker from Gauteng with broad grins and a free t-shirt on Camps Bay beach yesterday

Job hopes fuelled by R2-m Scarborough dunes tourist project

(288) (173)

ARG 22/12/99

PETER GOOSEN
SPECIAL CORRESPONDENT

Plans for a R2-million rustic restaurant, fish market and craft centre complex at Witsands, the dune area between the Crayfish Factory and Soetwater resort near Scarborough, have been presented to the South Peninsula Council's executive.

The development, by Gant Camilleri and Grant Thompson, is likely to create jobs for residents of Ocean View and Masiphumelele near Kommetjie.

The developers told the council executive that the first phase would include the open-air restaurant aimed at the tourist trade, much the same as the Strandloper Restaurant at Langebaan.

The second phase would include the establishment of a fresh fish market with cold storage facilities that would act as a market for fishermen, mainly from Ocean View.

Politicos hit beach in new battle for jobs

R165m tourism drive comes to Camps Bay

(988) (1173) ARGT 22/12/99

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Welcome to the Cape: national Tourism Minister Valli Moosa, left, and Western Cape premier Gerald Morkel gree holidaymaker from Gauteng with broad grins and a free t-shirt on Camps Bay beach yesterday. | LEON LESTR

Cape tourism boom is not materialising

BD 23/12/99 (288)

Alan Fine

CAPE TOWN — Tourist industry operators in Cape Town and surrounding areas are drastically scaling down their initial expectations of a millennium tourism boom.

Western Cape Tourism Board CE Mike Fabricius said yesterday Cape Town, along with London and other cities which had planned to cash in on millennium mania, had come to realise that their expectations had been unrealistic. "Many operators went overboard in their planning ... But expecting people to travel in hordes over this period was incorrect. Many want to be at home with their family and friends," he said.

The result was that the province was having "a good season" rather than an exceptional one, he said.

Cape Chamber of Commerce and Industry deputy director Colin Boyes says retailers were talking of sales 20% to 25% up on a year ago — way above the inflation rate. He puts that down to the easier interest rate climate which has increased consumers' disposable income, agreeing with Fabricius that there is no tourism surge in Cape Town.

Boyes and Fabricius say that, instead of experiencing large numbers at year-end, the foreign tourist season has become an extended one. It peaks in November, declines in December and early January, then resumes from mid-January to March. Tourists from Europe, particularly, prefer to spend Christmas and New Year at home with their families, Boyes says.

He says the city's hotels are not happy with occupancy rates no higher than a year ago. Boyes puts it down to an explosion of bed-and-breakfast accommodation establishments.

These are far more affordable, especially for domestic tourists, who are "here in force" at the moment.

Fabricius says a bigger factor holding down occupancy rates now is the increase in the numbers of hotel rooms and beds. His figures show the number of hotel rooms has grown by 55% in three years. So although hotel occupancy rates are at 70% to 75%, numbers of visitors are up. He says tourist numbers have been unaffected by the Camps Bay bombing last month.

The wine routes of Stellenbosch, Paarl and Franschoek have suffered reduced activity. Amfarms (Anglo American Farms) marketing director Eddie Turner says wine-tasting and restaurant occupancy are down. One winelands source says many tourist establishments put up prices in expectation of the millennium rush from overseas, which discouraged domestic tourists. Now they are offering "specials" in order to attract customers.

Hester Scholtz of the Stellenbosch visitors' bureau says visits for December are 25% down on November.

She and an official of the Stellenbosch wine route put it down mainly to the heat wave in the area over the past two weeks: "It is swimming weather, not wine-tasting weather."

A spokesman for the Victoria & Alfred Waterfront says that though numbers of visitors are only marginally up on a year ago, December turnover is up 11%. All hotels in the complex are full.

Ill-fated bus checked out day before crash

STAFF REPORTER

Johannesburg – The driver of the Springbok Atlas Tours bus that crashed outside Lydenburg earlier this week reported a mechanical fault on the ill-fated vehicle two days before the accident in which 26 British tourists and a South African tour guide were killed.

Springbok Atlas chairwoman Carol Scott, who with officials of British-based Thomas Cook Holidays held a news conference at the Milpark Hospital yesterday, said driver Titus Dube had reported problems with the retarder, which was connected to the gearbox and could help to slow the vehicle, and with the air-conditioning system.

Ms Scott said mechanics checked the retarder on Sunday, the day before the crash, but found nothing wrong, while a blade in the air-conditioning system found to be broken had been rectified.

Mr Dube, who is being treated at the hospital for a broken leg and pelvis, has told police investigators that the brakes failed before the crash on the Long Tom Pass, 5km from Lydenburg.

"It (the reported fault) was not about the brake system," Ms Scott said.

Mr Dube, a driver with 20 years' experience, told police on Tuesday in Lydenburg that a warning light had flickered on the instrument panel, indicating a mechanical fault.

Skid-marks at the Long Tom Pass indicated that the driver tried to stop the bus for about 150m before it left the road and rolled at least twice.

Police have taken possession of the vehicle's service record.

On-board computer equipment that should reveal the speed at which the bus was travelling at the time of the accident is in the hands of forensic experts, who are analysing the data.

Investigations are also being carried out by Thomas Cook Holidays, which has brought in a specialised engineer from overseas, and by Springbok Atlas Tours.

Thomas Cook managing director Simon Laxton said yesterday the company had several other bus tours in South Africa booked, and that six of the 60 clients involved had cancelled.

Tourists stick to SA plans

ARG II 10/99 (288)

FOREIGN SERVICE

London – Tourism officials promoting South Africa in the vital British market breathed a sigh of relief yesterday when it began to emerge that the Lydenburg bus disaster had inflicted less damage to the country's image than originally feared.

A spokesman for Satour's London office said a snap poll of six British tour operators active in South Africa had revealed that none planned to cancel tours.

Last year more than 320 000 British people visited South Africa, making the UK by far the most important source of foreign tourists. The Satour spokesman said yesterday that the board's offices had continued to receive the normal number of inquiries and requests for holiday information.

"We certainly don't want to minimise what has been a terrible tragedy but it does seem that there has been little impact."

Bus operators to volunteer fleets for roadworthy tests

BDI 10/99 (288)

Linda Ensor and Sapa

CAPE TOWN — Coach and bus operators gave an undertaking yesterday that they would voluntarily submit their fleets to comprehensive roadworthy tests as soon as possible in a bid to restore public confidence in bus safety.

This emerged from a summit of operators, provincial transport MECs, departmental officials and trade union representatives convened by Transport Minister Dullah Omar in the wake of a series of tragic bus accidents. In one accident in Lydenburg, 26 British tourists and a South African died.

"Government will ensure that capacity for this intensive testing programme is made available," Omar said. There was also unanimous agreement about the need to combat corruption in the vehicle testing system.

The parties also agreed on the need for an amendment of the Road Traffic Act to allow for official inspection of the businesses of public bus operators to ensure safety provisions are enforced.

Omar asked bus operators to examine their fleet management practices and maintenance programmes, their expenditure and reinvestment programmes, safety policies and employment practices to ensure better safety.

Meanwhile, Springbok Atlas Tours confirmed the driver of the bus that crashed near Lydenburg telephoned the company before the accident, but said he did not report any brake problems.

The company did not disclose when exactly the call was made or what was discussed, saying they were investigating.

The bus crashed in the Long Tom Pass in Mpumalanga , killing 26 elderly British tourists and their South African tour guide.

Nine other tourists and driver Titus Dube were injured.

It was reported that a red light on the instrument panel indicating a problem with the brakes started flickering before the crash.

Dube, in his statement to police, said he had reported the fault to the bus company. He said he was told that mechanics would repair the fault and he left the bus keys at a pre-arranged spot.

The next day Dube presumed that the bus had been repaired and the tour continued.

Dube, who suffered a broken back and a broken leg, told police at the scene of the crash that the brakes had failed.

Simon Laxton, the director and general manager of Thomas Cook, said he would not speculate on something that was still being investigated: "We have suffered badly from speculation already." Laxton said the company was satisfied that the driver had rested enough before undertaking the journey.

Operators set to pull buses in for testing

Omar summit agrees curbs to cut accidents

CLIVE SAWYER
POLITICAL CORRESPONDENT

Leading passenger bus operators have agreed to a government plan to pull in fleets countrywide for a fresh round of roadworthiness tests in the wake of a lethal spate of bus disasters.

Transport Minister Dullah Omar made the request during a summit of government transport authorities, bus industry leaders and transport unions in Parliament yesterday.

Although re-testing will initially be voluntary, Mr Omar said it was possible it would be made compulsory.

The urgent talks, involving about 60 delegates, produced a summit deal which will form the basis of a further summit on road safety involving Mr Omar and his provincial counterparts.

A committee representative of bus industry operators is to work with a government task team to implement a range of road safety measures agreed to by the Cabinet earlier this week.

Among these is a proposal to reduce the speed limit for passenger buses from 120km/h to 100km/h, a measure also likely to be made compulsory, and consideration of whether passengers should be compelled to wear seatbelts.

The tragedy prompted Drive Alive spokesman Richard Benson to hit out, saying that steps were in place only because tourists were involved.

"How much longer does government intend to wait before the 8 000 vacant traffic police jobs are filled? How many people will die unnecessary deaths on our roads while we wait for government to act, while 75 people are seriously injured or crippled on South Africa's roads every day?" he said.

Opening yesterday's summit, Mr Omar cautioned against "speculation and hyperbole" before the causes of each crash had been investigated.

But analysis of bus accident trends in recent years had shown there were weaknesses in the safety system.

He urged operators to examine their fleet management practices, maintenance programmes, safety policies and employment practices and policies.

Workers and trade unions should also join efforts towards improved safety: "Are you driving in a way that protects the precious human so-called cargo on your bus?"

At a news conference after the summit, Mr Omar said those present had agreed the causes of the recent bus accidents should be established and made known as soon as possible.



Action: Tourism Minister Valli Moosa, left, and Transport Minister Dullah Omar spell out plans yesterday for the passenger bus industry HANNES THART

Mr Omar said the summit had "made reference" to corruption, especially with regard to roadworthy testing of vehicles.

He disclosed he had had talks with Safety and Security Minister Steve Tshwete and Bulelani Ngcuka, National Director of Public Prosecutions, to ensure this problem was solved.

The summit had also agreed to several medium and long-term measures, including an examination of the issue of maximum driving hours.

The Road Safety Board, which had been "limping along" for some time, would be given new life.

Other proposed measures include:

- The phased introduction of compulsory recording equipment on tourist and long-distance public transport.
- Amendment of the Road Traffic Act to enable official access to public transport businesses to monitor and enforce safety.

Legal action ruled out

STAFF REPORTER

Johannesburg – Legal action will not be taken against Springbok Atlas Tours by Thomas Cook Holidays over the Lydenburg bus crash on Monday, in which 26 British tourists and a South African tour guide were killed.

Thomas Cook managing director Simon Laxton, who flew into South Africa yesterday, said the tour operator did not anticipate any dispute with the bus company.

None of those involved in the accident or their next of kin had filed claims against the bus company or Thomas Cook, Mr Laxton said.

He said all medical costs and costs incurred by the next-of-kin who had arrived in South Africa would be covered by the company, while a legal team was looking into the question of compensation.

Meanwhile the formal identification of the remains of the crash victims began yesterday with the arrival of an international undertaking firm.

A comprehensive list of the injured and deceased, many of them husbands and wives, has been released.

The Nellie still a world favourite

(288) CT 1/10/99

THE Mount Nelson Hotel, a member of the prestigious collection of Orient-Express Hotels, has been named the fourth-best leisure hotel in the world, and seventh-best overall in the world-renowned Top 100 by readers of *Conde Nast Traveller UK*.

The only hotel in Africa to be listed in the Top 100, the Mount Nelson Hotel has been a part of Cape Town's rich history since 1899.

The hotel is set in almost four hectares of landscaped gardens at the foot of Table Mountain.

Ranked ahead of some of the most famous hotels in the world, the Mount Nelson Hotel achieved scores of over 90% in 20 categories, including location, service, ambience/décor, food/restaurants, standard of accommodation, environmental friendliness and value for money.

Over 27 000 readers responded to the magazine survey, which was conducted in May. — Staff Writer

7 MUGGED ON DURBAN BEACHFRONT

Attacks turn tourists away

(288) ET 6/10/99

DURBAN: A travel agent who deals with a German firm has warned that the spate of muggings on visitors may take this city off the tourist map. **TANIA BROUGHTON** reports.

SEVEN German tourists left Durban, some of them stabbed, bruised and disillusioned yesterday after falling prey to knife-wielding young thugs in two attacks within hours of each other on the city's beachfront.

Now there are fears that the German-based tour operator which brings about 80 tourists to the city every week, may pull Durban off its itinerary.

"Tour operators are taking Durban out of their brochures. I have spent years bringing this issue to the attention of the mayor, the tourism authority and the police.

"We need to wake up," said Linda Pampallis, managing director of Thompsons South Africa Tours and Travel.

Her company is the local agent for Neckermann Reisen, the second-biggest tour operator in Germany which brings two groups to South Africa every week for round-country trips, and include a stop-over in Durban.

She was awaiting feedback on the incidents from the German company.

"In 1988 I wrote to the mayor telling of the total negativity towards the city because it is perceived to be crime-ridden. At that time, five of Europe's biggest tour operators expressed concern about the continued inclusion of Durban in their tour package and one had already pulled out."

On Monday 75 tourists arrived in the city and were staying at the South Beach Holiday Inn.

Thompson's sales director Patrick Siebel said two couples, in their late 50s, had gone for a walk about 6.30pm, taking the ramp near the South Beach paddling pools. They were not carrying handbags or cameras.

Two youths threatened one of the men with a knife while the other went for his pockets. The man's companion came to his rescue and was stabbed near the shoulder and nicked in the face.

He said the plucky four had gone back to the hotel, told reception to call the police and then returned to the area with hotel security staff.

"By then there was a group of 10 youths. The tourists wanted the guards to search them for the knife, but they didn't want to. This, and the fact that the police did not arrive, really upset them."

Just before 8pm, three younger tourists were returning from a beachfront restaurant when they were surrounded by five youths — one with a knife.

During the struggle a knife was held at one man's throat and a woman in the party was pushed to the ground. One of the thieves ran off with a bag which was recovered by a passer-by.

By the time the police arrived, in response to a call about the first incident, it was 11pm and the first group were already in bed.

"The tourists were shocked by the attacks. But what made matters worse was the apparent lack of concern ... the guards who would not help, and the police who did not arrive," Siebel said.

Police spokesperson Vish Naidoo said they had no record of the stabbing incident , but were investigating a robbery case that could involve a tourist. He denied it had taken police long to arrive.

Metro mayor Obed Mlaba said: "This is the last thing we need."

He admitted that more visible policing might be needed and said the aim of the new Metro police force would be to put police where they were needed most.

CUT IN FLIGHTS 'DETRIMENTAL'

Tourism brass knock SAA

(289) CT 6/10/99

WESTERN CAPE tourism authorities say the attitude of South African Airways and a lack of flights to the Mother City could have a long-term detrimental effect on tourism in the province. **GUSTAV THIEL** reports.

RICK TAYLOR of Cape Metropolitan Tourism told the *Cape Times*: "I can state categorically that SAA is shirking its responsibility to Cape Town.

"We need more flights and we need to tap into the US market. In spite of this, I think we are going to have a very good season."

Cape Town was recently rated number 10 by *Travel and Leisure* magazine on the list of most popular destinations for the millennium, beating London, which is at number 13.

Taylor says tourism is a tough industry and the help of SAA is needed to survive in the future.

The head of Cape Town Tourism, Sheryl Ozinsky, came out strongly against the national carrier yesterday, saying: "If they do not have the best interests of Cape Town at heart, we will have to look at using other international airlines.

"We are looking at a very busy tourist season, but we will make things work one way or another, even though we need more flights to Cape Town.

"Cape Town is renowned for its bad service and it is time this image changes," she added.

Ozinky's statements follows negative reaction by local tourism authorities to SAA's announcement last week — that it was discontinuing its direct flights from the US to Cape Town.

SAA struck a new deal with Delta Airlines, whereby only one direct flight from the US will be operated weekly from Atlanta to Johannesburg.

The previous arrangement had American Airlines operating a weekly flight from Miami to Cape Town.

Ozinsky told the *Cape Times* yesterday that SAA does not realise the enormous potential of the tourist market in the US.

Mike Fabricius of Western Cape Tourism, Taylor and Ozinsky said that although they understood that SAA and its CEO Coleman Andrews had a priority to operate the airline in a profitable manner, it was incumbent on them to treat South Africa's tourism industry as a priority and as a whole.

In a statement released by tourism authorities last week, they insist that the reason why flights from the US will go only to Johannesburg "is that SAA will then gain the bonus of tourists flying from Johannesburg to Cape Town — a very lucrative route".

"If tourists want to come to Cape Town, they should be able to fly direct. It's absolute nonsense that South Africa's premier international tourist destination can only be reached via Johannesburg.

"To say that most people would prefer to fly to Johannesburg is simply untrue — the Miami to Cape Town flight is always full, which is why the number of weekly flights has been increased."

Virgin Atlantic Airlines was awarded the right to operate one flight a week to Cape Town from London.

The chairman of the airline, Richard Branson, has been fighting for flights to Cape Town, insisting that he could fill at least four flights a week.

After hearing about the flight being awarded by the British Civil Aviation Authority (BCAA), Branson said: "We've been fighting for several years to fly non-stop to Cape Town and we're absolutely delighted to have won the right to do so.

"Virgin Atlantic Airways will provide passengers on this important route with all the benefits of increased competition — not least the lower fares and improved quality.

"Although we welcome the BCAA's decision, one service a week isn't enough to meet the demand.

"We will now lobby strongly in both countries to increase our frequency as soon as possible with the ultimate aim of operating a daily service."

SAA and Andrews insist their first priority is to make money. The airline's spokesperson, Leon Els, was not available for comment yesterday.

Hennie Bester, the Western Cape MEC for Economic Affairs and Tourism, says SAA's decision to scrap the Miami flight "is highly questionable and urgent talks are needed with the minister of Public Enterprises, Jeff Radebe, and SAA in this regard".

Bester says: "Perhaps there is time for a re-think, because there are few vacant seats on Johannesburg to Cape Town flights and the cancellation of the flight will exacerbate the situation."

He said that the Western Cape is the preferred destination of the majority of international tourists.

"Finally, the Western Cape has a partnership agreement with the state of Florida, and SAA's decision will harm this special relationship."

Tourist bodies reject proposed regulations

(288)

Primarashni Pillay

DRAFT regulations on the Gauteng Tourism Act have failed to cater for the needs of emerging entrepreneurs and people involved in small, medium and micro-enterprises, representatives of various tourist organisations said yesterday.

They were making presentations to the Gauteng Finance and Economic Affairs Standing Committee's public hearings on the draft regulations.

The act was passed last year, with the aim of integrating and controlling the fragmented tourism industry in Gauteng.

One requirement of the draft regulations is that applications for registration of hotels, game lodges and farmhouses with the Gauteng tourism authorities be accompanied by a non-refundable fee of R100 plus R25 per room.

Levies are to be paid to the regulating authorities, at a rate of 3% of the price of each room night sold by every registered hotel or other establishment.

The monthly levy is expected to place accommodation establishments under pressure as they are already expected to volunteer a 5% levy to a national fund, which will promote growth and development in the tourism industry.

Peter Cumberlege, a consultant to the Federated Hospitality Association of SA, said if Gauteng implemented the 3% levy on accommodation establishments, it would affect contributions to the national fund. Gauteng appears to be the only province which intends implementing this levy, to be used to set up a database.

Sydney Phuti of Tourism Johannesburg said the draft regulations "put everybody in the same room" without recognising that people entering the industry came from unequal pasts. The industry needed to grow and needed the entry of previously disadvantaged people.

He appealed to the committee to introduce registration fees on a sliding scale based on the size of the establishment.

BD 8/10/99

SAA hurts city tourism

(288)

KARIN SCHIMKE
POLITICAL WRITER

CT 8/10/99

IN an outline of challenges facing the R40 billion-a-year tourism industry, Cape Town tourism chief Sheryl Ozinsky yesterday told the Cape Town Press Club that the government should stop protecting SA Airways.

Its monopoly was hurting tourism, she said: "Coleman Andrews was appointed to SAA to bring it out of the red. He has done his job extremely well, but it has been at the expense of the tourism industry."

She said the city was regarded internationally as a gateway to Africa, and it was vital people be able to fly directly into the city, without stopping at Johannesburg International.

Ozinsky said Israel's El Al airline had enjoyed government protection for years: "When they decided to deregulate it was like a floodgate had opened, letting people into Israel. The same could happen here."

She said other concerns the tourism industry had were "completely unacceptable standards of service in some areas", with perceived overpricing and declining value for money.

Domestic tourism brought R8,2bn annually to the city, and overseas R7,2bn. But not enough attention was being paid to pricing that suited the needs of the local market.

On security, she said the perceptions of the city as an unsafe place was the single biggest threat to tourism.

"So far the market has been resilient, but tourism could deteriorate because of these perceptions."

ARGUS, FRIDAY, OCTOBER 8, 1999

ARLT 8/10/99

Crime 'is killing our tourism'

(288) (34)

Rampant crime is threatening to kill tourism – the golden goose South Africa badly needs to boost the economy and generate jobs, the city's chief tourist officer warns.

"The perception in the market that South Africa is an unsafe tourism destination is the biggest single obstacle to the tourism industry," Sheryl Ozinsky told the Cape Town Press Club.

"At the moment we are riding it out, but that could change."

She said the bomb that killed two people at Planet Hollywood in August last year had cost R300-million in cancelled tourist bookings.

Ms Ozinsky said 830 000 tourists had visited Cape Town last year, and the plan was to boost that number to 3 million by 2010. However, the boom that followed the 1994 election was fading, and fresh impetus was needed.

For that to happen, the airways had to be deregulated to allow charter flights to enter; conference centres had to be built, and crime reduced.

Ms Ozinsky made international headlines last month when she said Cape Town had to accept sex tourism was a fact of life and include the industry in promotions.

She said she often received e-mails asking if Cape Town was safe.

"My reply is: 'Yes, as long as you take precautions'," she said, noting that the only police patrolling the city centre were reservists paid for by businesses, who went home before dark. – Reuters

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Engine noise drives off whales – expert

TOURISM REPORTER

The guest of honour at the whale festival in Hermanus was Hawaiian whale activist Richard Roshen, who has spent much of the past 25 years in his sea kayak among the whales off the island of Maui.

Mr Roshen is a fierce opponent of boat-based whale watching of any kind, even the legal tours along the South African coastline that were approved last year.

"It's been proven that engine noise drives whales from the shore," Mr Roshen warned.

"I don't think there's any other place left in the world where you can watch whales from the shore like Hermanus.

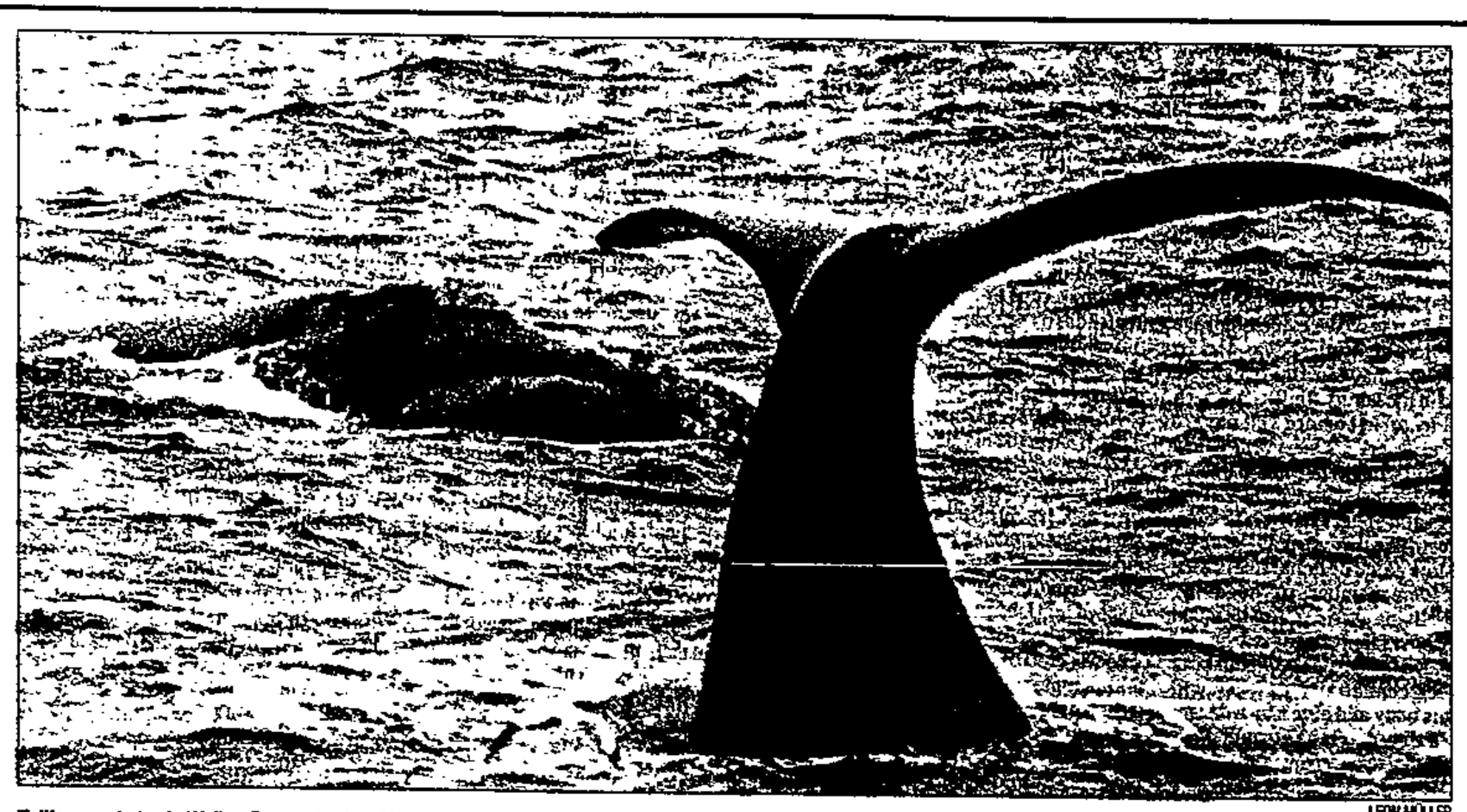
"It brings tears to my eyes watching people watching the whales. I've seen my home deteriorate because of boat-based whale watching.

"You have no choice but to declare a marine sanctuary – even if it means going to court. Otherwise, you're going to lose a very cherished and valuable resource.

"Without the blowing of the whales and the songs of the sea birds, Hermanus would be a boring place.

"Not until you take the time to view nature as I have can you truly realise the fragility and sensitivity of our natural environment," Mr Roshen said.

Angry Hermanus residents first protested – with a placard campaign – against boat-based whale watching in 1993, and again in 1996 after news broke of plans to operate tours with a small liner from the New Harbour, but the plans were never confirmed.



LEON MÜLLER

Tail's up: whales in Walker Bay yesterday. 'We want recognition of breeding status for our southern rights to try to get some sanctuary for the animals,' says Brian Ancketill

'Very rich people are behind boat ban lobby'

TOURISM REPORTER

The introduction of boat-based whale watching last year provoked a storm of reaction.

Walker Bay has two licensed operators, who operate from opposite sides of the bay – the Gansbaai harbour and Hermanus harbour. Philipus May operates from Hermanus on a licence granted to a group of 48 fishermen from the nearby town of Hawston.

His vessel, No Spares, carries 18 tourists on each of his four daily trips, at R250 each for the two-hour tour.

Some residents allege that Mr May is venturing into waters where his vessel is prohibited.

But Mr May said yesterday many residents did not know exactly where his boat was allowed. He was entitled, he said, to remain in position if whales swam towards his vessel, even if they ended up closer than 50m away.

He and authorities were bombarded with residents' complaints, many of which, he said, were groundless.

A lobby is attempting to ban whale watching boat tours in the area. Mr May yesterday slammed this faction as "very rich people with friends in high places with a lot of influence".

"I believe they don't want to give us a chance to make some money. It's the first time that a marginalised community has access to the tourism market in Hermanus. It's only the beginning, now they want to kill our business.

"To say that whales are afraid of boats is wrong – these people know nothing about the whales. In my experience, the whales sometimes come closer and perform tricks. You can ask any fisherman, whales come to the boats to investigate. Sometimes they have to chase the whales away from their catch by banging on the side of the boats.

"The whales aren't scared of the boats, sometimes they're a nuisance! The past government took away our livelihood, and now they want to do it again. They think their money and influence will see them through. We can't allow it. We will definitely resist that type of thing," Mr May said.

Peace at hand for Hermanus whales

Moosa heeds campaign calls to consider sanctuary – and ban on motor boats

ARG 8/10/99 (288)

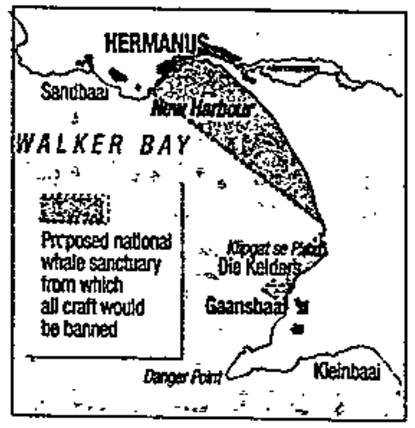
MURRAY WILLIAMS
TOURISM REPORTER

The hopes of thousands of Hermanus whale-lovers have been boosted by a decision by Environmental Affairs and Tourism Minister Valli Moosa to consider proclaiming the world-famous whale haven of Walker Bay a national whale sanctuary.

Mr Moosa was urged to declare the sanctuary by the Walker Bay Conservation Forum, which includes Cape Nature Conservation, as well as the the Hermanus council, tourism bureau, chamber of commerce and ratepayers' associations.

The forum yesterday called for Mr Moosa's urgent intervention to stop the bay's visiting southern right whales from being harassed and to protect unique shore-based watching opportunities at Hermanus and Gansbaai from noisy motorised craft.

Local campaigners believe that unless the whales are allowed to mate and calve in peace, the bay could lose forever its most welcome guests – the whales and the international tourists.



The residents believe the chief culprits are holidaymakers, leisure boats and thundering jetskis.

"In Walker Bay, we have more animals courting and mating than any other part of the coastline," forum spokesman Brian Ancketill told the Cape Argus. "We are asking for recognition of breeding status for our southern right whales to try to get some sanctuary for the animals."

The intrusion of noisy boats also destroyed the pleasure of people watching the whales from the cliffs.

Mr Moosa yesterday listened to the views of residents, the local mayor, boat-based whale-watching tour operators and all other interested parties, on the whale sanctuary proposal.

If he decides to proclaim the sanctuary, parts of the bay could be declared out of bounds to all motorised craft in Walker Bay between Hermanus's New Harbour and Gansbaai harbour between July and November.

Only craft operated by the National Sea Rescue Institute, police and researchers would be permitted to enter the sanctuary.

Aircraft and helicopters would be banned from flying lower than 300m.

Two small sections of the bay are no-go areas, but the forum members believe the southern right whales' tranquil breeding-grounds are still being disturbed by engine noise.



MURRAY WILLIAMS

Whale of a time: Peter Mellar of Hermanus with Valli Moosa and Colin Eglin

The bay has two licensed boat-based whale-watching tour operators, operating from the two harbours, who may approach to within 50m of whales.

Legislation forbids leisure craft from approaching closer than 300m.

But the concerned residents and authorities believe it is almost impossible to police the movements of these boats. Mr Ancketill said: "Legal and illegal operators are taking full advantage of insufficient policing. It is completely neglected.

"We believe that declaring a marine reserve is the only way we can control the area." The residents say they would help to police the sanctuary.

They say the proclamation would "ensure the whales' long-term reproductive success", boost tourism, create local jobs and enhance research opportunities – without conflicting with commercial fishermen's rights.

The residents also suggest the two boat-based whale-watching tour operators' demarcated areas be adjusted to exclude the sanctuary area.

South Africa's other top shore-based whale-watching site is De Hoop nature reserve. Its waters have been declared a marine reserve along 40 km of coastline and 5km out to sea.

SAA speaks with forked tongue, says W Cape exporters and tourism authorities

GUSTAV THIEL
CONSUMER WRITER

THE chief of SAA, Coleman Andrews, is coming to Cape Town today in an attempt to explain to the people of the Western Cape why the airline decided to cut the direct flight between Miami and the Mother City.

The decision by SAA to cut the popular weekly flight has been severely criticised by business and tourism authorities.

Albert Schuitemaker, Executive Director of the Cape Chamber of Commerce and Industry, added his voice to the concerns over SAA's decision to cut the flight and the alliance with Delta Airlines to take more flights to Johannesburg.

Schuitemaker says the decision to stop the non-stop flight to and from Miami has not only angered the Western Cape business community, but also puts the sincerity of the airline on building the tourism industry in the Western Cape, in doubt. He says SAA's decision is a deliberate attempt to lower the international status of Cape Town.

"The chamber, the largest business organisation in the province, has been inundated with calls from business people on whom this decision has impacted negatively.

"Exporters from the Cape are also outraged that their air-cargo options have been dramatically reduced by the withdrawal of wide-body long-distance aircraft, which link with international flights in Johannesburg.

"SAA appears to favour a return to the pre-1990 days, when Johannesburg was South Africa's protected international entry and exit point and Cape Town only served as a regional airport."

Last week SAA gave details of its new alliance with Delta.

(288) CT 12/10/99

In a statement, the airline said: "The Delta partnership is the last major element of an alliance strategy that has boosted the number of non-stop or one-stop markets served by SAA and its partners to 503 cities versus just 70 cities before this strategy was undertaken."

Andrews said a critical part of SAA's mandate, under its "Strategy for Winning", is to link South Africa efficiently to the entire world.

"To serve the United States effectively, there are two markets that you must be in — New York and Atlanta. We are continuing to serve New York with daily services from Johannesburg, and Delta has committed to add a conveniently-timed jet service that will connect our New York service to Chicago, Toronto and Boston.

"These crucially important markets will now be far more accessible."

He added that Atlanta is the most important connecting hub in the world and that flights to this city, instead of to Miami, will make South Africa a more easily reachable destination.

Andrews' comments have not satisfied authorities in the Western Cape, who insist that SAA is underestimating the tourism potential in the Western Cape.

Western Cape Tourism's Mike Fabricius, Cape Metropolitan Tourism's Rick Taylor and Cape Town Tourism's Sheryl Ozinsky have asked the Minister of Environmental Affairs and Tourism, Valli Moosa, and the Western Cape MEC for Economic Affairs, Hennie Bester, to attempt to influence SAA's decision.

"We may also call upon Labour Minister Membathisi Mdladlana to intervene, as SAA's move will have a very negative impact on tourism employment," they said.

CT 13/10/99

SAA plans

(288)

From Page 1

Town's strengths."

Ozinsky said the "discussions were enormously useful, and we have agreed to a regular communications system whereby SAA's plans or intentions are consistently communicated to us to avoid any confusion in the future.

"We understand SAA's 'strategy for winning'. The 'starburst' is not really a black hole after all. SAA understands Cape Town's growth strategy and will be a powerful partner to us in the future."

Andrews said the "strategy for winning" or "starburst" programme involves a process whereby SAA flights will be able to connect more easily than before with many cities in the US and Europe.

With the Atlanta connection, SAA flights will have daily access to 834 flights, whereas previously it was possible to link with only 162. Atlanta serves 134 cities in the US, whereas Miami serves only 21 and is mainly geared for the South American market.

SAA, Coleman admits, miscommunicated the fact that flights from Atlanta will come to Cape Town, but only after they had refuelled in Johannesburg. The Boeing 747 400s would carry fewer passengers if they flew directly to Cape Town.

Ozinsky said the most positive aspect of yesterday's meeting with Andrews was that it was agreed to work together in marketing Cape Town in future.

Said Andrews: "I will be leading a special visit for Cape Town's tourism marketing authorities to Delta Airlines headquarters in Atlanta.

"We will be using the opportunity to leverage Delta's marketing abilities to promote Cape Town to over 107 cities in North America and the Caribbean."

SAA Atlanta link means more city tourists

CT 13/10/99 (288)



GOOD NEWS: SAA CEO Coleman Andrews says the airline's new strategy will bring even more visitors to Cape Town. PICTURE: MUJAHID SAFODIEN

GUSTAV THIEL
CONSUMER WRITER

SAA says the cutting of its direct service between Cape Town and Miami in favour of a link with Atlanta is a "good news story" that will result in 11 000 more people visiting the Mother City each year.

SAA CEO Coleman Andrews assured the *Cape Times* yesterday that the bad press received by the airline in the past two weeks about the axing of the Miami link was "a result of bad communication" between himself and tourism and business authorities in the Western Cape.

Andrews said he took full responsibility for the lack of communication and said SAA would make sure such breakdowns did not happen in the future.

As a result of the communication gap, three senior regional tourism officials — Mike Fabricius of Western Cape Tourism, Rick Taylor of Cape Metropolitan Tourism and Sheryl Ozinsky of Cape Town Tourism — along with Albert Schuitemaker of the Cape Chamber of Commerce, severely criticised SAA for their actions.

Schuitemaker even ventured the opinion that SAA's actions were perceived to be a deliberate attempt to reduce the international status of Cape Town.

The tourism authorities met Andrews yesterday to discuss how SAA's strategy will affect tourism in the province.

After the meeting, Andrews said: "In the brouhaha over the change in service, the fact has been overlooked that Cape Town will continue to have daily service to the US — but it will be via the world's best connecting hub, Atlanta, rather than Miami.

"We could have communicated this more clearly. SAA has added a substantial service to Cape Town, going from four Cape Town-London weekly flights to nine in just 12 months, and we will continue to add services that build on Cape

Turn to Page 3

Satour may do marketing only

(288) BD14H10 199

Wyndham Hartley

CAPE TOWN — Changes to the Tourism Act, which will make the SA Tourism Board (Satour) a purely marketing body and transfer the responsibility for tour guide registration to government, was tabled in Parliament yesterday.

The bill suggests the creation of a national registrar of tourist guides and nine provincial registrars to register and maintain databases of tour guides.

It says the most important functions of the national registrar will be, in addition to maintaining a database of tour guides, to prepare a code of conduct and hear appeals from tour guides objecting to decisions taken in the provinces.

The registration function will be devolved to the provinces and the most important extra functions of the provincial registrars will be to promote and develop the tourist guide industry, deal with complaints, withdraw the registration of those disqualified from acting as tourist guides and to exercise disciplinary powers over tour guides.

Tour guides, will, if the legislation is approved, lose their registration if they are found to be insolvent, guilty of serious criminal conduct or have lost their SA citizenship or permanent residence.

Bill seeks to regulate tour drivers

(288)

Sowetan 15/10/99

By Waghied Misbach
Political Correspondent

THE Tourism Amendment Bill now before Parliament is likely to come under intense scrutiny from Transport Minister Dullah Omar who has proposed that all tour bus drivers should fall under its strict provisions.

This comes in the wake of a series of fatal accidents on South Africa's roads over the past few months, particularly the recent bus tragedy in Mpumalanga in which 27 British tourists and a local tour guide were killed.

Omar said in Parliament recently that he was considering this move because tour bus drivers were not regulated and that they are not currently required to undergo any training to deal with tourists.

The Bill, currently being considered by the environmental affairs and tourism portfolio committee, has recommended that operators undergo a standard training course and register with the National Register of Tour Guides.

The proposed law makes provision for a code of conduct for tour guides; attempts to register the procedure for lodging complaints and provides for disciplinary measures, appeals and reviews.

It will also attempt to criminalise unlawful conduct and give the Government wider powers to gain information from tour operators and their employees.

All provinces will be required to appoint a provincial registrar to manage the industry. Tour operators will have to register with the provincial registrar every year for a prescribed fee.

All operators will have to undergo training in terms of the State's National Qualifications Framework.

The code of conduct is expected to be finalised after extensive consultation with the provinces and tourism associations.

Operators who act in a "disgraceful manner" could be fined R500, or face criminal charges if they contravene the regulations.

The Bill is aimed at developing a "socially, environmentally and culturally responsible tourist guiding sector" that will be internationally competitive.

The implementation of the new provisions will not come at any cost to the taxpayer because the relevant personnel needed will be transferred from the national regulatory body – the South African Tourism Authority (Satour) – to the department.

Tourism needs body to deal with media, industry panel says (288)

Nomavenda Mathiane

SA IS not marketing itself well internationally and is losing out on the number of tourists visiting the country.

This was the consensus at a tourism indaba held in Johannesburg last week.

SA hotel and restaurant facilities had been upgraded and compared favourably with those overseas, and visitors to the country could get value for money.

A panel, which included representatives from the department of environmental affairs and tourism, transport, travel agents, the Industrial Development Corporation, SAA and Satour agreed that the SA tourist industry was not marketed well. The panel blamed the press for bad publicity, but said the industry needed a central body to handle media enquiries in the event of accidents to avoid them sending out negative information.

The panel said overseas tourists were concerned about safety and had problems with SA banks that had "unreasonable" business hours for tourists and poor public transport. Overseas cities have underground trains and buses that ferry visitors from one point of the city to the next.

"If a tourist wants to throw a party at 7pm he would not be able to access his money from the bank" said Tourvest executive officer Steve Griessel.

The panellists said SA needed to unlock the industry's potential and start developing African home industries. "For instance, African cuisine is not served in SA restaurants," said IDC vice-president, Ben Nkosi. He asked why there was the myth that three- and four-star hotels were not of a high standard.

The panellists agreed that local tourism had to be developed and marketed also to South Africans.

They said black people were not taking holidays because some holiday resorts were too expensive. With some blacks it was also not their lifestyle. "We need to come up with affordable venues for the locals," Griessel said.

The panel called for co-ordination of the national and provincial tourism effort.

The panellists agreed there was a need for grading standards and brochures which clearly graded the mushrooming bed-and-breakfast facilities.

BD 18/10/99

'Make it full-page and in colour'

Nicola Jenvey

DURBAN — The SA tourist and hospitality industry should pool resources to capture the competitive international market, Sun International Hotels chairman Sol Kerzner said yesterday.

Kerzner received the first Federated Hospitality Association of SA Lifetime Achievement Award in recognition of his contribution to the development of the SA hospitality industry. The presentation coincided with the association's golden jubilee celebrations during its annual congress in Durban.

Also on the go in the city is the International Hotel and Restaurant Association congress, which is being held in Africa for the first time and has attracted 300 hoteliers and restaurateurs from 134 member countries worldwide.

Kerzner said that SA had substantial opportunities for attracting international tourists. However, he believes efforts must be united for maximum benefit.

Although a recent advertisement in the New York Sunday Times highlighted that SA was trying to gain a toehold in the US market, Kerzner said the ad should have been full-page and in colour.

"That is very costly, but if SA can get the US market excited about this country, there is vast potential (for tourism)."

Kerzner said there were two ways to approach the gaming industry: either link gambling with a major tourism development or consider the rates and taxes generated from the venture.

Although no longer personally involved with the SA gambling industry, Kerzner said he believed SA had awarded the number of licences it had because of potential to earn government revenue.

He said the industry was not developing in "a cheap and nasty manner that only considers raking in the money" and new casinos were developments that offered visitors fun and entertainment.

Kerzner said he could not comment on delays in awarding the KwaZulu-Natal gaming licences as his knowledge was limited to discussions with Kersaf chairman Buddy Hawton.

Commenting on the sustainability of large-scale developments, Kerzner said investments such as Sun City would be feasible only with the gambling element.

However, smaller hotels and developments were sustainable without gaming and always offered potential, he said.

Asked how many millionaires he had made, Kerzner said executives across the companies he had established had made their own fortunes by turning operations into successes.

(288) BD 19/10/99

Drive to save Chapman's Peak

(56) (288)

BUNTY WEST

PRIVATE enterprise is coming to the rescue of Chapman's Peak Drive, while the provincial authorities can do little but stave off its permanent closure, with piecemeal repairs.

Old Mutual, a major life insurance group, concerned about the deteriorating state of Cape Town's most scenic route, has established the Save Chapman's Peak Fund and donated R100 000 to kickstart the process.

Managing director Gerhard van Niekerk, who yesterday announced a three-year sponsorship of the Old Mutual Two Oceans Marathon, said the company was aware of the public's concern about the future of the road and its importance to tourism.

"We are calling on corporate South Africa, as well as the public, to join us in restoring Chapman's Peak Drive," Van Niekerk said.

The road, which makes up about 9km of the Two Oceans Marathon's 56km route, needs R800 000 immediately so that emergency repair work can be completed before the holiday season begins.

No money has been provided in the 1999/2000 South Peninsula budget for "substantial capital work" on Chapman's Peak.

Dave Ramsey, the director of engineering services, admitted recently that a permanent solution to Chapman's Peak Drive's problems — including the rock falls — would cost a small fortune.

The road is in state of crisis because of the failure of anchoring systems, bridges and retaining work due to corrosion.

Donations to the Save Chapman's Peak Fund can be made at any branch of Nedbank, account number 145 200 9244.

CT 20/10/99

Visitors 'on the increase'

(286) CT (PTR) 20/10/99

AUDREY D'ANGELO

Cape Town – South Africa attracted 8,3 percent more overseas visitors in March than in the same month last year, according to the latest figures issued by Statistics South Africa.

Of these, the international airports in Johannesburg, Cape Town and Durban received 71 percent, 25 percent, 2,9 percent of visitors respectively. Most (79,4 percent) were on holiday compared with 13,2 percent on business.

The UK, providing 25 percent of visitors, and Germany, providing 14,3 percent, remained the two main source countries. The US was in third place with 11 percent.

There was a 9 percent rise in the number of UK visitors and a 1,5 percent rise in those from Germany but the number of US visitors declined. However, visitors from France rose by 25,2 percent.

Tourism authorities, still protesting against South African Airways' decision to replace the popular flights from Johannesburg to Miami by way of Cape Town with a longer flight from Cape Town by way of Johannesburg to Atlanta, want a policy allowing foreign airlines unrestricted access. They say SAA's interests are not synonymous with those of the tourism industry.

□Business Watch, Page 2

Satour sees red over hotel stars

(288) ST 24|10|99

BOBBY JORDAN and
INGRID SALGADO

TOURISM authorities this week slammed hotels which have begun awarding themselves their own service ratings.

The national hotel star-grading system — managed by the national tourism board, Satour — has come to a standstill and at least two rival grading systems have added to the confusion.

Tourism Minister Valli Moosa entered the fray this week, saying the private sector needed to sort out the mess.

"The hospitality industry knows very well that a free-for-all is not in their interests — they will have to find a way of regulating grading," Moosa said.

Satour announced this week it was taking legal action against three Best Western hotels for assigning three- and four-star gradings to hotels in Johannesburg, Midrand and Nelspruit without verification by the board.

"We have laid a criminal charge because this is a contravention of the Tourism Act of 1993," said Satour's assistant general manager of standards promotion, Pim Zouteriks.

The owner of the franchised hotels, Johan Franck, said: "I am not contravening the law because the stars are part of my emblem. I refuse to take down my stars unless a court orders me to do so."

The South African Bureau of Standards this week unveiled details of a new crystal grading system that it claims could replace the star system and serve as a new standard.

A private company, Qualitour, has also been operating a diamond grading system since 1996.

The chairman of the South African Tourism Services Association, Andy Dott, said a new set of standards that catered for a wider range of establishments was needed, but it was "stupid and confusing" to have many grading systems.

Hotel robberies spark safety pledge to Peninsula visitors

Experts scan videotape footage for clues to night attackers

(288) ARG 26/10/99

MURRAY WILLIAMS
STAFF REPORTER

In the wake of two robberies in hotels at the weekend, Western Cape tourism authorities have assured tourists their safety is not under threat.

In Somerset West, three armed men held staff and patrons captive at the Helderberg Hotel in the main road before fleeing with cash from the safe.

That night, in Cape Town, a British woman, Edna Stevens, 57, was brutally assaulted and robbed of cash, credit cards and her cellphone in her sixth-floor room in the Foreshore Holiday Inn. The woman had stopped off in Cape Town for a single night on her way back from Australia.

Southern Sun group operations director John van Rooyen told the Cape Argus today that the company had done "everything possible" for Ms Stevens – pampering her with fruit and flowers at her bedside, contacting her family in Britain and rescheduling her flight home. She plans to see more of Cape Town today on a city tour.

Cape Town Tourism head Sheryl Ozinsky said although Ms Stevens was badly bruised and swollen, "she is a resilient woman and she will not allow this terrible incident to deter her enjoyment of this wonderful city".

In the Somerset West incident, a well-spoken, well-dressed trio apparently entered the hotel restaurant mid-morning on Saturday, sat down, and ordered coffee. The surrounding shopping centre was abuzz with Saturday morning trade.

When a waitress arrived at their table with the bill, one of the men drew a gun.

The waitress later told police: "I looked over my left shoulder, but another man was behind me, drawing his gun", and blocking her escape.

The men rounded up patrons, ordering them to sit on the floor while they stripped them of watches and wallets.

The waitress was ordered to show them the hotel safe, but she said she did not have a key.

The manager returned from the bank to find his staff and patrons cowering under the robbers' guns. He produced a key to the safe and was led, under guard, to his office.

Once the booty had been packed into a rucksack, the men ripped out the phone cord and locked the manager and waitress in the office before escaping with about R2 000 in cash – warning the pair "not to try anything".

The manager alerted police using the fax phone line, and escaped through a window to check on his patrons. No one had been harmed.

Western Cape Tourism spokesman Theuns Vivian responded to news of the incidents yesterday, saying: "Hotel security is normally good. They do take responsibility. These incidents are not the rule, but more the exception."

Mr Vivian said most hotels were fitted with closed-circuit television camera systems.

Western Cape Tourism is to publish a special safety leaflet as part of its festive season campaign, in addition to the leaflets already available in a number of foreign languages.

The advice leaflets encourage tourists to keep their doors locked at all times, not to carry their cameras around their necks, not to ask strangers for directions and to keep valuables in hotel safes.

Mr Van Rooyen said the Southern Sun hotel group, which owns the Foreshore Holiday Inn, had hired security experts to go through the hotel's closed-circuit TV footage "frame by frame" to try to identify Ms Stevens's attackers.

Moosa has big plans to boost SA tourism

(288) Sowetan 27/10/99



By Claire Keeton
Feature Writer

ENVIRONMENTAL Affairs and Tourism Minister Mohammed Valli Moosa has no time for hot air: he intends to turn the talk about South Africa's tourism potential into reality, and tackle the problems of pollution and waste management at the same time.

The former provincial affairs and constitutional development minister seems determined to use his new position to improve the quality of life for South Africans by prioritising tourism and job creation, and by confronting the conditions in which many people live.

"What we need is a greater emphasis on the so-called 'brown' environmental issues which directly affect the living spaces of people, such as proper control of pollution and waste in general," Moosa told *Sowetan*.

"And tourism is a national priority for a number of reasons. It is the one industry with the potential to grow much faster than the economy as a whole and has shown sustained growth since 1994.

"Also it creates jobs faster than any other industry, which spurs on the entire economy."

While this is uncontested, the poorly funded and fragmented approach of Government and the private sector to tourism in the past has limited the realisation of this potential.

Moosa is the first to admit this, and four months after his appointment has already taken steps to turn this around.

Significantly, he has taken personal responsibility for the development of tourism, a duty which was formerly delegated to the deputy minister, and is pulling key stakeholders in tourism together to work as a single team.

He has also appointed a new deputy director general to focus on tourism, while previously the highest post in the department for tourism was at director level.

"We are upgrading the department's capacity to deal with tourism," he says. "Until now only one percent – 14 of the 1 400 posts (in the department) – were allocated to tourism."

Equally essential is the need to forge a strong working relationship with the provinces, a move which Moosa has been quick to make. He hopes to meet regularly with the provincial MECs dealing with the environment. On Saturday, for instance, they have a day-long meeting.

"We are building a team with the provinces, to make sure that whatever the provinces do is in synergy with national Government. From the state's side, we need to be a single team."

Moosa has also identified building the Government's partnership with the tourism industry as a priority and last month they launched a joint venture to market South Africa internationally as a tourist destination.

Worth R180 million, this "tourism action plan" will come into effect early next year, targeting South Africa's six major markets overseas.

"It is the biggest campaign we have launched and the first time we are in a partnership," Moosa says. "The private sector has a very important role to play.

"We must work dynamically as a single team, with a single strategy. We presently have a unique consensus across society that we need to make tourism a priority."

To achieve this, Moosa believes the South African Tourism Board (Satour) needs to be restructured to make it a world-class competitor.

"Satour is in the process of becoming lean and mean. We are competing on international markets and to do that our marketing strategy must be at the cutting edge," he says.

Despite his clear focus on tourism in the global market, Moosa is as concerned about the environment in which South Africans live.

"If we talk about a better life for citizens, we cannot be satisfied that large numbers are surrounded by filth," he says. "Many of our residential areas, particularly the townships and urban centres, are becoming dirtier with the build up of garbage."

According to Moosa, the Government must look at a "long-term and sustainable waste programme", although the immediate responsibility for waste control falls on local government. Central to its success is for South Africans "to produce less waste".

Among the measures which Moosa proposes are to prohibit the use of plastic bags or drastically limit their use (by charging a fee for them).

"The proliferation of plastic bags is a problem. They last forever and are ubiquitous."

"There has been a very warm reception all round since I announced my intention to curb their use. It will not be achieved overnight but I am convinced it can be done."

The enthusiastic 42-year-old minister points out that incentives, like giving a deposit on the return of glass bottles, limits waste and encourages processes like recycling.

Moosa says South Africans should not be complacent about waste, with densely populated provinces such as Gauteng facing an imminent crisis over where to deposit waste (which affects the underground water).

He will present a white paper on waste management – a comprehensive strategy for dealing with waste management, pollution and recycling – to Cabinet before the end of the year.

"I do not believe there is anything in the nature of South Africans which make the country a dirty place. Cleanliness is highly regarded in people's cultural roots and we must restore these values in building a new society."

The high level of air pollution is another problem which has commanded Moosa's attention, who insists electricity must be available and affordable to everyone.

"Air pollution has a direct impact on the lives of people. Urban townships in winter produce so much air pollution it reduces the quality of life and people's lifespan. The question of clean energy sources is important," he says.

He is interested in exploring the abundant alternative sources of energy in South Africa, such as solar energy and the wind.

Moosa says the country is committed to the global project of reducing the levels of toxic emissions into the atmosphere, which affect the changing climatic patterns and have a concrete impact on people's lives.

Last year South Africa had the highest recorded average temperature since recording started. This affects critical areas like food production and the incidence of malaria.

"My portfolio holds such enormous potential to have a real impact on people's lives. It is a very exciting challenge," Moosa says, adding he has always had a keen interest in environmental affairs. He hikes, cycles and goes flyfishing for recreation.

"We must have as much passion for the environment in which South Africans live as we show for the conservation of rare flowers and indigenous species," he says.

● The minister launched South Africa's first *State of the Environment Reporting* in Pretoria yesterday.

TOURISM

(288) FM 29/10/99

CLEARING THE GROUND FOR INTREPID INVESTORS

Sixteen sites in northern KwaZulu-Natal spark interest

KwaZulu-Natal aims to unleash more than R2bn in direct tourism-related investment in the greater St Lucia area in a massive drive to kick-start the region's economy.

Early next year, local and international investors will be invited to submit proposals for 16 projects in the Lubombo region of northern KwaZulu-Natal, ranging from small bush camps to boutique hotels, golf estates and beach resorts.

Several of the investment sites are inside the Greater St Lucia Wetland Park, which is expected to be declared a World Heritage site in December, offering developers a rare investment opportunity.

German resort group Tui Deutschland visited several of the sites in January, after an international roadshow to France, Germany and London by government representatives last year. It is sounding out a large local hotel chain as a possible partner.

Government wants 70% of the total investment to be local and 30% international. It aims to have all final concessions awarded and contracts signed by November 2000.

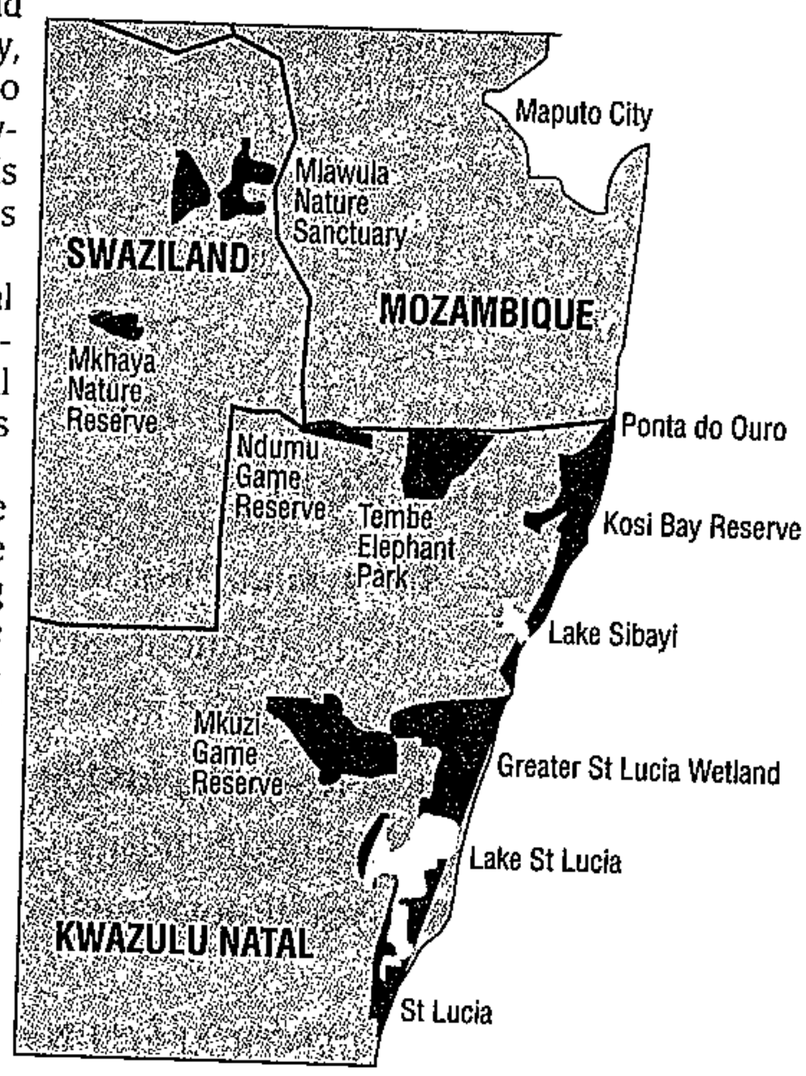
The programme is being driven by the Lubombo Spatial Development Initiative (LSDI), a trinational agreement seeking to stimulate economic growth in the Lubombo region (northeastern KwaZulu-Natal, southern Mozambique and eastern Swaziland) by creating private-public partnerships and removing impediments to investment.

"If we are to break the vicious cycle of jobless growth that afflicts our province, it is imperative that we get these projects off the ground as a matter of utmost priority," says KwaZulu-Natal Economic Development & Tourism MEC Michael Mabuyakhulu.

The LSDI's first major intervention has been to build a R200m north-south road from Hluhluwe to the Mozambican border to open up the area north of Lake St Lucia. LSDI project manager Andrew Zaloumis says it is running ahead of schedule. Construction on a R60m secondary road network to supply the 16 lead investment projects should start early next year.

Two weeks ago, the three governments launched a combined R40m drive to wipe out malaria in the region *(Business and Economy* October 22) and they are now turning their attention to reducing crime, which recent surveys show is the biggest threat to tourism and new investment in the area.

Another deterrent is the fact that large tracts of the Greater St Lucia Wetland Park are subject to land claims, though the recent settlement of a group claim along the park's eastern shores, which gave the claimants compensation in lieu of land, will go a long way towards allaying investor's fears.



The underdeveloped park is the region's jewel. It extends over 280 000 ha, encompassing Lake Sibayi and Kosi Bay. Combining the Big Five animals with beaches, lakes, forests and coral reefs, it should be one of the greatest tourism destinations in the world, but it made a loss of almost R20m last financial year.

LSDI consultant Peter John Massyn says one of the main constraints to tourism development in the area has been "the nature conservation authorities' highly protectionist approach to conservation and a monopolistic view of development, which resulted in a narrow and inefficient tourism product focused on meeting the perceived needs of the white middle class".

Parliament is at present considering the World Heritage Site Bill, which paves the way for the St Lucia park to become a World Heritage site, governed by a new authority.

It must develop the park into a competitive international tourism destination and ensure responsible environmental management. According to the LSDI's investment strategy, R92m will be required over five years to transform the park into a world-class tourism destination with double its current bed capacity.

Government has already allocated R30m to its redevelopment this year and is committed to putting in a further R20m. The rest is being sourced from international donors.

In year five, the redeveloped park is projected to earn about R35m, mainly from concession and gate fees. Massyn says the ownership of the land will remain with the State, which will grant long-term leases or concessions over specific investment sites.

"Government is committed to providing security of tenure and a time horizon that allows concession-holders an acceptable return on their investment," he says.

Private consultants have completed legal, financial, tourism and environmental studies of the park and have indicated what type of development is appropriate for each site.

They include one- to three-star hotels or timeshare/golfing resorts in and around St Lucia Village, self-catering game reserve camps at Charters Creek and Lower Mkuzi, and small luxury lodges or boutique hotels at Perrier's Rock (a secluded coastal site on the park's eastern shores), Banghazi Lake, the Ndlozi Peninsula and Amanzimyama (a small forest site in the Kosi system). Several rustic camps are proposed around Lake Sibayi and a four- or five-star beach resort at a prime site at Cape Vidal.

"The opportunity to invest in a World Heritage site is exciting, it's certainly a first for SA, and we are receiving inquiries all the time," says Zaloumis, "but when the tender process starts, that's when you'll see whether people are biting." **Claire Bisseker**

Job creation push in tourism

FINANCIAL services group Business Partners, which invests in small and medium enterprises has contributed R818 000 to the National Business Initiative (NBI), the job creation initiative which focuses on tourism.

Since its inception in 1981, Business Partners perceived job creation as an important corollary to its investments and has facilitated the creation of at least 498 000 jobs through its business and property investment activities.

Group managing director Jo Schwenke said he was happy with NBI's choice of tourism as its initial focus because the industry is labour intensive and would assist in job creation in the country.

"The strength of tourism is that it stimulates a broad range of opportunities in the operations of hotels, motels, chalets, bed and breakfast establishments and guest houses," Schwenke said.

He said there were other opportunities in transport and the development of monuments, art, crafts and cultural tourism. – *Sowetan Business*

Tourism and sport to earn Gauteng R200m

Primarashni Pillay (288)

GAUTENG could rake in about R200m in the next few weeks from tourist and sports events, Sylvan Golden, CEO of the Gauteng Tourism Agency, said yesterday.

She said the All Africa Games, starting on September 10, will bring in more than R100m for the province.

"It will be a major boost for the economy," he said.

Golden said 500 events would be held in the province, ranging from the Soweto Cultural Festival, Arts Alive and the Supersport Show.

He appealed to all to be "responsible citizens" as tourism was an important economic base for Gauteng.

"We want people to be friendly and helpful to visitors and to help them feel safe. People need to be aware that SA will be show-cased during the All Africa Games which will be watched (on television) by more than 1-billion people," Golden said.

Meanwhile, Gauteng finance MEC Jabu Moleketi said he was disappointed that Durban would be hosting Indaba 2001 to 2003. Indaba showcases tourist destinations and the hospitality industry.

Moleketi said he had supported Gauteng's bid for the event and one objective of Gauteng's bid was to develop Indaba to its full potential.

He said Gauteng was investing more than R50m a year to improve infrastructure and tourism amenities.

"Johannesburg International Airport, already the busiest in SA, will be vastly improved by ... 2000 and equipped to handle 66,5% of foreign visitors," he said.

BD 21/9/99

Tourism aims to bloom in spring

(288)

MURRAY WILLIAMS
STAFF REPORTER

September is the start of spring, bringing new life and hope. And the Western Cape Tourism Board is using this hope to spread its message that tourism has the potential to improve the lives of people.

The board has declared September official "Tourism Month" and with it comes a message of hope: "Put your faith in tourism, for no other industry can match its potential to improve our lives."

The board last week embarked on a four-week campaign to convince the people of the province of tourism's unparalleled potential to create new jobs and boost the economy.

The campaign draws its impetus from the celebration of the 20th World Tourism Day on September 27. In addition to the economic potential, Unesco (UN Education, Scientific and Cultural Organisation) and the World Tourism Organisation believe only tourism can save the world's cultural heritage in the new millennium.

Western Cape Tourism's chief executive officer, Mike Fabricius, told industry officials that the campaign would "celebrate the incredible variety of tourist attractions in the province, but more important, demonstrate its social upliftment value".

More than 70 shows, festivals, fairs, training courses and other tourism events have been planned for September.

The campaign was launched with a walking tour through Langa and a visit to Khayelitsha . The reason for choosing these areas was significant. Economic affairs and tourism MEC Hennie Bester said the development and integration of their tourism into the mainstream industry had huge potential to re-integrate post-apartheid society.

In the words of Dr Fabricius; "More passengers on aeroplanes, guests in hotels and visitors to our attractions means more jobs and a better quality of life for our people. Visitors are gold."



MANDLA MNYKANA

Township brew: provincial tourism minister Hennie Bester samples traditional 'umqombothi' beer on the lively streets of Langa

At present, 60% of visitors to South Africa visited the province, spending, on average, R752 per day.

In addition to economic benefits, said the head of Langa's Tsoga Environmental Resource Centre, Nomtha Dilima, the boost in tourism in the townships meant that residents no longer felt like outcasts.

"It makes them feel like human beings, and contributes towards a sense of pride and dignity."

Mr Bester said during lunch at Langa's Eziko Cooking and Training Centre that official tourism efforts had for the past decade been driven "more by enthusiasm than by coherent management principles, long-term plans and strategies".

Government's efforts had been reactive instead of proactive and had lacked sufficient co-ordination.

Many people had been sceptical of the tourism industry, believing that it had benefited only a small percentage of the population and had failed to empower the poor.

Mr Bester said this was to be remedied by new policies and strategies for tourism in the province, to be revealed on September 27.

The need to harness tourism's potential had become even more acute in the light of the spate of job losses in traditional industries.

Likewise, the world-wide economic downturn had "created a strong imperative to develop alternative industries" which could create more and more jobs.

Mr Bester said tourism had been remarkably resilient in spite of rising crime and he was full of praise for newly appointed Environmental Affairs and Tourism Minister Valli Moosa for his "strong lead".

Work on Cape Town's proposed international convention centre had to go full speed ahead. Convention delegates spent more, in total, than any other category of tourist – almost R20 000 per person per visit. He compared their arrival in the city to aircraft "carrying boxes of cash".

But Dr Fabricius warned that the industry was fragile. It was critical that tourists be treated with respect and the people of the Western Cape became "hosts in the true sense of the word".

Cape Town Tourism head Sheryl Ozinsky said the best way to raise awareness about tourism's potential to improve lives was by involving as many people as possible in the industry. "Give them opportunities to create the tourism products of the future," she said.

The city had to identify its unique selling points which, she believed, were "our history, our miracles, and the triumph of the human spirit".

Ms Ozinsky called for the establishment of a specialist tourism training institute.

□TOURISM (284) ET(DR)9/9/99

Sites with World Heritage status 'a drawcard'

More international tourists would be attracted to South Africa from December as a result of the United Nations granting World Heritage status to Robben Island, the first hominid sites at Sterkfontein and the Greater St Lucia wetlands, Mohammed Valli Moosa, the environmental affairs and tourism minister, said yesterday. Moosa said it would "considerably enhance our tourist industry" at a time when the sector was of vital strategic importance for economic growth and job creation. "In Australia ... the Great Barrier Reef, one of their World Heritage sites, has become an icon of its many tourism attractions," he said. "The World Heritage process thus has the potential of contributing at relatively low cost to our international marketing campaigns." – *Audrey d' Angelo, Cape Town*

TOURISM

PUTTING SA ON THE MAP

FM 10/9/99 (288)

A healthy, growing market for tourists — both domestic and foreign — is SA's best engine of growth

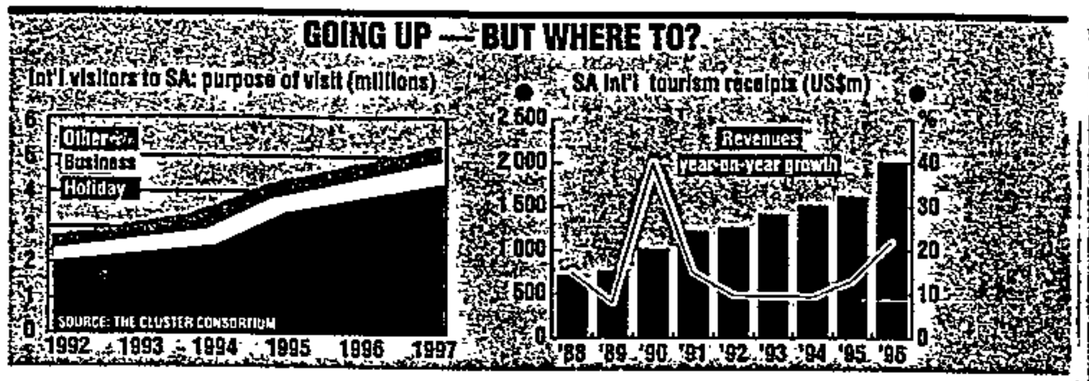
September is tourism month. But it's also high noon for the SA tourism industry, which has been losing ground to rival countries — at a time when all concerned are hoping tourism will become the new engine of SA's economic and employment growth.

The growth in numbers of international visitors has slowed after a surge in the early Nineties, now known as "the Mandela bump". Even then, SA was far off its fair share of the international tourist business.

But new Environmental Affairs & Tourism Minister Valli Moosa has committed himself to changing that. He intends devoting most of his time to tourism, which previously was left mainly to the Deputy Minister. Moosa also intends beefing up his tourism team. It currently comprises just 14 of his department's 1 400 staff.

Moosa has two key engagements in the next week. On September 13 he will be at a meeting of the National Tourism Forum, a top-level government and private-sector body, where high on the agenda will be the issue of a national tourism growth and development strategy. SA does not have one, but its main competitors, such as Australia, do — and are taking tourism business away from here. The next day Moosa will unveil details of the long-awaited advertising and promotion campaign of government tourism body Satour. This will target important source markets — principally the UK, Germany, the Netherlands, France, Italy and the US — to raise awareness of SA as a destination and, hopefully, boost the numbers of incoming long-haul tourists by at least 14%/year.

Much is riding on the outcome of this programme, a joint venture between the private sector and Satour. With a budget of R450m between now and 2001, the campaign is intended to boost overseas visitor arrivals from the estimated 1,5m this year to 2,2m by 2002. This aims to raise tourism foreign exchange earnings from R24bn last year to R37,4bn in 2001, and create another 350 000 jobs to raise the number of people employed in the tourism industry to 1,1m by 2002.



The campaign is to begin in January, though an earlier start would have capitalised on the problems facing Kenya, SA's biggest competitor for long-haul tourists seeking the "African experience". Kenyan tourism collapsed last year after the US embassy in Nairobi was bombed, adding to the country's downward spiral of deteriorating infrastructure and rising crime.

The SA Cabinet would do well to take Kenya's experience to heart. If Moosa is to succeed where his predecessor, Pallo Jordan failed, he will need solid support — not just lip service — from Cabinet colleagues. His key allies in this endeavour would be Finance Minister Trevor Manuel, Safety & Security Minister Steve Tshwete and Trade & Industry Minister Alec Erwin. Their functions are essential to the development of all the facets of tourism — improved personal security, a reallocation of resources and long-term funding for tourism promotion, and accelerated progress in creating tourism-dependent Spatial Development Initiatives.

"I have no doubt that Cabinet regards tourism as a high priority and I feel I am already getting the kind of support I require," says Moosa. "When I was appointed, President Mbeki told me my priority was to be tourism."

Part of Moosa's challenge, nevertheless, will be to educate his Cabinet colleagues. The former activists-turned-Ministers have little personal experience of holidaying — be it in the bush or on the beaches, where the greatest growth may lie.

Satour is the name that jumps to mind when SA tourism is mentioned. But that body has made little headway because of weak finance, poor government support and a virtual absence of strategic direction. Nowadays it is just one of a bewildering array of organisations, alliances, initiatives and tourism departments.

Each province has a tourism department and a separate tourism board. Then there are metropolitan tourism organisations, the Business Trust backed by the SA Foundation, the National Business Initiative, the Tourism Business Council of SA (TBCSA), the National Tourism Collaborative Planning Action Initiative, the Tourism Cluster Consortium supported by the SA Chamber of Business, the Tourism Leadership Group and the National Tourism Forum.

The TBCSA represents businesses directly involved in tourism, such as hotels and car rental companies. The Business Trust represents broader business interests — mining houses, insurance companies and the like — which want to see more people employed in SA and believe tourism is best able to do it.

TBCSA executive director Michael Farr's two main themes are that Satour — even with its new budget — is being outspent by its foreign competitors "to an embarrassing degree" and that rational order must swiftly be brought to SA's tourism marketing structures and campaigns to avoid duplication of effort as well as confused messages reaching the target markets.

Satour will likely have around R150m a year to spend on direct marketing for the next three years — R50m from the Business Trust, R50m from government and the balance from a voluntary levy paid by tourism industry service providers that have signed up with the TBCSA.

Farr welcomes government's increased contribution but points out that Australia, for example, spends R550m a *year* on foreign marketing.

Moosa says his approach is not to start asking for more money straight away but instead to make the best use of existing resources and facilities. Satour has only a few offices worldwide, he says, but the Department of Trade & Industry (DTI) has 45 which have been handling everything except tourism. If tourism is a priority, then the DTI must get involved.

"Greater amounts have to go into marketing from government and the private sector," says Moosa.

The "Mandela bump" underscores how fickle the international tourism business is and how tourists have to be confident that they will enjoy their visit to a particular destination. Satour figures show the growth in overseas visitors to SA after 1994 was impressive — jumping 53% from 704 630 in 1994 to 1,07m in 1995, before slowing in 1996 to an increase of 9% to 1,17m. It rose 8,5% to 1,27m in 1997 and 12% to 1,43m last year. But these figures may disguise reality. The number of people travelling to SA as free-spending holidaymakers (not just visitors to family or friends) is a tiny proportion of all visitors. The Cluster Consortium says SA's actual share of global long-haul tourism is under 1% (see table). Tourism in SA represented 8,2% of GDP in 1998 against a world average of 11%. So there's obviously scope for expansion.

Long-haul overseas tourists may be the most profitable segment of the business, but they are not necessarily the most important. Studies in other countries show most turnover comes from domestic and regional tourism — which is also the greatest provider of jobs, though profits are lower. In Australia, domestic tourism accounts for around 75% of all visitor nights.

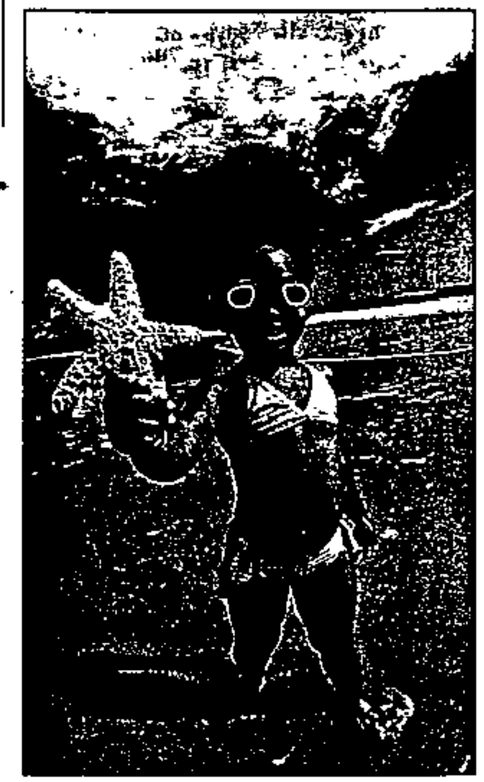
Such development is particularly important because, as a long-haul destination, SA is at a huge disadvantage in trying to attract the volumes of tourists that Spain, for example, has drawn from its European neighbours.

The value of tourism

	GDP (Value added)[1]	Jobs
Contribution to:	Rbn	Creation
Direct impact	R17,0[2,3]	248 147[2,3]
Indirect impact		
Tourism-related investment	R8,4	93 791
Suppliers	R29,7	325 685
Direct + indirect impact	R53,1	737 617
Tourism only	R44,3	615 375
Induced impact	R36,3	504 245
Total impact	R80,6	1 119 621

local: 55%, foreign: 45%
1) Net of all imports
2) Including "business travel"
3) Including domestic & foreign tourist spending on airlines, hotels, restaurants & retail shops
4) Including investments in new & existing infrastructure
5) Including food & beverage suppliers, fuel suppliers, electricity, water & other wholesalers
6) Using a multiplier of 1,82

SOURCE: SA FOUNDATION (FROM WORLD TRAVEL & TOURISM COUNCIL)



BLACKS ON HOLIDAY

STILL DIFFERENT, BUT THE GAP IS NARROWING

Decades of apartheid segregation have left a legacy that is hard to erase — even from holidays. Blacks and whites have always tended to go their separate ways, if not according to law then by their different spending powers. Nowadays, with the legal restrictions gone, the earnings gap is narrowing and so, too, is the holiday gap.

Significant differences linger, nevertheless. Whites tend to want to "get away from it all", while cultural intercourse is a driver of the domestic black tourism market, says Satour's tourist guides registration officer, Clements Mavungu.

"Blacks are most likely to visit other townships when travelling to other parts of the country. They are curious about how other people live," he says. Besides, staying with friends or relatives "makes economic sense and enables families to spend a little more on entertainment," adds Thozi Maphanga, of Gauteng-based Limani Leisure.

The beaches and scenery of the Western and Eastern Cape and KwaZulu-Natal are top attractions, though — as is the social throb of Gauteng. About 30% of Robben Island visitors during the off-peak season are black, says Kholekile Dlakiya, assistant GM of Autshumatu Ferries, which transports island visitors.

Table Mountain remains an evergreen favourite, with the scenery around Chapman's Peak bringing black tourists flocking to the Cape peninsula. Durban offers stiff competition — with the advantage of being nearer to Gauteng, home to most black tourists.

Soweto tops the bill of hottest spots north of the Vaal, followed by the Kruger National Park, Gold Reef City and Pretoria, says Mavungu.

Protea Hotel group makes a point of targeting black clientele. But sales and marketing director Danny Bryer says the group doesn't advertise specifically for black people. "Our research shows people want to go where everybody goes," he says. - Siyabulela Duda

WORLD DESTINATIONS*

Rank 1990	Rank 1995	Rank 1998	Country	Arrivals (m) 1998	% chg (1998/1997)	% of total 1998
1	1	1	France	70,0	7,1	11,2
3	3	2	Spain	47,7	10,0	7,6
2	2	3	US	47,1	13,2	7,5
4	4	4	Italy	34,8	2,0	5,6
7	5	5	UK	25,5	4,2	4,1
12	8	6	China	24,0	10,2	3,8
20	22	22	Netherlands	6,2	2,6	1,0
22	24	23	Belgium	6,2	7,0	1,0
26	25	24	Ireland	6,1	9,3	1,0
55	26	25	SA	6,0	10,0	1,0
23	28	26	Singapore	5,8	4,3	0,9
38	27	27	Indonesia	4,9	7,5	0,8
32	30	28	Argentina	4,9	7,0	0,8
36	32	33	Australia	4,0	4,1	0,6
35	38	34	Egypt	3,7	5,0	0,6
			World total	625,2	4,2	100,0

More than two-thirds of SA's visitors are from the Southern African Development Community countries, though few of these come for purely holiday purposes. African countries provided 72% of SA's 5,7m visitors in 1998. But 1,6m of those came from Lesotho, reflecting mostly migrant labour movements.

Domestic tourism, then, offers the greatest opportunity to spread the benefits of tourism to the most needy sectors of the economy through, for example, bed and breakfast establishments in places like Khayelitsha, in Cape Town. Domestic tourism is more reliable than the fickle foreign trade.

"Tourism can deliver wealth to people outside the unions in rural areas, where every R5 spent has the same impact as R15 in an urban area," says trade union co-ordinator Mark Bennett. His call finds resonance in the pleas of other industry participants for a clear strategy and structure involving the private sector and government at national and provincial levels.

The SA Foundation says tourism contributed R80,6bn to GDP in 1998 — by direct, indirect and "induced" means (see table). The "induced" effect refers to a knock-on stimulation of other sectors.

Farr would like to see central government handle international marketing through Satour while the provinces focus on promoting their regions. Moosa agrees. He says tourism bodies devised their own action plans "because they felt it was not being done at national level".

"The existing structures need to be streamlined so we have a single, cohesive tourism machinery in this country," he says. "Everybody I have spoken to is in favour of this. The willingness to co-operate is there. All the ideas are there. We just have to do it and my job is to cut through the red tape and to clear any blockages."

Crime and personal safety are obviously a top priority. "That's a self-imposed curb on tourism growth," says Farr. "If tourists are scared to come here, then we are wasting the money spent on marketing, promotion and improving service standards."

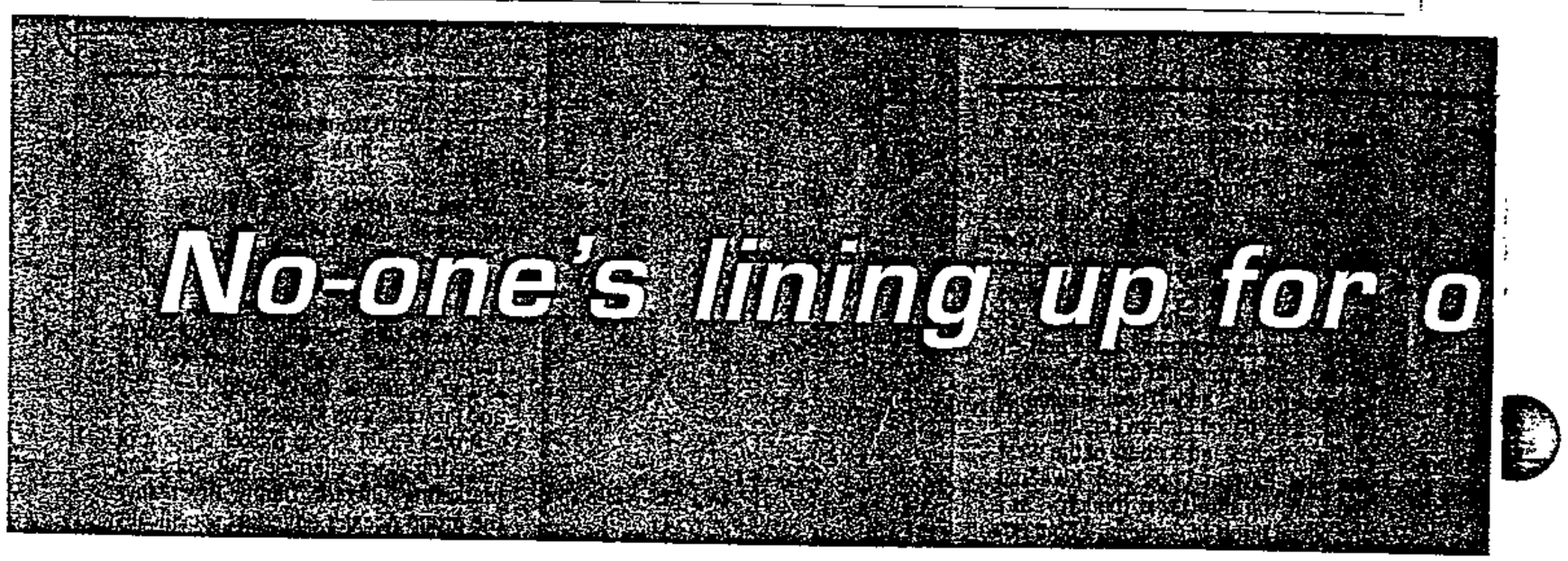
But clever marketing and better policing are not enough. SA's hospitality industry — hotels, game reserves, resorts and transport services — desperately needs staff training to ensure quality facilities and service. Industry training is already receiving attention through sector education and training authorities being set up by the Department of Labour and the Hospitality Industry Training Board, with Business Trust backing.

The funding question is a hot potato because it involves taxes and levies. "In the next two years, a national funding mechanism for tourism promotion has to be put in place," says Farr. The options include a departure tax dedicated to tourism, or a compulsory levy on all tourism participants.

But the Finance Department does not like dedicated taxes for earmarked funds. Nonetheless, Farr says the TBCSA will consider a tax or compulsory levy only if the proceeds can be ploughed back into tourism. What must not happen is a plethora of tourism taxes, levies and charges at all government levels.

SA does have a genuine claim to be a favoured world tourist destination — it has the climate, infrastructure and resources. The sooner it gets its fair share of the business, the better.

Brendan Ryan



Tourism in for huge cash boost

A R180 million business plan to lure an extra three million foreign tourists to South Africa in the next three years was unveiled yesterday in Pretoria

The plan is expected to push the number of jobs created by tourism from 737 000 last year to more than a million by 2002.

Launching the strategy, Environmental Affairs and Tourism Minister Valli Moosa said an urgency to kickstart the tourism sector had prompted the initiative.

Moosa said the plan was the first joint tourism effort by Government and private sector.

"In the past five years we have more than held our market share, but to leave it to fortune and chance would open the door to complacency," he said.

He added that a complacent approach would spell disaster for South Africa in the competitive world of international tourism.

The initiative was expected to bring about 8,5 million tourists to South Africa by the year 2002, compared with 5,7 million that visited the country last year.

"Both the private and public sectors have dug deep in their pockets to raise the money required to fund the plan," he said.

The Government and the Business Trust each gave R50 million for the initiative, while the Tourism Business Council will provide R25 million.

Another R45 million comes from the budget of South African Tourism (Satour) while South African Airways gave R10 million.

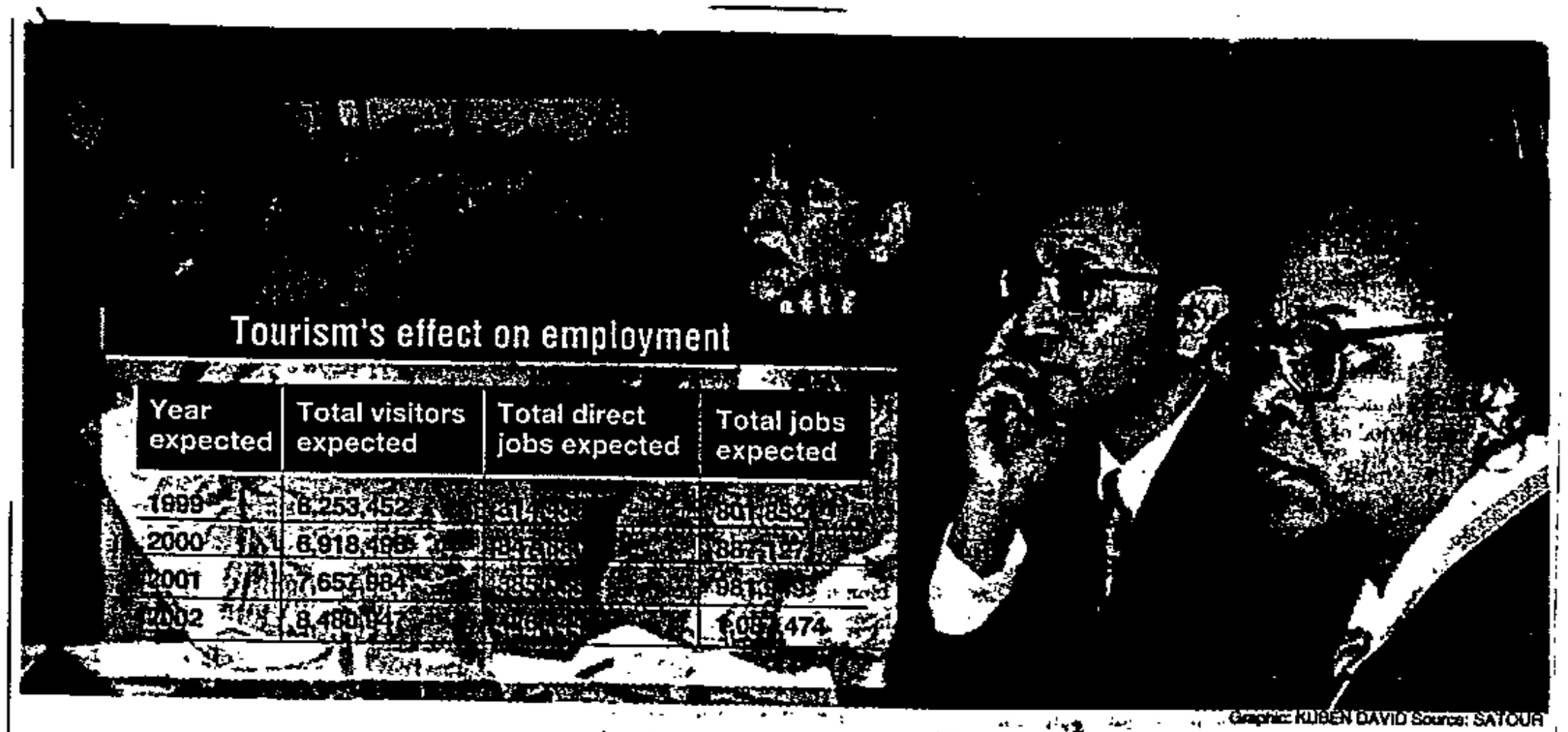
The first focus of the plan was short-term marketing campaigns to boost South Africa's share of tourists from the United Kingdom, the United States, Germany, Italy, the Netherlands and France.

In the longer term, comprehensive research will be done with a view to also tapping into emerging tourism markets in Asia, the Middle East and the rest of Africa.

Moosa said the project would be headed by advertising and marketing expert Paul Bannister.

Satour chief executive Stewart Lumka described the plan as a "ground-breaking initiative".

"We are extremely enthusiastic that tourism will at last realise its potential and make a meaningful contribution by impacting significantly on job creation and foreign exchange earnings," Lumka said. – *Sapa*



Graphic: KUBEN DAVID Source: SATOUR

Saki Macozoma, left, co-chairman of the Business Trust, Satour board chairman Liz Westby-Nunn, Environmental Affairs and Tourism Minister Mohammed Valli Moosa, and Tourism Business Council SA chairman Danisa Baloyi at yesterday's launch of government's tourism action plan, a R180m joint venture between government and the private sector to market SA as a tourism destination internationally. Picture: ROBERT BOTHA

Public-private sector tourism joint venture goes live next year

BD 17/9/99 (288)

Janet Parker

GOVERNMENT'S tourism action plan, the R180m joint venture between government and the private sector to market SA internationally as a tourism destination, will go live early next year with marketing campaigns targeting SA's six major source markets.

Launching the plan in Pretoria yesterday, Environmental Affairs and Tourism Minister Valli Moosa said it was the culmination of months of discussion and heated debate and brought government and the tourism industry together in a partnership for the first time.

The tourism plan was designed to increase SA's market share of international tourists in the short term and in the longer term to gather detailed information on the international tourist market, so as to plan customer-driven campaigns. These would capture the high-yield tourists "we need to really make this industry boom", Moosa said.

"Over the past five years we have more than held our market share but to leave it to fortune and chance would open the door to complacency, which always spells disaster in the highly competitive world of international tourism."

Key features of the tourism plan include a focused multimedia advertising thrust to SA's top six source markets — the UK and US, Germany, Italy, the Netherlands and France — starting from January next year. This would be supported by trade-focused activities to inform and give incentives to the international tourist trade.

Also, co-operative marketing plans with partners in the six target regions were being sought to encourage the immediate take-up on the campaign.

Satour expects that the arrivals from the six key source markets will double for the two-year period to end 2002, from this year's expected arrival figures.

Satour has also forecast that based on the increase in arrivals, the direct jobs created from tourism will rise to 426 444 in 2002 from 220 329 in 1995.

The tourism plan was drawn up by the Satour marketing partnership committee. Of the R180m in funding, government and the Business Trust each contributed R50m, Satour R45m, while the Tourism Business Council of SA collected R25m from the voluntary levy and SA Airways contributed R10m.

Tourism gets a R180m state boost

(288) ET(MK) 17/9/99

Roy Cokayne

Pretoria - An R180 million tourism action plan, projected to increase the total number of visitors by 11 percent to 8,48 million and create 350 000 jobs by 2002, was unveiled yesterday by Valli Moosa, the minister of environmental affairs and tourism.

Moosa said the plan brought government and the tourism industry together for the first time in a public-private partnership in putting South Africa at the top of any tourist's "must visit" list.

"Both the private and public sectors have dug deep into their pockets to raise the money required to fund the tourism action plan. This in itself is a measure of the national importance of this issue to our country and our economy," he said.

The plan had two important focuses. It would run marketing campaigns mainly in the traditional big six markets - the UK, US, Germany, Italy, Netherlands and France - to increase South Africa's market share of international tourists.

It would also gather comprehensive information on the international tourist market to enable South Africa to gear itself in the medium to longer term for strategic marketing campaigns to open emerging markets in Asia, the Middle East and the rest of Africa.

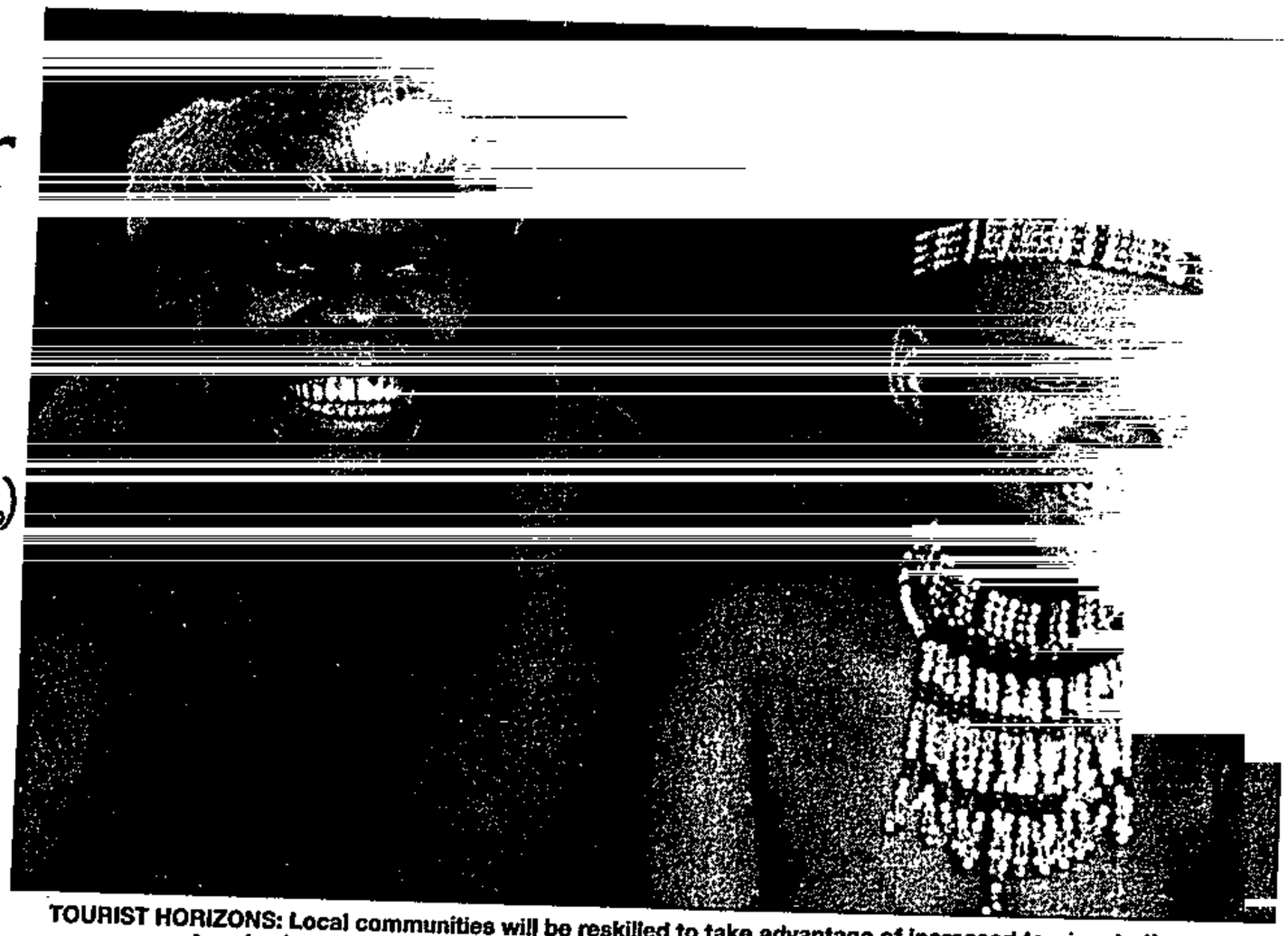
The budget is the biggest for international tourism marketing since the inception of Satour, the tourism marketing arm of the government.

However, David Frost, a special adviser to Moosa, said the R180 million translated into $30 million and was "quite paltry" compared with what was spent by other countries.

St Lucia sites earmarked for ecotourism development

(288)

An ambitious plan seeks to upgrade the wetland area, (76) writes INGRID SALGADO



TOURIST HORIZONS: Local communities will be reskilled to take advantage of increased tourism to the area

ST(BT)19/9/99

FIFTEEN sites earmarked for private sector development in the Greater St Lucia Wetland Park will be put out to tender in January when the Lubombo spatial development initiative (SDI) moves into high gear.

Five additional sites have been identified in Mozambique and Swaziland under the framework of the tri-nation Lubombo SDI — an effort by the SA, Mozambican and Swazi governments to develop the region as a prime ecotourist destination.

International investors have already shown significant interest in the project, while local hotel chains and safari operators are lining up for their share of the pie.

European tourism wholesale giant TUI is understood to have expressed interest in structuring a deal with a local partner and has visited SA to develop its plans. Parties from the UK, France, Germany and the US have also shown interest.

"From November, we will start to focus strongly on the private sector investment drive," said Andrew Zaloumis, project manager for the Lubombo SDI. "We will have one-on-one meetings with potential investors. About 75% will be focused on regional investors as we want a good mix of small, medium and big players."

The two-phase tender procedure is expected to take 10 months to complete.

Analysts said Southern Sun and Karos Hotels were possible bidders, but Sun International, which is tied up with casino ventures, was not likely to have the spare cash to plough into the resorts.

The mooted sites in the Greater St Lucia Wetland Park will comprise beach resorts, upmarket bush lodges and hotels, middle-income safari camps and a tract of land that may be developed as a private game reserve.

The park lies along a 220km stretch of land — from Kosi Bay near the Mozambican border to St Lucia Village — that encompasses pristine sandy beaches, coastal dunes, lake systems and game reserves.

In December, the park is expected to be declared a World Heritage site, joining top international tourist attractions, such as the Great Barrier Reef in Australia and the pyramids in Egypt, which also have this status.

Due to environmental concerns, the sites mooted for private sector development will be put to tender under strict regulatory conditions.

They have been identified under an integrated development management plan conducted by SDI managers and the KwaZulu-Natal Nature Conservation Service.

"What makes this plan different is that we've costed the whole park — from restocking wildlife, to fencing and defining the first development nodes," Zaloumis said.

"We have worked out infrastructure costs totalling R92-million. The money is not for tourism facilities, but rather for conservation and park infrastructure," he said.

This week, KwaZulu-Natal MEC for economic development and tourism Michael Mabuyakhulu said the national government had injected R30-million into the park's upgrading in the current financial year. An additional R42-million would be secured from international donors.

The park's redevelopment, he said, would increase the number of tourist beds in the region from 11 200 to 18 200 within 10 years. The projects were expected to generate R850-million a year in foreign exchange earnings and would boost the region's income by nearly R4-billion.

At least 4 000 direct new permanent jobs would be created in addition to 9 000 jobs in the construction phase.

Mabuyakhulu said a lack of skills among communities in Maputaland had "severely skewed" patterns of ownership in the region's tourism economy. Less than 3% of tourist beds were currently owned by previously disadvantaged interests.

"If the people of the Lubombo are not to be mere sweepers but also managers and owners of the new tourism businesses, this critical shortage of local skills must be remedied," he said. Priority was being given to further skill those employed in the tourism industry and to train unemployed people to take up new opportunities.

The region's residents are set to benefit from the construction of a road linking Hluhluwe to Ponta do Ouro in Mozambique.

Satour to spend R180m to attract tourists

TOURISM

By DON ROBERTSON

A WORD of kindness and a smile from local residents, along with the curbing of crime, will be essential factors in the SA Tourism Board's R180-million action plan aimed at doubling the number of foreign tourists by 2002.

Announcing the plan this week, Environmental Affairs and Tourism Minister Mohammed Valli Moosa said service levels would have to be improved substantially. South Africans should acknowledge the importance of international visitors, but only a few communities have been involved in providing facilities for foreign and domestic guests.

The plan by the Satour Marketing Partnership Committee will be launched in January with R91.6-million being spent on above- and below-the-line activities in around the world. R8-million will be allocated for co-operative marketing, and R24-million will be spent on developing additional infrastructure.

The plan is funded by R50-million each from government and the Tourism Business Council of SA, R45-million from Satour, R25-million from a voluntary levy on tourist providers such as hotels and car rental companies and R10-million from SA Airways.

BT(BT) 19/9/99 (286)

Sex tourism is just a fact of life – Ozinsky

'Hostess agencies apply for membership'

(288)

ARG 21/9/99

MURRAY WILLIAMS
STAFF REPORTER

Cape Town Tourism does not plan to promote or "glamorise" sex tourism, but is simply "trying to come to terms with an already rampant industry".

Cape Town Tourism head Sheryl Ozinsky was responding to weekend reports that the city was to "sell sex tourism".

Ms Ozinsky said proper management of the city's mushrooming sex industry was essential if violence, AIDS, muggings and unfair treatment of sex workers were to be stamped out and hygiene promoted.

Ms Ozinsky said "sensationalist" newspaper reports had "overshadowed a very serious and complex issue".

She objected to the allegation that Cape Town Tourism was "glamorising the industry with promises of big bucks".

"We are not advertising or promoting the industry," she told the Cape Argus yesterday.

"We are trying to come terms with it and we have a responsibility to protect those involved.

"The industry exists and it involves tourists. Is this not a perfect opportunity to regulate it so that tourists are not put at risk from unsafe sex practices? Should we tell them we don't know of any such services and leave them to the risks – or should we responsibly inform them?"

Ms Ozinsky said although the industry was illegal, "it's not prosecuted".



Sheryl Ozinsky

"So you, as a business, can basically open and do whatever you want. The results are too awful to contemplate.

"We have two choices; either we ignore the fact that more and more businesses are opening to service the growing demand, without any regulation or standards, or we work proactively with the relevant non-governmental organisations to put in place much needed guidelines."

Ms Ozinsky said she had been approached by a handful of hostess agencies, requesting membership of Cape Town Tourism. "They believe they are contributing to the city's tourism industry and many of their customers are tourists.

"Instead of sweeping it under the carpet, I met Sweat (Sex Workers Education and Advocacy Trust) and they suggested that they assist with putting in place certain guidelines, which they are busy with.

"I plan to go back to my colleagues in the tourism industry and ask them for their advice on how we can address the issue. If a company applies for membership, is it eligible? Should its brochures be available to tourists in our office?

"If a massage parlour comes to us and says it is servicing the industry as much as any tour operator, hotel or restaurant, what do I say?"

She also strongly objected to equating the sex industry with the promotion of gay and lesbian tourism. "The two have little in common. Gay and lesbian tourism is about making people ... feel they will not meet social ostracism or encounter violence or rudeness."

'Sex tourists should feel safe in city' — but just don't promote the reality

CT 22/9/99 (288)

GASANT ABARDER

THE provincial tourism authority supports moves by local tourism bodies to make Cape Town's sex industry safer for tourists, but condemns plans to formalise Cape Town's sex trade as a "service".

Cape Town Tourism manager Sheryl Ozinsky has slammed a weekend newspaper report detailing plans to sell sex tourism and promote the flesh trade to foreigners.

Ozinsky said yesterday she was a victim of a sensationalist article, and the only issue with which she had approached the non-government organisation Sweat —Sex Workers' Education and Advocacy Trust — was that of making a "very real" sex industry safer.

"Cape Town Tourism is not promoting the sex industry — we are merely trying to come to grips with an industry that is already a reality in our city and many other cities.

"We have a responsibility to provide information to visitors who inquire after such services. Should we tell them that we don't know of any such services?" Ozinsky said.

She said the sex trade could not be swept under the carpet.

"As tourism to Cape Town increases, we have two options: Either we ignore the fact that more and more sex businesses are opening, to service the growing demand — without any regulation or standards — or we work pro-actively with relevant NGOs," Ozinsky said.

"The latter would be a genuine attempt to put in place much-needed guidelines to address potential problem such as violence, Aids, mugging, unregulated prices, unfair treatment of employees and hygiene."

Meanwhile, the Western Cape Tourism Board (WCTB), which responded negatively to the newspaper report, only heard of Cape Town Tourism's plan yesterday.

"We now understand what it was all about and we will support, in principle, any steps which will make the city safer for tourists," WCTB chief executive officer Mike Fabricius said.

"But we will never condone the marketing of sex tourism in Cape Town."

He said that the World Tourism Organisation's general assembly appealed to the travel trade to educate their staff about the negative consequences of sex tourism, especially its impact on the image of tourism and specific tourist destinations.

"Our unique selling points include scenic beauty, our variety of cultures and the hosting of international events," Fabricius said.

He said there were countries around the world which were now battling to rid themselves of the negative image they earned after promoting sex tourism.

TOURISM (288

FM 24/9/99

MOOSA MAPS OUT HIS ROUTE

The long-awaited Tourism Action Plan was launched by Minister Valli Moosa last week with the backing of the private sector and the promise of 350 000 new jobs in the tourism economy by 2002.

In the short term the new approach will focus on increasing the number of big-spending tourists SA attracts from its "top-six" markets — the UK, Germany, US, France, Italy and the Netherlands.

Advertising and promotion campaigns will kick off from January and account for 85% of Satour's proposed total spending over the next three years of R165m. The aim is to boost international arrivals from these six countries to 1,4m by 2002 from last year's level of 877 000. Foreign arrivals are forecast to rise from 1,4m last year to 2,2m in 2002.

Government/private-sector partnerships will be looking to longer-term targets such as developing tourism from new markets like India and China.

Moosa stresses the necessity for a "single SA team" in promoting tourism that has support from national, provincial and local government as well as business. A single national levy is needed to fund promotion and provinces are committed to this, he says.

But Moosa's comments on crime raised a few eyebrows. He says crime must be curbed and it is being dealt with but he thinks marketing and the improvement of service standards have higher priorities. "Discussions with one of the two biggest German tour operators revealed the main reason we get so few German tourists is because they simply don't know about us.

"Yes, there is a point past which we could not grow our tourism business if crime was not brought under control but we are very, very far from that point right now." **Brendan Ryan**



Valli Moosa

ARG 25/26/9/99 (28)

Durban eclipses Cape Town's party plans

Official stamp of approval for Durbs millennium bash

TASLIMA VILJOEN

Durban can do it but Cape Town is still battling to put together the party to beat all parties on the last night of the millennium.

This week the organiser of Durban's big bash said Cape Town needed support from politicians and the business sector in the Western Cape if it was to hold a successful celebration on New Year's Eve. Cape Town's party was dealt a blow last week when the city council fired Gestomar Communications, the company contracted to organise the bash, because it had failed to find sponsors for the event.

The company had proposed a range of celebrations: a masked ball at the Castle, street parties, a beach party at Camps Bay, laser projections on to the face of Table Mountain and a rhythm-and-blues party on the Grand Parade.

The council now plans to organise its own events, but on a smaller scale. The only thing hampering progress is a shortage of sponsors.

Last week Durban was the first city to get official support from the government for its celebrations. The South Africa Millennium 2000 Trust, which was set up by the president's office to facilitate millennium projects, will allocate resources to Durban for its celebrations.

Durban's millennium party co-ordinator, Andrzej Kiepiela, said the 18-month-long millennium celebrations, which started in June, would cost between R16-million and R20-million.

He said Durban's recipe for success was that the municipal and provincial government supported the event, which already had support and funding from all sectors.

Mr Kiepiela said a multimillion-rand marketing strategy would be launched this month to attract tourists to Durban. One of the main aims of the party was to put Durban on the global tourism map.

The big events include a beachfront party, a millennium ball, an international music festival, the KwaZulu Natal millennium parade and the Port of Durban carnival. The events were aimed at unifying the people in the province.

Mr Kiepiela said what Cape Town needed was for everybody to unite and support the millennium celebration. If all the political parties agreed to support the party, everything would come together.

He said there was still time for the city to get its act together.

"Cape Town has a lot to offer and its success is the country's success," he said.

The Cape Town city council will decide on its millennium party arrangements on Monday.

ARG 25/26/9/99 (28)

Airlines to top up for 2000

Nine extra flights will bring tourists and trade to Cape Town

TWEET GAINSBOROUGH-WARING

The millennium tourist logjam to and from Cape Town has been broken with the introduction of an extra nine international flights to the city.

The additional flights will operate from November 1, bringing 3 150 visitors to the city each week.

Passengers on the new flights will join about 100 000 visitors who come to Cape Town each year at the height of the festive season. Between 50 000 and 60 000 visitors come by air.

Marketing will be stepped up to fill the flights and introduce new visitors to the city. Tourism officials estimate that foreigners spend about R1-100 a day when they are on holiday here, and this means Cape Town will earn about R3,5-million a week from people aboard the extra flights.

Until recently, the tourism industry in the city was concerned that a shortage of flights could limit the number of foreigners who want to come to Cape Town for the millennium celebrations.

This would also affect South Africans abroad, who would come home for the same reason.

The additional flights are available until April.

The nine weekly flights from November include two extra SA Airways flights from London, two from KLM and one each from British Airways, Austrian Airways, Lufthansa, LTU (charters) and Singapore Airlines.

The extra flights have been welcomed by travel agents, who have been battling to get economy seats to and from Europe, particularly for December and January.

The nine top-up flights to the city and the same number out of the city every week are expected to ease the bottleneck. Some Capetonians were forced to cancel overseas holidays because they were unable to get flights back to Cape Town over the millennium.

Mike Fabricius, chief executive of Western Cape Tourism, said it was well known that the number of flights to South Africa was insufficient.

Flying more tourists directly from London to Cape Town had posed major problems because of the aviation agreement between South Africa and the United Kingdom, which fixed the number of flights between the two countries.

He said the agreement had made it impossible to go beyond the limited number of flights, and while Cape Tourism would like to see a more flexible arrangement.

Hennie Bester, Western Cape minister of economic affairs and tourism, said it was an ongoing battle to get more flights to Cape Town as the demand outstripped the supply.

He said the situation this year was not much different as there was an additional demand for flights from Europe as Cape Town was one of the world's top four millennium destinations.

Marlene Jacobs, speaking for the Airports Company, said the company was confident it could cope with the expected maximum of 950 arrivals an hour, including domestic travellers.

She said leave for Airports Company staff had been cancelled for the peak period to cope with the influx of visitors.

However, she said the airport was expecting few flights over the New Year weekend, as many travellers feared that Y2K gremlins might threaten safety in the air.

Worldwide, British Airways had already cancelled 32 flights over that period because of poor bookings, Ms Jacobs said.

Travel and tourism in need of black people

27/9/99 Sowetan (288)

By Mongwadi Madiseng

THE readmission of South Africa into the global village has brought with it more opportunities and challenges for the country's business, especially in the travel and tourism industry.

However, there is a lack of involvement by black economic empowerment companies.

According to Mavuso Msimang, chairman of PulaNala Travel and Foreign Exchange Services (PulaNala), lack of training and relevant skills among black people can be blamed for their shortage in the industry.

"There is a need to train and capacitate black people, especially those in the rural areas such as in Northern Province," Msimang said.

On the role women can play in the tourism and travel market, Msimang said women in rural areas in the Northern Province were being encouraged to participate in community programmes aimed at establishing partnerships and identification of potential tourist attraction spots.

PulaNala was formed in 1997 by a group of black businessmen and they managed to conclude an international joint travel venture with the Nedcor banking group.

However, early this year Nedcor disposed off its interests to the tourism group, Tourvest. Tourvest currently holds 50 percent shareholding in PulaNala.

With Tourvest's whole acquisition of Nedcor's interest in American Express Travel and Foreign Exchange, PulaNala will be able to provide travel and foreign exchange products drawn from American Express' international and management experience.

On the role PulaNala plays in encouraging young people realise the importance of travel and tourism, company chief executive Mike Mohohlo said their main concern was to increase the number of travelling professionals.

He said people still do not understand the industry's activities and it was important to ensure that black people should become go-getters.

Mohohlo said their client base includes Denel, Vodacom, the South African Bureau of Standards (SABS) and Telkom.

Tourist rip-off joints face shutdown, warns Bester

ARG 28/9/99

It's back to 'The Cape' under new marketing plan (288)

MURRAY WILLIAMS
STAFF REPORTER

Tourism businesses in the Western Cape that do not meet basic health, hygiene, safety and "truthful advertising" standards, or are simply "ripping tourists off", could be shut down.

Legislation is being considered to protect tourists from "unacceptable consumer practices" and to force businesses to register with the provincial tourism authority.

These are among recommendations that form the backbone of the province's first-ever green paper on tourism policy. If accepted, they will shape every facet of the industry's future in the Western Cape.

Provincial Tourism Minister Hennie Bester unveiled the plans at a press conference on top of Table Mountain yesterday, World Tourism Day.

Another plan is that the province again promote itself around the world as "the Cape" – not Western Cape – in association with international quality products such as Cape fruit and wines.

In a big restructuring, Cape Town's Cape Metropolitan Tourism and its six municipal tourism authorities – Cape Town, Oostenberg, Blaauwberg, Helderberg, Tygerberg and South Peninsula – are to be scrapped and reformed as a single agency, probably to be known as the Cape Tourism and Convention Bureau, to eradicate current costly duplication.

The province's seven other regional tourism organisations will be merged with local tourism offices in each town.

The six municipal tourism bodies within the new Cape "megacity" and other local tourism offices will become straightforward tourist information centres.

A provincial development fund is planned to develop tourism in rural, disadvantaged and marginalised communities.

Revealing the plans, Mr Bester said the province should gear itself to attracting "the lucrative end of the international tourism market" – the top dollar. It would never be a mass tourist "Spanish coastline", but "should differentiate itself from other international destinations by emphasising its unique, high-quality travel opportunities".

The emphasis would be on "value for money" – not on being the cheapest destination.

Simultaneously, though, the province had to provide "affordable travel opportunities" for domestic tourists.

On the compulsory registration system for businesses, Mr Bester said it was vital that the the annual fees were not out of the reach of struggling newcomers to the industry – probably not more than "a few hundred rand".

But he envisaged tourism businesses would benefit hugely in return, from the provincial tourism authority's information system.

Registration would ensure that even the remotest bed-and-breakfast establishment or donkey-cart tour could be easily accessed on the official "Cape" tourism website and would be included in marketing drives.

The policy document is modelled closely on the widely acclaimed national white paper on tourism from Tourism Minister Valli Moosa.

In addition to its new policy pronouncements, the Western Cape tourism ministry and board set themselves ambitious fixed targets for the next decade: to increase the number of overseas tourists to the province from 830 000 (last year) to 3 million, to increase foreign visitor spending from last year's R7,2-billion to R22 billion (at 1998 prices) and to increase the number of domestic tourists and what they spend by 50% by the year 2010.

BID TO GIVE INDUSTRY DIRECTION CapeTimes 28/9/99 (288)

Bester unveils tourism strategy proposals

A GREEN PAPER that includes radical suggestions to change the face of tourism in the Western Cape has been released for public comment. **MELANIE GOSLING** reports.

THE Western Cape attracts more foreign tourists than any other province, but this seems to be more by accident than by a successful marketing strategy.

Now the provincial government is trying to change this.

The MEC for Economic Affairs and Tourism, Hennie Bester, launched the Western Cape Green Paper on Tourism, mapping a course for the industry, yesterday.

At a media briefing, Bester said the Western Cape had attracted 830 000 of the 1,4 million foreign tourists who came to South Africa last year, had sold them 8,5m "bed nights" and had generated about R7,2 billion.

"These figures do not fill us with complacency, but with a deep sense of responsibility," he said.

"Much hope is placed by millions of South Africans on ... tourism to reverse the terrible reality of job losses in the formal economy.

"The truth is that the response of the public sector to the dramatic increase in international tourist arrivals since 1990 has been marked by misguided enthusiasm, scepticism and even political hostility.

"As international competition (drives) our industry towards maturity and sanity, we have to think strategically."

The green paper contains 20 strategies, which include:

- Keeping the industry market-driven and deregulated.
- Focusing on the rich section of the international market while providing cheaper tourism for domestic tourists.
- Promoting a single brand by using the name "Cape" — well-known overseas through the marketing of Cape wines and Cape fruit — rather than "Western Cape".
- Packaging tourism themes like hiking, food and wine or scenic beauty rather than marketing specific locations.
- Introducing compulsory registration of all tourist businesses to ensure basic standards of health, safety and truthful advertising.
- Acknowledging that crime is the most important threat to tourism.
- Developing a tourism information system that would include the World Wide Web, information offices, simplified road signs and databases of tourism statistics.

The green paper proposes a single tourism bureau for the greater Cape Town area. It would focus on bidding for major tourism events and conventions.

The public has until November 5 to comment on the green paper.

For more information, telephone the Western Cape Tourism Board at (021) 914-4613.

Fee plan mooted for tourism firms

BD 28/9/99 C288)

Western Cape releases proposals for industry

Linda Ensor

CAPE TOWN -- Compulsory registration of all tourism businesses with a provincial tourism authority on payment of an annual fee is proposed in a green paper on Western Cape tourism launched last night by Economic Affairs and Tourism MEC Hennie Bester.

The document outlined an integrated framework for provincial tourism development including marketing, resource development and institutional and financial structures. Funding would be consolidated to overcome current fragmentation and various aspects of provincial tourism operations could be commercialised.

The purpose of the registration would be to require all tourism businesses to adhere to basic entry standards relating to health, hygiene, safety and honest advertising. In return for their fee the businesses would get marketing exposure.

"It is proposed that the system be administered by the local tourism bureaus, which will retain most of the registration fees for their own account," Bester said. "At the same time the database of registered businesses will form the backbone of the integrated provincial tourist information, road signage and tourism statistics system. The latter will be linked to the national information system and will provide multidimensional user access, including access for accredited tourist information offices, the Internet and other media."

A tourism and convention bureau was proposed for the greater Cape Town area to bid for major tourism meetings, events and conventions. A key strategy would be to package and promote tourism themes and destinations in the form of suggested routes and itineraries cutting across the different, fragmented tourism regions.

The green paper identified institutional fragmentation, inadequate resources and funding and the fact that Cape Town was not positioned as a major global destination as some of the constraints on tourism.

"The various tourism organisations in the province have not been operating within an agreed-upon strategic framework, thereby failing to establish consolidated branding and diluting resources," it said. It stressed the need for a practical division of functions between the three spheres of government.

Bester said the current structure, regulated by national and provincial legislation, made for a great deal of confusion and duplication. The green paper set a target of 3-million overseas tourists by 2010.

The deadline for public comment on the proposals is November 5.

26 tourists (269) die (288)

Sowetan 28/9/99

UK visitors perish as bus loses control

By McKeed Kotlolo and Sapa

TWENTY-SIX British tourists and a tour guide were killed and 14 seriously injured in an accident when the brakes of their bus apparently failed and it overturned near Lydenburg in Mpumalanga yesterday.

The dead were touring Mpumalanga in a Springbok Atlas bus from Johannesburg when the tragedy occurred along the Sabie-Lydenburg Road shortly before noon.

The bus was travelling from Sabie to Lydenburg when the accident occurred about 3km from Lydenburg.

The Department of Foreign Affairs said it was deeply shocked and saddened by the accident. It expressed the Government's condolences to the British government as well as to the families and friends of those who died.

Politicians also expressed shock at the death of the tourists.

Chairman of Parliament's transport portfolio committee Mr Jeremy Cronin said he was deeply shocked by the incident. He extended the committee's condolences to the families of the dead and injured.

Cronin said the accident highlighted the need for the high-level summit on road safety proposed by Transport Minister Dullah Omar.

"It clearly underlines the need to look firstly at enforcing safety regulations and also increasing capacity to enforce those regulations," he said. "Obviously every death on the road is one too many."

The independent road safety organisation, Arrive Alive, has asked for an immediate meeting with President Thabo Mbeki to discuss the recent spate of major bus accidents.

Arrive Alive spokesman Mr Richard Benson said about 60 people had been killed in bus crashes during the past week.

Benson said his organisation would demand that all vacant posts in the traffic services be filled and that all traffic police cars be fitted with video cameras that will run whenever the car and its occupants were on duty.

Police said 23 of the tourists died instantly and four after they were admitted to Lydenburg Provincial Hospital.

Mpumalanga police spokesman Director Mandla Mahlangu, who was at the scene of the horror accident, said: "The situation is terrible. Bodies and personal belongings are strewn all over the place."

He said one body was flung into a thick bush and members of the emergency services had to cut down trees to reach it.

Mahlangu said the bus appeared to have lost control after its breaks apparently failed and it rolled and landed metres away from the road. The roof of the bus was ripped off.

He also said the tour was called "Best of South Africa" and operated by African Travel Options from Johannesburg.

Lydenburg district manager of health Ms Kathy Olivier said: "Fourteen severely injured tourists, including the local driver of the bus, were treated at the provincial hospital".

● See page 3.

Stop the bus carnage now, says tourism

Industry urges strict new safety rules as Omar orders top probe into coach crash

ARG 28/9/99 (288)

MURRAY WILLIAMS AND SAPA

The horrific bus crash in Mpumalanga that killed 27 people, all but one British visitors, today sparked travel industry calls for immediate and strict safety measures to stop the carnage on the roads.

The crash was one of six long-distance bus accidents in a week, taking the total death toll to 59, with more than 174 injured.

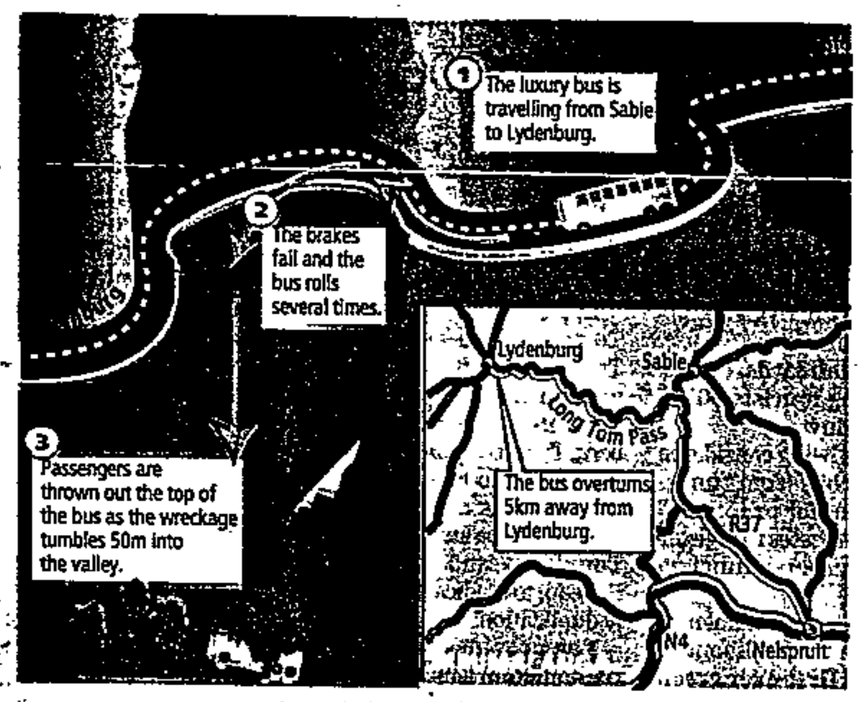
The sixth crash came near King William's Town today, injuring 14 passengers on a Jobela 2000 Star bus, two seriously. One of the badly injured is a five-year-old boy taken to hospital in Mdantsane.

"There are not enough checks and balances in the system," said Association of SA Travel Agents (Asata) executive director Chris du Toit today.

The elderly British visitors and a South African guide on the Thomas Cook tour were killed when their luxury coach careered off the Long Tom Pass near Lydenburg yesterday.

Today Springbok Atlas, the Cape Town-based operator of the luxury coach, said the bus had a full maintenance service days before the disaster.

"The bus ... had undergone a full end-to end maintenance service seven days before the accident, with another overland service check just four days before the accident occurred," said the company statement.





REUTERS

Treatment: paramedics treat a victim



LOWVELDER

Helping hands: an elderly British tourist is carried to an ambulance after the fatal crash

"The cause of the accident is as yet unknown and Springbok Atlas, in conjunction with Thomas Cook, are launching a full investigation in to the incident."

Mr Du Toit of Asata said a primary cause of many accidents was driver fatigue.

This was different from Europe, where most trips were shorter.

Legislation should be passed to force all tour operators to fit tachographs – similar to aircraft "black boxes" – to vehicles. Tachograph readings would be the only acceptable proof "that they (drivers) do stop regularly, whenever necessary, to take a break", he said.

Mr Du Toit suggested all servicing of buses be checked and validated by an independent body such as the Automobile Association, instead of taking "just some mechanic's" word that the service had been carried out properly.

He warned that life could become tough for tour operators if overseas companies, such as Thomas Cook, started insisting their clients' safety be guaranteed.

Tour operator Thomas Cook said it had already mobilised a five-strong team to come to South Africa, including a coach engineer and legal and customer service representatives, to provide support for survivors and mount an immediate local investigation.

Transport Minister Dullah Omar announced today that a high-level government probe was under way to find the cause of the Lydenburg crash.

"Initial reports suggest that brake failure was the cause, but we need to establish the facts immediately."

He said the results of the investigation would be used to draw up concrete measures to prevent further tragedies.

A summit on the crisis, involving the Government and the bus and taxi sectors, would be held on Thursday.

Mr Omar said Springbok Atlas was known to be a reliable and safe service provider with a reputation for having one of the most modern and well-maintained bus fleets in the country.

Heavy vehicles face night travel ban

CLIVE SAWYER
POLITICAL CORRESPONDENT

In future, sunset could see heavy-duty vehicles pulled off national roads for the night in an attempt to end the spate of accidents which have cost dozens of lives.

This is the substance of a plan to be put to national Transport Minister Dullah Omar by his Western Cape counterpart, Piet Meyer.

Mr Meyer unveiled the plan just hours after 27 people, including foreign tourists and a tour operator, died after a bus crashed near Lydenburg in Mpumalanga, the latest in a series of accidents which have cost about 60 lives in recent days.

At Mr Meyer's request, Western Cape provincial government lawyers are scrutinising legislation dating from the 1970s which banned heavy-duty vehicle travel overnight, to see whether this law could be brought back into force.

Mr Meyer told the Cape Argus his first priority was road safety in the Western Cape, particularly on the hazardous Laingsburg-Beaufort West stretch, but noted that th...

VALUABLE AMBASSADORS LOST, SAYS MBEKI

UK tourists die in horror bus crash

at 28/9/99

(288)

JOHANNESBURG: Shock and claims of poor maintenance of SA tour buses followed the tragic loss of 27 Britons in an accident in Mpumalanga yesterday.

SOUTH AFRICA has lost valuable ambassadors in tourism following the death of 27 people — most of them elderly British tourists — in a bus accident in Mpumalanga yesterday, President Thabo Mbeki said.

Arriving in the afternoon yesterday from a presidential tour to Tanzania, Mbeki expressed shock at the news that 27 people had died and seven others had been badly injured when their bus went off the road on a bend and rolled.

The British High Commission quickly dispatched two senior officials to the scene to ascertain "straight facts about the accident and details about the victims".

High Commission spokesperson Mike Doig said the officials would confirm the details of the number of dead and injured. The High Commission would also take care of valuable documents and visit those injured at the hospital.

"Our staff in the UK will seek to inform the next of kin as soon as we send them the details. It has been a madhouse here and I hope you can understand the shock," Doig said.

According to police, the bus was travelling on the R37 from Sabie to Pretoria via Lydenburg with 34 British nationals on board when it left the road about five kilometres from the Longtom Pass.

Mpumalanga police official Mandla Mahlangu said 23 people died at the scene and four at Lydenburg Hospital. Doctors were "battling on the operation table to save the lives" of others.

"Apparently the brakes failed at the curve and it seemed the driver lost control as the bus was heading for the curve and it overturned, blowing its roof and killing people in the process," he said.

Lydenburg hospital manager Cathy Olivier described the condition of the survivors as "severely injured".

Three were last night transferred to a hospital in Witbank. A hospital spokesperson said one of the patients was in a "very critical" condition, while the other two had sustained head injuries.

In London, a spokesperson for British tour company Thomas Cook said the tour involved 34 British holidaymakers and three tour personnel, one British.

Thirty passengers were travelling with Thomas Cook and four with South African Airways. All 34 had been due to fly back to Britain on Friday.

Springbok Atlas, owner of the bus, said in a statement that "any comments would be mere speculation at this stage" as the cause of the accident was not yet known.

"Our immediate priority is to see to the wellbeing of the injured passengers," the company said.

Mbeki conveyed his condolences to the families and relatives of the victims. His aide, Parks Mankahlana, said Mbeki was particularly depressed that the victims were visitors who were contributing to the country's tourism industry, which was necessary to improve the economy and create job opportunities.

"They showed absolute confidence in the success of our country," Mbeki said.

The accident happened only hours after Transport Minister Dullah Omar announced his intention to hold discussions with bus companies following a spate of accidents involving buses over the past week.

Mpumalanga Premier Ndaweni Mahlangu said the tragic loss of so many people in bus accidents in the past week was an "intolerable situation".



ACCIDENT AFTERMATH: Rescue officials tend to victims of the horror bus smash in Mpumalanga which claimed the lives of 27 people yesterday. The Springbok Atlas bus was travelling from Sabie to Pretoria when it left the road near a pass. PICTURE: LOWVELDER

He sympathised with families of the victims, saying "their death, far from their homes and loved ones is distressing".

The tourism industry also expressed shock and outrage, and blamed the cause of the accident on lack of maintenance of buses. Travel agents accused the bus industry of undermining the importance of customer safety for local and international tourists.

Association of Southern African Travel Agents executive director Chris du Toit said that because the accident had happened while there was a general outcry about bus accidents, it was a sad day for the local industry.

He said it was likely that international agents would start demanding guarantees for their customers' safety because buses can and should be safe. He added that already high insurance premiums for customers were also likely to be increased and that this could impact negatively on tourism.

Russell Page of Europ Assistance — a French-based international tourism company — said most bus accidents in South Africa were due to lack of maintenance. — Own Correspondent

● See Page 5

Long list of deadly accidents

BUSES have always been seen as a more reliable and cheaper form of transport than minibus taxis, but they have proved to be equally hazardous for passengers.

● In July 1989, in what was probably South Africa's worst bus accident, at least 55 people were killed and 18 injured in a smash on a gravel road on the KwaZulu-Natal South Coast.

The bus plunged about 300m down an embankment.

● In December 1989, 30 passengers burnt to death when a railway bus caught fire.

Ninety-five people, most of whom were asleep, escaped with injuries. The fire was caused by a mechanical fault.

● In July 1996, 19 people, including two children, died when the bus in which they were travelling collided head-on with a truck near Zeerust in North West province.

About 65 people were injured.

● Two months later, 19 commuters died when a bus collided head-on with a cement truck near Lichtenburg, North West.

● In October 1996, 40 people were killed and 14 critically injured when a packed bus collided with a diesel tanker and a minibus taxi near Nylstroom.

● During a single weekend in October 1996, 78 people — including several primary school children — died in bus accidents.

More than 40 bus passengers were injured in the same weekend, understood to have been the blackest weekend in South African motoring history.

● Last week, a luxury bus accident claimed the lives of 11 people and left 36 more injured.

Many of the passengers were holidaymakers.

Each accident has prompted strongly worded statements from politicians, police and traffic authorities about the need to scrutinise safety measures — and warnings to careless drivers.

Bus crash 'not a death blow to tourism'

■ Industry backs bus company ■ Omar to announce accidents commission of inquiry

STAFF REPORTERS

ARG 29/9/99

Accidents happen in every country around the world every day and tragedies such as Monday's Mpumalanga bus smash that left 26 elderly British tourists dead are not "death blows to tourism in South Africa".

So says the SA Tourism Services Association in response to the announcement of a top-level government inquiry into the recent spate of bus accidents, and the resulting fears over the effect of the smash on the tourism industry.

Satsa president Andy Dott said: "While we are obviously shocked by accidents of this nature, they will unfortunately occur. But we dispute the statement that because of a bus accident, the tourism industry is in disarray and our general safety is lacking, as this is totally untrue."

He said his organisation accepted that an accident of this nature was "truly a disaster" and would evoke a great deal of emotion.

"But we must grow up and handle (such incidents) in a mature manner."

Satsa represents almost all the major players in the local tourism industry, including airlines, coach operators, accommodation establishments, vehicle hire companies and other tourism sectors.

Mr Dott said that within his organisation alone there were 100 tour coach operators who had up to 500 vehicles on the road every day, carrying 250 000 passengers a year.

"This (number), coupled with the realities of human error and other unforeseen circumstances, will naturally, based on pure statistics, mean that rare and unfortunate accidents will occur."

He said Springbok Atlas, the owners of the bus, carried "the utmost credibility, and their drivers and coaches are of the highest standard".

Justice Minister Dullah Omar was today due to announce a judicial commission of inquiry into accidents over the past two months. Monday's crash, in the Long Tom Pass about 5km from Lydenburg, was the latest in a string of tragedies involving buses, which have claimed 60 lives.

It emerged yesterday that the bus, like all Springbok Atlas coaches, carried an on-board computer which recorded how the driver controlled the vehicle. Police were, however, uncertain whether the computer had been retrieved from the wreckage.

Springbok Atlas Tours bus driver Titus Dube, who fractured his spine and broke his leg in the accident, told police he had lost control when the brakes failed.

A series of long skid marks near the scene did not prove whether or not the vehicle's brakes were working, said investigating officer Superintendent Hannes Davel.

One set of skid marks is almost 50m long, beginning roughly 200m from the site where the bus lost control on a steep slope before plunging off the road and rolling several times.

Superintendent Davel confirmed that skid marks were usually associated with braking but said the weight of the luxury tour bus could also cause marks on the road under certain conditions.

Mr Dube's statement about brake failure has been challenged by unconfirmed radio reports that a witness spotted the tour bus speeding and swerving across the road almost 60km from the accident scene.

A man identified as Nici Krugel of the small holiday town of Hazyview reportedly said that the bus had narrowly avoided sideswiping his car before speeding off. SABC radio news reported Mr Krugel as saying: "The bus was going very fast."

Superintendent Davel said neither he nor other investigators knew of the alleged sighting or had spoken to Mr Krugel.

Seven passengers, four of them seriously hurt, were flown to Johannesburg yesterday afternoon and admitted to the Milpark Hospital.

Springbok Atlas management said the bus had undergone a full maintenance service a week before its departure from Johannesburg.



Mute testimony: skid-marks show where the bus that crashed off the Long Tom Pass left the road, taking 27 people, mainly British tourists, to a terrible death

THE STAR

Broken hearts, shattered lives Page 13

'Road users have little respect for the law'

HEINRI DU PLESSIS
MOTORING EDITOR

South African road users simply don't care.

That is the consensus among commentators after a series of heavy vehicle accidents, which have left scores of people dead and more badly injured.

While the safety standards of buses and heavy trucks are under the spotlight after these incidents, a question hangs over the mindset of the person behind the wheel.

Road users increasingly scorn road signs and ignore the rules of the road, while treating the concept of sensible road behaviour with disdain.

The possibility of equipment failure despite proper maintenance routines also remains a reality.

Technical sources say that despite the most stringent and regular safety checks, mechanical failure can still take place. Wear and tear may affect components hidden from the service personnel and fail at critical moments when under strain.

Meanwhile, traffic authorities are being hamstrung by a lack of manpower and reduced budgets and are unable to apply the law and act efficiently against transgressors.

Pat Curren, deputy provincial traffic chief, said: "It is not speed that kills, but the wrong speed for the conditions on the road at the time. In fact, a person driving too slowly under given circumstances may very well be an equally great danger on the road."

Mr Curren echoed the growing discouragement felt by traffic authorities as they struggled to perform under severe constraints.

"South Africans should be tackling the road safety issue as a team, but that's not happening," he said.

"As far as trucks and buses are concerned, I am worried that safety standards are not good. There is a lot of room for improvement.

"In the end, it has a lot to do with how little respect people have for the law, for fellow road users and for themselves. One can say it has developed into a socio-economic problem."

'Greedy' operators at fault, say drivers

CT 29/9/99 (288)

GASANT ABARDER

WHILE there seems to be a witch hunt launched against long distance bus drivers following six bus accidents within a week, in which scores died and many were injured, little has been said about how bus operators treat their employees.

Yesterday, a retired bus driver who narrowly escaped death, and another, who currently drives the Cape Town to Pretoria route, spoke out against the ill-treatment of drivers by their employers, which he says contributes to the high accident rate.

Harry Roth, 67, told how he saved himself and a busload of people from a sure death in 1993. The bus' brakes failed going down the Kowyn's Pass, on the Drakensberg escarpment.

He struggled to bring the bus to a halt. No one was hurt.



'LUCKY': Retired driver Harry Roth.

Roth said that almost always, the bus operators, and not the drivers, were at fault.

"Buses are getting old and the crews are getting desperate. Each case is different — you can't generalise. Each vehicle has its own intricacies and bus driving is a specialist job, yet it is so lowly paid. Then there are deadlines to meet and the accommodation and food for drivers are of poor quality," he said.

Roth said the greed of operators for profits was costing lives.

A Transport and General Workers Union shop steward, Vuyo Khebeni, who is also an employee of Intercape bus operators, said workers were afraid to approach management openly with their grievances.

"The accidents are a result of the working conditions. The drivers are being pushed," he said.

Intercape human resources manager Floris Hamman said his door "was always open" to employees. He denied that trade unions were barred.

State to investigate tourist bus crash

CT 29/9/99 (288)

JOHANNESBURG: Justice Minister Dullah Omar will today announce a judicial commission of inquiry into accidents on South African roads, following Monday's horror smash near Lydenburg.

The crash claimed the lives of 26 British tourists and a South African tour guide. Ten people were injured.

It was the latest in a recent string of tragedies involving buses on South African roads, which have claimed 60 lives.

Omar's spokesperson, Mike Mabasa, confirmed last night that the minister would announce the commission of inquiry at a press conference today.

The inquiry would examine accidents on South African roads over the past two months, Mabasa said.

It emerged yesterday that the Lydenburg bus, like all Springbok Atlas buses, carried an on-board computer which recorded how the driver controlled the vehicle. Police were, however, uncertain as to whether the computer had been retrieved from the wreckage.

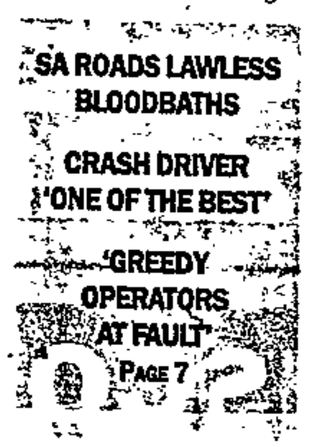
Springbok Atlas Tours bus driver Titus Dube, who suffered a fractured spine and broken leg in Monday's accident, told police shortly after the accident that he lost control when the brakes failed as he negotiated a bend.

Investigating officer Superintendent Hannes Davel said yesterday that long tire skid marks at the accident scene did not prove or disprove initial reports that the vehicle's brakes failed.

One set of skid marks is almost 50m long, beginning roughly 200m from the site where the bus lost control on a steep slope of the Long Tom Pass before plunging off the road and rolling several times.

Davel confirmed that skid marks were usually associated with braking but said the weight of the bus could also cause marks on the road under certain conditions.

He added that Transport Minister Dullah Omar had decided to send in an independent task team to look at recent major bus crashes, including the disaster.



Dube's statement about brake failure has been challenged by unconfirmed radio reports that a witness spotted the tour bus speeding and swerving across the road almost 60km from the accident scene.

A man identified as Nici Krugel of Hazyview, reportedly said that the bus narrowly avoided sideswiping his car before speeding off.

Davel said neither he nor other police investigators knew of the alleged sighting or of Krugel himself. "No one has come to the police with that information," said Davel.

Police investigators yesterday took statements from survivors who were receiving treatment at the Lydenburg Hospital, including the driver.

One woman told how passengers had shouted at Dube to slow down moments before the crash.

Lesley Dicks, speaking on a Johannesburg radio station, said: "All of us said: 'Stop, stop, stop.'

"All I can remember is that the road was so windy and all of a sudden the coach just seemed to go out of control," she said.

She added: "I would say the driver was going at speed, but I cannot say how fast. All of us said: 'Stop, stop, stop.' But obviously he couldn't and I don't know what happened.

"The next thing I know I am on a bank and there is blood. I could not see out of my right eye because of lacerations."

A team of investigators yesterday also retraced the accident route and combed the site where the vehicle had come to rest after veering off its course on a sloping winding road in the hilly region.

Springbok Atlas management said the bus underwent a full maintenance service at its maintenance section a week before its departure from Johannesburg. A spokesperson said the bus had undergone an overland service check — which deals with the safety aspects — days before the accident.

Springbok Atlas has launched its own investigation into the accident. — Own Correspondents

manufacture are world competitive, perhaps a healthy one.

SA counts cost of tour-bus disaster

BD 29/9/99 (288)

Industry players fear that travellers will look for safer and cheaper destinations

Stan Maphologela, Simphiwe Xako and Sapa

MONDAY's tourist bus disaster near Lydenburg, Mpumalanga, which claimed the lives of 26 British tourists and a South African, could have severe implications for SA's tourist market — and not just in monetary terms.

Chris du Toit, director of the Association of Southern African Travel Agents, says the accident will force foreign tourist agencies and companies to require "some form of a guarantee of safety for their clients before allowing them to visit SA".

Should that happen, warns Du Toit, it will lead to tour operators taking higher insurance cover on their clients and the cost being passed on to clients.

As a result, tourists will seek other cheaper and safer destinations that offer value for their money.

"It will have costs for our image, especially in the UK, US and Germany. This will negate all the good things we have already achieved and overseas countries will start to question tourist safety in SA."

Du Toit points out that SA's high road accident rate also involve vehicles such as taxis and commercial transport vehicles, but emphasises that every single death on an SA road is one too many.

Incidents in SA involving foreign tourists do affect the number of visitors as was shown by the effects of last year's Planet Hollywood bomb blast in Cape Town, he says.

Drive Alive CEO Moira Winslow says that although Springbok Atlas, the company that owned the bus involved in Monday's tragedy, claims its buses are serviced every month, a right must be given to engineers from Thomas Cook, the British tour company that organised the tourists' trip, to conduct their own investigation before conclusions can be made.

She says most of the drivers on the SA's roads are inexperienced and often cause road accidents because of fatigue.

"A lot of drivers are not given good training on how to drive tourists. They are allowed to work long hours without rest, and some even sleep on the back seats while tourists sleep in hotels."

Transport Minister Dullah Omar says he has discussed the tragedy with Mpumalanga transport MEC Steve Mabona and has agreed on a high-level government investigation which will take place immediately to establish the cause of the disaster.

Omar says that initial reports suggest that there may have been brake failure.

"I want to assure all concerned that the investigation will seek to establish the facts as quickly as possible, and that lessons learned from this investigation are translated into concrete steps to prevent further tragedies," Omar says.

In the aftermath of this and several other tragedies involving buses last week, Omar will host a meeting of the bus and taxi industries tomorrow at which specific proposals and concrete steps will be suggested to avert a repetition of such crashes. Omar and a delegation of politicians from Mpumalanga visited the victims at Nelspruit's Medi-Clinic to show their sympathy yesterday.

"The government will rectify any problems caused by the accident," Omar says.

Mabona expressed his concern at the spate of road accidents in Mpumalanga during the past few days.

"I assure all concerned parties that the investigation will be completed as soon as possible.

"Initial reports suggest that brake failure was the cause, but we need to establish the facts immediately," Mabona says.

Springbok Atlas management says the bus was well maintained and underwent a service a week before its departure from Johannesburg. It underwent another overland service check four days before the accident.

The company, which transports more than 700 000 passengers a year, says that it has an almost perfect reputation, tarnished slightly by one other accident in more than 50 years of operation.

Springbok says it has a non-negotiable safety policy and has conducted an intensive investigation to establish the cause of the accident. A contingent from tour operator Thomas Cook in London arrived in SA yesterday to provide support to survivors and families of the crash victims.

Two trauma counselling specialists were sent to attend to the victims and families.

The transport department announced that a commission of inquiry into the carnage would be appointed soon. A presiding judge has yet to be announced.

Springbok Atlas chairman Carol Scott says the families of most of the victims have arrived in SA. He says that Springbok is working closely with London-based tour operator Thomas Cook to establish the cause of the accident.

Mpumalanga premier Ndaweni Mahlangu welcomed Omar's call for meeting to address the spate of fatal bus accidents within this week.

Mahlangu said that the tragic loss of so many people thousands of kilometres away from their homes and families was distressing. "It's an intolerable situation. One death on the road is too many," he said.



An emergency worker sifts through debris left over from Monday's bus crash near Lydenburg, Mpumalanga, in which 26 British tourists and an SA tour guide were killed. Picture: AP

Comment: Page 13

Gauteng premier unveils priorities for next five years

THE Gauteng government has identified its priorities for the next five years.

At the Johannesburg Press Club yesterday, Gauteng premier Mbhazima Shilowa said the provincial government felt it was necessary to accelerate the delivery of basic needs, develop human resources, build the economy, create jobs, combat crime and corruption and transform government.

He said this followed President Thabo Mbeki's call to use experience gained and policies that were put in place and institutions of democracy to bring about greater change than had been achieved in the first five years of democratic government.

"We are convinced that unless the provincial economy grows, our vision will be reduced to a dream which cannot be lived," he said.

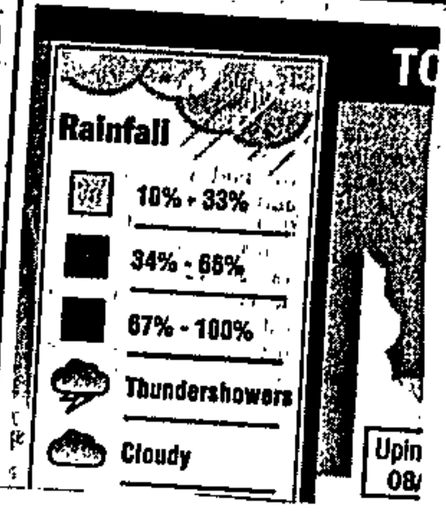
Shilowa said the development of small, medium and micro enterprises was a key to stabilising the provincial economy and creating jobs.

To expand economic activity, the provincial government planned to increase its agricultural output for the export market, develop the information technol-

ecific issue of

to announce that further issue of shares for cash by Mr Dave King ("the understanding has been

000 000 Legacy Ventures inimum and immediate s"); and



Range of measures designed to 'transform' bus industry (269) (288)

PRETORIA: The government said yesterday that it would implement a range of road safety measures in response to a spate of fatal bus accidents that have killed 59 people — including 26 British tourists — in just 10 days.

Transport Minister Dullah Omar said after a cabinet meeting in which the policies were endorsed that his department would embark on short- and long-term action designed to clamp down on road traffic violations. "The measures are designed to achieve the total transformation of the bus industry so that it is law compliant and, where it fails to comply with the law, that there is effective law enforcement."

Among the measures are the immediate intensification of law enforcement, checking vehicle fitness within the next month and lowering the maximum speed limit for buses, as well as a special training programme for tour bus drivers.

Bus operators and owners are due to meet in Cape Town today to discuss the government's strategy, designed to bring down the average of 26 people killed each day on South Africa's roads.

The government has been spurred into action after a series of bus accidents, the most notable being on Monday when 26 British tourists and a South African guide were killed when their tour bus veered off the road on a steep mountain pass.

The crash has cast a pall over South Africa's key tourism industry and the widespread coverage it has received overseas has led to fears that foreign tourists — some already chary of the country because of concerns about crime — will be turned off by concerns over road safety.

Former president Nelson Mandela said yesterday that he hoped for positive results from proposals by the government to enforce road safety. "It's a tragedy, and we hope immediate steps will be taken to make sure such tragedies do not occur," Mandela said in an interview. — Reuter

Cabinet cracks down on bus industry

Stephané Bothma (288) (269)

PRETORIA — Far-reaching measures intended to improve public transport safety will be implemented following a spate of bus accidents in the country in the past week, including a crash in which 26 British tourists and one South African died.

The measures, approved by the cabinet yesterday, include the immediate intensification of law enforcement and the lowering of the maximum speed limit for buses. There will also be a targeted programme of vehicle fitness testing for public transport vehicles, Transport Minister Dullah Omar said.

Immediate steps will also be taken to establish the cause of recent bus and coach crashes, including the accident near Lydenburg, Mpumalanga, in which the tourists were killed.

A commission of inquiry would also be established in consultation with the safety and security ministry, Omar said. The commission, likely to be headed by a judge, would not interfere with police investigations into the recent accidents, and possible prosecutions.

Role players in the bus industry will meet in Cape Town today to discuss a common programme of action, Omar said after a cabinet meeting.

The objective was the total transformation of the bus industry, he said.

Medium-term measures to be taken by a government task team would include the regulation of maximum driving hours and the compulsory installation of recording equipment on buses to monitor speed and driving hours.

There would also be a review of technical standards for bus safety, including the possible requirement for bus passengers to wear seat belts on long-distance trips. "It is a requirement in some other countries, and could be a very useful proposal for us that will contribute towards the saving of lives," Omar said.

The National Road Traffic Act of 1996 would also be amended to enable access by traffic officials to bus operators' premises for on-site inspections and audits of driver certification, vehicle fitness and operating procedures and policies.

Regulatory standards of professional drivers would also be continuously reviewed, Omar said. He stressed that the Lydenburg crash should be seen as an exception since charter tours had an excellent safety record in SA.

BD ~~29/9/99~~ 30/9/99

New law aims to beef up safety in tourist industry (288)

POLITICAL CORRESPONDENT

ARG 30/9/99

A proposed new law will allow the Government to demand safety information from tour operators and bar those who do not comply from acting as tourist guides.

The draft Tourism Amendment Bill was published on the Government website yesterday – ironically, only two days after 26 British tourists died in a bus crash in Mpumalanga, raising questions about the safety record of tourist bus services.

The Bill, which will probably be gazetted tomorrow, provides for the appointment of national and provincial registrars of tourist guides. People wishing to operate as tourist guides will have to meet certain conditions to register and their details will be entered on a central database.

The national registrar, who will be an employee of the department of environmental affairs and tourism, has to draw up a code of conduct.

The Bill will give provincial registrars the power to suspend or withdraw the registration of tour guides who do not operate according to the code of conduct or who are found guilty of "disgraceful conduct".

The Bill also gives the national registrar the power to demand information from anyone which is necessary for the performance of his functions, including monitoring the tourist guide industry and promoting or developing the industry.

Operators have to comply with a request for information regarding the safety of the services they offer.

The information may then be publicly disclosed if it is likely to result in "better informed choices by persons seeking to make use of those services".

Msimang sued for misuse of EU's R11m

(288) CT 2/8/99

OWN CORRESPONDENT

DURBAN: Former Tourism KwaZulu-Natal chief, former executive director of Satour and present head of South African National Parks, Mavuso Msimang, has been linked in court to the claimed misappropriation of R11 million in European Union funds.

The funds had been granted to Durban-based Umthombo Pride Development Trust for rural development, according to papers filed in the Durban High Court.

Nine trustees of the trust, including Catholic Archbishop Denis Hurley, are suing fellow trustee Shirley Moulder, Msimang, Kagiso Tourism CEO Cilla Grimster and First National Bank (FNB) for the return of the money.

The group of nine, which also includes the chairperson of the National Demarcation Board, Mike Sutcliffe, and SABC board member Paulos Zulu, alleges that FNB honoured trust cheques which were not signed by two authorised co-signatories, negligently allowing R11 175 835, 58 to be lost to the trust.

Papers do not specify where the money ended up, but the nine claim it was not used for trust purposes. They say the bank was in contravention of an agreement between it and the trust, and of the Trust Property Control Act when it honoured the cheques.

The matter is set down for trial in February and March next year.

The bank and its co-defendants state in court papers that they know nothing about the alleged misappropriation and that their nine accusers are not properly appointed trustees of the trust, or, if they are trustees, do not have signing authority.

They admit to signing the disputed cheques, but claim they had authority to do so.

Both sides agree that Moulder was a trustee and authorised co-signee, but the nine say she had no authority to write a letter to the bank in September 1993, stating that Msimang had been appointed a co-signee at a trustees' meeting. They say she and Msimang knew he was not a trustee and had no co-signing authority.

The four (Moulder, Msimang, Grimster and FNB) deny the letter made a false claim. They say Msimang was director of the trust during September 1993 and had co-signing authority between October and December that year when he signed trust cheques worth R8 million.

The nine allege Msimang, in September 1994, wrote the bank a letter stating Grimster had been given co-signing authority. He and Grimster knew this was false. Cheques signed by Grimster lost almost R2 million to the trust between October and December 1994. The four deny this letter gave false information, saying it was confirmed in writing by Archbishop Hurley on October 3, 1994. Cheques signed by Grimster were co-signed by the archbishop, the four say.

In January 1995, Grimster, according to the nine, told Archbishop Hurley she had been authorised to close the trust accounts and transfer the remaining funds.

She then got him to countersign an authority for this move.

Cities bicker, but tourism potential is bright

The Indaba should stay in Durban, argues KwaZulu-Natal economics MEC **Mike Mabuyakhulu**

BD 4/8/99 (288)

BUSINESS Day recently featured news coverage of attempts by four Gauteng Tourism-backed bids to "wrest Indaba from Durban". Indaba is SA's premier tourism marketing exhibition and has been staged in Durban 10 times in the past 12 years and consecutively over the past eight years.

This year, Satour called for bid proposals to host Indaba over the next three years, a move arising possibly as a result of lobbying by the Gauteng tourism industry but more probably as an attempt to engender a fresh creative approach to this important international exhibition.

Durban welcomed the opportunity to bid for this event and a comprehensive submission — prepared jointly by the Durban Metro Council's tourism marketing arm, the KwaZulu-Natal Tourism Authority and Durban's International Convention Centre — was presented to Satour in July.

Given the value of Indaba as a tourism income-generating event and more importantly as an opportunity for the host city to showcase its regional tourism attributes to more than 1 200 international travel industry buyers and journalists, its not surprising that the competition will be fierce.

While it is tempting to respond to disparaging assertions about the past exhibitions in Durban, what is needed at this stage is an objective perspective on the "bigger picture". In this regard, four key issues are germane.

Firstly, Indaba is a national asset that provides a platform from which to promote tourism in southern Africa to global markets. Its staging must be devised, planned and executed as part of a long-term strategic approach to tourism marketing and development in the country.

If one considers the specific tourism focuses of our principal cities it is clear that Johannesburg is the country's financial centre and a tourism gateway only by virtue of its international airport. Cape Town meanwhile caters for the top-end of the domestic and international vacation tourist markets.

Durban is SA's "conference and events" capital, as shown by its R300m investment in the conference centre and by its success in attracting conventions of international stature such as the Nonaligned Movement, the World Economic Forum and the Commonwealth Heads of Government Meeting.

Unless there is an unspoken intent to deviate from this strategic approach to developing the country's major urban centres, there is no reason why government or its agencies should countenance the undermining of each city's respective positioning or to negate years of local development impetus.

It is simply not in the national interest to pit one South African city against another in any major arena.

Regarding criticisms that the exhibition has become "stale" and has a "lack of momentum", it must be remembered that Satour has in the past taken responsibility for the show's content. Durban welcomes the opportunity to become more directly involved in the planning and execution of this event, as it is a competence for which the city has become well respected.

Secondly, there is the issue of service excellence and meeting customer demands. It is one t[illegible]auteng to claim it will spend R20m o[illegible] money on securing and staging the event; it is quite another for it to meet the many demanding needs of the core customers — the international travel buyers and journalists.



Down at the beach or up on the moon: tourism is a growing economic factor.

A survey conducted during this year's Indaba shows that, among the respondents, not one international visitor viewed Johannesburg as the preferred venue for Indaba and just 10% of exhibitors would choose Johannesburg as a venue. Respondents cited experience, winter weather and location as primary reasons for their choice of venue.

Thirdly, an issue that must be considered in comparing cities is that of practicality. After ten years of consistent delivery, how realistic is it for a venue other than Durban to stage effectively this international showcase of southern African tourism? The exhibition venue must be conducive to world class standards as evident at international tourism exhibitions, many of which are permanently hosted in specific cities.

The fourth issue, one that is at the heart of this entire bid process, is that of money.

Bidders are required by Satour to indicate the value of their contributions to the staging of Indaba. Durban has indicated it would provide R10m in cash and in-kind contributions over the three years.

Gauteng has indicated a sum twice this value. Given the desperate state of financial affairs the Gauteng government faces, one wonders where this money will come from.

It surely will not be raised from bed levies, as the tourism industry has already agreed unanimously only to contribute bed levies to the National Tourism Business Council for re-allocation into national tourism development programmes. Perhaps there is a benefactor that stands to gain directly from the Gauteng bid?

Over the past five years, a substantial effort has been made to define a nationally acceptable strategy to economic development. The fundamental basis of this government strategy is co-operation and teamwork. Moving Indaba from Durban to Gauteng flies directly in the face of this strategy and, as such, requires the attention of our leaders from the highest office down.

Southern Africa could win the continent's tourism race, writes **Moses Mlangeni**

WITHIN five to 10 years the world will see the advent of near-space tourism.

Travellers will be able to enjoy accommodation in space and on the moon and we will see the evolution of space transport for tourism, according to industry guru Robert Cleverdon.

During a visit to Cape Town recently, though, he focused on issues closer to home: tourism in Africa during the next 20 years.

Cleverdon, a senior lecturer at the Business School Centre for Leisure and Tourism Studies at the University of North London, told delegates at a Western Cape Tourism Board function that the latest research findings by the World Tourism Organisation identified transport technology advances, safety of travel and the removal of international travel barriers as the most likely ways to boost Africa's tourism industry in the next two decades.

He said fewer countries required visas and passports could ultimately be replaced by technology-driven systems to check identities, such as hand geometry or retina inspection.

"For the next generation we could see the regulatory, fiscal and other barriers imposed by governments on outbound travel by their own populations virtually and fully removed," said Cleverdon.

The number of international tourists worldwide will reach 1,6-billion by 2020, according to the organisation's report, The Tourism 2020 Vision Project. The report says there will be more income spread to larger and new layers of the population in various parts of the world, including Africa.

However, the report challenges the governments of African countries and the tourism trade to fully exploit the potential of the industry on the continent.

"By 2020 Africa will account for just less than 5% of world arrivals, though this will be 1,2 percentage points above the 1995 level. This remains far below the region's potential," the report says.

It says southern Africa could lead the way with growth of more than 9% a year by next year and almost 8% a year thereafter to 2010.

Southern Africa will continue to be the leading subregion, followed by east Africa. "By 2001 southern Africa will reach 10-million arrivals, a fivefold increase in just over a decade; and a further near quadrupling is forecast by 2020, to 36-million arrivals.

"By 2020 the volume of international tourist arrivals in Africa will reach 77-million, almost four times the 20-million recorded in 1995," the study says.

"Though any form of international travel will remain outside the financial ability of the great majority of Africans, there will be substantial growth in intraregional travel — at a forecast rate of 6% a year between 1995 and 2020. As a consequence, the intraregional share of arrivals in Africa will grow from 57% to 65% over the period."

The report predicts that Africa's share of global tourist arrivals will rise from 3,6% in 1995 to 5% by 2020.

Apart from intraregional tourism, the fastest growth generating regions will be East Asia, the Americas and the Middle East, with Europe showing a lower rate of growth.

However, because of its relatively high base volume, European visitors will still outnumber visitors from other non-African sources by 2 to 1 in 2020.

"Africa possesses natural and cultural resources in abundance in all its regions. However, it lacks good quality infrastructure and tourist facilities in many countries. It also suffers widely from the perception of being a high risk continent to visit," the report says.

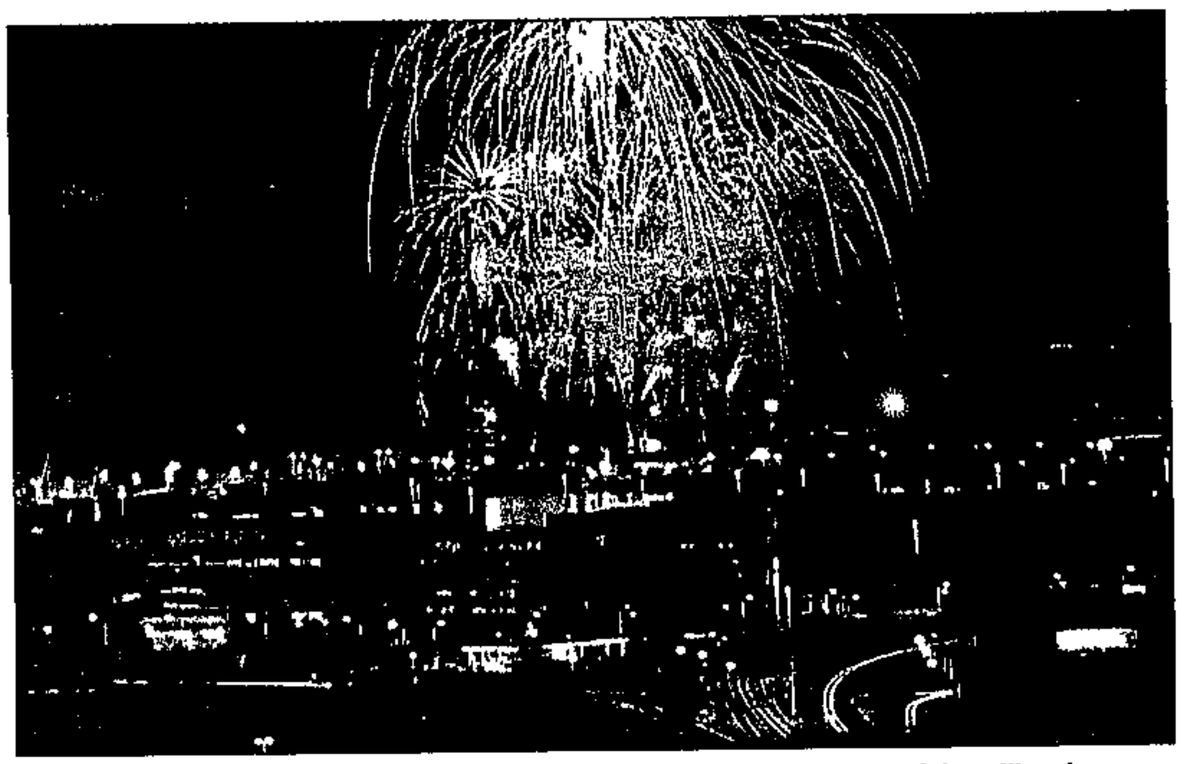
Still, the exceptions prove the rule. Since the end of apartheid, SA has recorded large increases in tourist flows as tourists consider it politically stable and a safer place to visit.

"Image correction marketing, attention to infrastructure, product improvement and expansion are the priorities for most African countries in the period to 2020."

Regarding product development Cleverdon says marketing will be increasingly targeted and theme-based, broadly oriented to one or a combination of "entertainment, excitement and education". The study looked at the major determinants and influences that shape tourism activity, then assessed how these forces could change over the 25 years and what consequences might be expected.

The study finds that electronic technology will be dominant in influencing destination choice and distribution: "Customers will call the shots through technology such as CD-ROM atlases, internet inspection of hotels and other facilities, brokers offering discounted rooms on websites and last minute e-mail low fares."

Cleverdon says public awareness of sociocultural and environmental issues will be boosted by increased tourism. He expressed concern about growing urban congestion in industrial and developing countries. Economic factors crucial for African tourism will include good global economic growth and a recovery in the economic performance of the Asian tigers by 2002, he said.



Extravaganza: Cape Town harbour will be alight with fireworks at the turn of the millennium.
PHOTOGRAPH: ALAIN PROUST/CAPE PHOTO LIBRARY

One Mother of a Millennium party

22 WEEKS MILLENNIUM COUNTDOWN

M+G 30/7/99

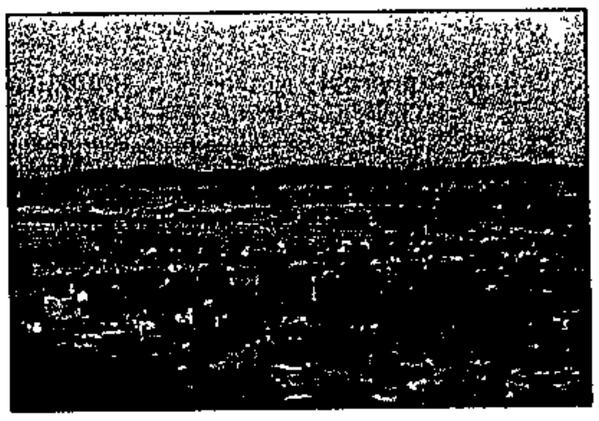
Marianne Merten (288)

What do Berlin's Brandenburg Gate, Cairo's pyramids and Cape Town's Table Mountain have in common? They all share the same international time zone.

Because of this accident of geography, all three will receive much international media attention at the turn of the millennium.

The BBC has already decided to capture Table Mountain on camera as the clock ticks over into January 1 2000. CNN is also considering the Mother City as part of its special events coverage of the breaking of the new millennium.

The turn of the century is an opportunity Cape Town officials are determined not to let slip from their hands. Celebrations in the Mother City kick off on September 22 — the start of the 100-day countdown to New Year's Eve — and will continue past the big night into March.



Cape Town: Falls in an international time zone.
PHOTOGRAPH: JOHAN VAN TONDER/PICTURENET

The Cape Town City Council's millennium manager, George Gittins, says the city is already one of the top four international tourist destinations and "is looking to create an experience" which will entrench it on the tourism map.

"It's a chance of one in 1 000 years and we'd be silly to miss the opportunity," says Gittins.

The council has dished out concessions and is co-ordinating events. Local event managers ESP — eight guys who describe themselves as Cape Flats born and bred — are in charge of the countdown.

They will also take care of the post-millennium hangover cure — in the form of international jazz artists brought out next March as an extension of the Dutch North Sea Jazz Festival.

If plans by the South African Millennium Trust — a national initiative to promote the country — work out, President Thabo Mbeki and former president Nelson Mandela will spend the night in the Mother City under the glare of television cameras and in front of microphones to light the last of 100 torches on Robben Island.

But a presidential representative warns that no decision has yet been taken on where the country's top man and Madiba will spent the last hours of the 20th century. The Committee on the African Renaissance in the Office of the President will first have to meet to discuss what will be appropriate for the night.

Despite raised eyebrows and a lot of head shaking, the scheduled multimillion-rand New Year's Eve street bash has been officially awarded to Johannesburg company Gestomar.

Over the past few weeks there have been some internal changes and "readjustments". The man initially linked to the event is no longer with the company. Instead, a subsidiary, Fix Trade 178, trading as The Cape Town Millennium Project, was formed to run the show.

Project co-ordinator Shaun Smith says they are in the process of finalising the list of events, confident all's on track for the extravaganza.

The mother of a party in the Mother City — sponsored by at least four corporates — should include something for everyone: a laser show on Table Mountain, floodlights throughout the city bowl and a party from the civic centre across town to Thibault Square.

There will be a masked ball at the historic Castle, ballroom dancing at the Good Hope Centre and loudspeakers and television screens on the Grand Parade. Separate parties are planned for the townships of Nyanga and in Strandfontein on the Cape Flats.

Says Gittins: "There's a massive tourism potential and opportunity to employ people."

But not everything is going to be glitz and glamour. ESP wants to draw attention to all the people living in the Mother City.

Operations director Billy Domingo says a candlelight ceremony in Green Market Square on September 22, the eve of the One City Festival, will launch the 100-day countdown.

Every night at 7pm residents will be encouraged to light a candle of remembrance. One hundred Khayelitsha residents have already started making them. Proceeds from the sales will go to charity. Says Domingo: "The whole of Cape Town can do something. This is not a rich, elite thing. This is in your face."

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Durban's record July season expected to top R434m

(288) ET(PR) 5/8/99

MARGIE INGGS

Durban – This year's Durban July season was a record breaker with total tourist spend expected to top R434 million, well over last year's R390 million, and a 100 percent occupancy rate at most hotels, Hixonia Nyasulu, the chairman of Durban Africa, said yesterday.

Nyasulu said visitors from Gauteng comprised 30 percent of Durban's record 650 000 tourists last year. Ten percent were international and domestic tourists from other parts of South Africa, while KwaZulu Natal locals made up the balance.

Durban Africa, the marketing arm of Durban Metro, was finalising its marketing strategy aimed at increasing the number of international and Gauteng visitors by at least 10 percent during the next 12 months, she said.

"Durban is the events capital of South Africa so the strategy is being worked around four main themes: a festival of the sea during Easter, sport in July, musical and cultural events for Michaelmas and the millennium celebrations in December."

Nyasulu said Durban was determined to host the biggest and best millennium celebrations in the country to increase the number of visitors to Durban and KwaZulu Natal.

A partnership between Durban Africa, Tourism KZN, the Millennium Project and Millennium 2000 Trust had pumped R4,6 million into an advertising campaign to showcase Durban internationally, increase the number of tourists and foster unity among its citizens.

The celebrations included special millennium events planned for the port, International Convention Centre, Kings Park and the beachfront.

Durban Africa took over the job of promoting Durban as a tourist and convention centre from Tourism Durban on July 1.

"However, the changeover involved more than just a change of name" said Nyasulu. "Durban Africa is a completely different company with a totally separate board of directors and a whole new strategy to market the city."

Branson pays up for virgin SA soil

(288) ST(BT) 8/8/99

ECOTOURISM

By SVEN LUNSCHE

ECOTOURISM in SA is attracting the attention and big bucks of local and overseas tycoons.

Heading the list of recent investors is Virgin Atlantic's Richard Branson, who has bought the Ulusaba Lodge in the Sabi Sands Game Reserve for about R50-million. According to Mark Netherwood, a director of Virgin Hotels, a further R15-million to R20-million will be ploughed into Ulusaba's two lodges.

Dave Varty, chief executive of CC Africa (formerly Conservation Corporation Africa), owners of Londolozi, estimates that well over R120-million has been invested in Sabi Sands in the past few months.

There have been a number of other significant investments in ecotourism, including:

□ The recent acquisition by De Beers chairman Nicky Oppenheimer's son Jonathan of the Tswalu Lodge in the Kalahari.

□ The purchase by a group led by Board of Executors of Thornybush Lodge in Mpumalanga.

□ General Food chairman Johann Roode's Kapama Game Reserve.

□ In the central Karoo a consortium of businessmen has big plans for ecotourism development.

□ Cape developer Linton Projects last year set aside R220-million for the Cape Wildlife Reserve in the Klein Karoo.

Both Investec and Rand Merchant Bank are also recent investors in game lodges.

While government's commitment to the development of tourism is beyond question, many in the industry are frustrated by its lack of concrete action.

One of the concepts environmentalists like Varty and the Rupert family are pushing is regional co-operation in ecotourism. The Peace Parks Foundation, chaired by Dr Anton Rupert, is championing the concept of transfrontier parks and can boast such successes as the recent merger of the Kalahari Gemsbok National Park with Botswana's Gemsbok National Park.

But beyond that, particularly with the ambitious idea to combine the Kruger National Park with Mozambique's Gonarezhou National Park, greater government involvement is essential.

"Our approach of combining environmentalism with business is becoming widely accepted and followed," says Varty. It is also starting to pay dividends for CC Africa. New marketing initiatives, a R200-million cash injection by shareholders and rationalisation will see the group break even in the 2000 financial year, says Varty.



ourism will boost her sales

Tourism boost for Khayelitsha

ARG 10/8/99 (288)

JOYFUL MLAMLI MANELI
SPECIAL CORRESPONDENT

Plans are under way to transform Khayelitsha into a top tourist attraction in the Western Cape.

Tygerberg tourism chairman and city councillor Tembelani Mgobozi said at a press briefing that the plans were already fairly advanced.

The Government has commissioned two New Zealand tourism specialists to introduce a "cluster system" in South Africa. Cluster systems involve all role players in the tourism industry.

Mr Mgobozi said the City of Tygerberg was directly involved and would see the development of the project through to the end.

Ifor Ffowcs-Williams and Alan Koziarski from New Zealand are to oversee a pilot cluster system project in Khayelitsha, Magaliesberg in Gauteng, Fish River in the Eastern Cape and the Oliphants Valley. They are charged with acting as consultants and facilitating the project.

Both Mr Williams and Mr Koziarski were nominated by the South African Government on the basis of their special expertise. Project director Mr Koziarski said he was part of a specialist company which helped the development of cluster tourism in New Zealand and internationally.

"We are here to build the model on how to develop tourism in the townships," he said. Lead navigator Mr Williams said tourists were made to believe townships were violent.

"At first, as tourists, we see townships as no-go areas, which is false," he said. During their stay in Cape Town they were accommodated at one of the bed and breakfast homes in Khayelitsha and visited several shebeens.

Councillor Mgobozi said Khayelitsha was nominated because the township had already shown tourism potential through its "Look Out Hill" project, which was earmarked as a tourism landmark. The Look Out Hill project involves the development of the hill near Good Hope Community College into a tourist destination.

Mr Mgobozi said workshops were being held with peopl involved in tourism oriente businesses like crafting and tou ing. The project serves as a cat lyst for job creation.

It was only recently that a ma indicating tourist attractio points in Khayelitsha was draw up, he said.

Mr Mgobozi said a boardwal that would enable tourists to wal to the top of the hill would be bui in a few months. He said the vie from the hill covered most of th Cape Flats, right up to Cape Poin.

"We want to see a tourist infor mation centre and recreationa facilities being built there. W also envisage a museum an restaurants that will serve trad tional dishes," said Mr Mgobozi.

Mr Mgobozi said the projec was identified by residents las year and work involving poten tial investors was underway.

Mr Mgobozi said at th moment tourists treated Khayeli sha "like a zoo".

"They just take pictures an throw money to children an leave without interacting wit the locals.

Minister slates Satour for a 'dismal' show

BD 11/8/99 (288)

Hotel operators would rather settle for an occupancy rate of 20% than lower their rates

Stephané Bothma

PRETORIA — SA's tourism industry was heading for a major shake-up following the "dismal" performance of Satour and lopsided priorities on the part of the national tourism department. Environmental Affairs and Tourism Minister Valli Moosa said yesterday.

Launching Tourism Month 1999 in Pretoria, Moosa said his department had been of very little effect in the past as a national government department.

"And when it comes to Satour over the past few years, its performance has certainly been dismal. All of that will have to change," Moosa said.

His department would in the future have more control over tourism in the nine provinces. "Provinces, local government and tourism authorities will become one single countrywide team," Moosa said. It was unacceptable to have "101 teams all over the show".

Moosa criticised those involved in the tourism industry, saying in many ways they were not maximising the potential that existed.

He said hotel operators would rather settle for an occupancy rate of 20% than lower their lucrative rates to make it possible for less affluent South Africans to occupy their rooms.

"So over the next few months, the country and the rest of the world will see that tourism in SA is being shaken up, and from where I sit, I can assure you that it will be shaken up," Moosa said.

Referring to "lopsided" priorities on the part of his department, Moosa said the department would in future be referred to as the department of tourism and environmental affairs, not the other way around.

Moosa said new legislation regulating tour guides should be ready later this year. In an attempt to improve and increase service levels, "the most ambitious" programme ever seen in the country to upgrade skills would be launched in January.

Although international marketing of SA over the past years had not been sufficient, Moosa said the marketing domestic tourism was even less organised and coherent.

Unless SA had a vibrant and active domestic tourism market, which include black local tourists, the industry would not survive or be sustainable in the long term.

He said tourism was the fastest growth industry in the country and would remain that way for the next two years.

"Not only is international tourism growing, but SA tourism has the potential to be in the top five growth areas in the world," Moosa said.

KwaZulu fights to keep tourism show

(288) BD 11/8/99

Nicola Jenvey

DURBAN — KwaZulu-Natal tourism authorities have launched a hard-hitting bid for SA's premier tourism marketing exhibition, Indaba, highlighting the reluctance of delegates and exhibitors to move to Gauteng.

Two weeks ago the Gauteng Tourism Agency pledged a R20m investment to Satour should any of the four contenders from the province secure the bid to host Indaba for a three-year cycle from 2001 to 2003. Durban has hosted the annual money-spinner for the last eight consecutive years and 10 times in total.

The KwaZulu-Natal bid was put together by the provincial tourism agency Tourism KZN, the metropolitan tourism agency Durban Africa and the International Convention Centre (ICC).

ICC CEO Peter Brokenshire said yesterday Johannesburg was recognised as SA's business centre, while Cape Town was the international tourist destination. However, Durban and KwaZulu-Natal was the convention and conference capital.

According to a survey commissioned by the KwaZulu-Natal bidders, Durban remained the first choice (53%) among exhibitors and second choice (38%) after Cape Town among delegates. Cape Town has not submitted a bid.

Only 9,3% of exhibitors wanted the conference held in Gauteng, while none of the delegates expressed an interest in moving to Gauteng.

Brokenshire acknowledged the KwaZulu-Natal bid did not promise Satour the same financial offering as Gauteng.

He questioned whether these two cities could justify spending so much on a single event.

The Pretoria bid committee has secured a total package of R15m a year to stage the Indaba. Gauteng Tourism has promised R20m.

The KwaZulu-Natal bid promised Satour R3,315m a year for the three years. Satour will award the bid on August 27.

New Mozambique development spells doom for tourism and SA harbours

(288) CT 12/8/99

TONY CARNIE

DURBAN: South Africa's two biggest ports, Durban and Richards Bay, are facing major competition from international investors who plan to establish a massive $500 million deep-water harbour and tax-free economic zone in southern Mozambique.

The plan to develop a new harbour at Ponta Dobela, just across the KwaZulu-Natal border, next to the Maputo elephant reserve, has also led to consternation in the tourism industry.

There was concern among environmental groups: The region was recently earmarked by the governments of South Africa, Mozambique and Swaziland as the core area of a new international eco-tourism industry.

Senior Mozambican officials said the harbour would handle more cargo than all their country's existing ports and would cover an area of about 20 000 ha.

Portnet's regional manager (Eastern ports), Jan Jansen, has declined to comment on the strategic implications. He said it was premature to make any statements until the South African harbour authority was able to gather more information.

However, the developers — Mozambique's state-owned ports and railways company (with a 40% share) and a group of international investors, known as Porto Dobela Developments — are hoping to persuade businessmen in Gauteng and Mpumalanga to cut transport costs by switching their business away from Richards Bay and Durban to the proposed Ponta Dobela harbour.

They plan to develop facilities to handle coal and magnetite, as well as other bulk cargoes such as aluminium, crude oil and phosphates.

Porto Dobela Developments is registered in the Isle of Man, and is reported to be headed by British businessman Colin Browne.

Apart from taking business away from South African ports, the plan could have even greater economic impact for the region's tourism potential, by sounding the death knell for advanced plans to establish a new trans-frontier conservation park, linking the Maputo elephant reserve with KwaZulu-Natal's Ndumo and Tembe reserves.

Tourism industry sources are particularly worried about its impact on the tri-nation Lubombo Spatial Development Initiative, after the heads of state of South Africa, Mozambique and Swaziland committed themselves last year to developing the Lubombo area through tourism.

The initiative was also re-affirmed by presidents Thabo Mbeki and Joaquim Chissano at the recent World Economic Forum meeting in Durban. Paul Dutton, a Durban-based environmental consultant who has extensive knowledge of the region, described the area around Ponta Dobela as "one of the finest natural ecosystems in world".

Howard Geach, chief executive of the Elephant Coast Company, which has been granted a 50-year tourism concession in Southern Mozambique, said a large part of Maputo elephant reserve might be de-proclaimed to accommodate massive infrastructural developments associated with a harbour.

"Heavy industry and wildlife-based tourism just don't mix," said Geach.

While the developers have agreed to a rigorous environmental impact study, the Mozambique government has already signed a formal agreement on harbour development, and the country's own environmental ministry appears to have been kept in the dark.

Ministry spokesperson Bartolomeu Soto said he was trying to get clarity from official sources and felt it was premature to comment.

South African conservation sources say a vigorous campaign will be mounted overseas by green lobbyists to dissuade international financiers, including the World Bank, from providing development capital to a project with such high environmental costs.

SA misses out on billions in tourism earnings

BD 13/8/99 (288)

Observers say government has to put its money where its mouth is, writes **Stephané Bothma**

SA HAS the potential to be one of the top five tourism growth areas in the world, but warped government priorities in the past, a badly fragmented industry and lack of funds to properly market local attractions properly are stopping billions in foreign currency from reaching the country's shores.

At the same time the industry is doing little to maximise the potential of domestic tourism, preferring to have empty hotels and guest houses than lower room rates to suit local pockets.

A pledge by Environmental Affairs and Tourism Minister Valli Moosa this week that the industry will be shaken up to ensure its survival was met with scepticism by some observers who say that unless government put its money where its mouth is, little will change.

"It is virtually impossible to realise tourism's true potential when Satour, tasked with promoting SA overseas, is given an annual budget of R180m — less than $30m — to perform the task," an industry expert said.

The amount budgeted for the international marketing of SA is very small if one considers that Reserve Bank figures indicate that in 1997, SA earned R20bn in foreign exchange from international tourism.

Satour is expecting that this year R31bn will be earned, while the amount for 2000 is R40bn.

Last year more than 5,7-million foreigners visited SA compared with 4,9-million in 1997 — an increase of 16,2%.

Launching Tourism Month 1999 this week, Moosa promised a change in priorities for his department, legislation regulating tour guides and an ambitious programme for the upgrading of skills in the industry.

At the same time, he vowed that provinces would face more national control over their tourism efforts.

To ensure the survival of the industry and sustainable growth, Moosa said, government would continue to play a role also in changing the complexion of the industry.

"Unless black people start touring this country and becoming more involved in the industry, it will be unable to expand," he said. He criticised the local industry for preferring 20% occupancy in hotels to adjusting rates to make them affordable for less affluent travellers with local currency.

"We cannot have a situation in SA where one cannot readily find tourist destinations run by black people," Moosa said.

There was no reason why "black aunties who have been running Houghton households for years" could not run a guest house successfully for their own pockets.

However, the biggest challenge facing the industry is the fragmented initiatives by a host of tourism bodies.

"We cannot have 101 teams all over the show," Moosa said.

According to Tourism Business Council SA CEO Michael Farr the various partnerships and initiatives must be combined in one national domestic strategy.

Work was under way at present to draft such a strategy, Farr said, and before the end of this year a draft document should be published for comment.

All the role players have high hopes, however, for Tourism Month 1999 which kicks off in September to coincide with World Tourism Day.

The focus of the programme will be to educate tourism stakeholders, potential entrepreneurs, local communities and the general public about the benefits of local and international tourism in SA.

Southern African Tourism Services Association CE and chairman of the Tourism Month initiative said. "This industry has the potential to be a leading earner of foreign currency and investment in our country."

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Entertainment group will undertake a rights issue to fund new projects

Sisa needs R2,6bn for casinos

ART 14/8/99 (288)

ANN CROTTY

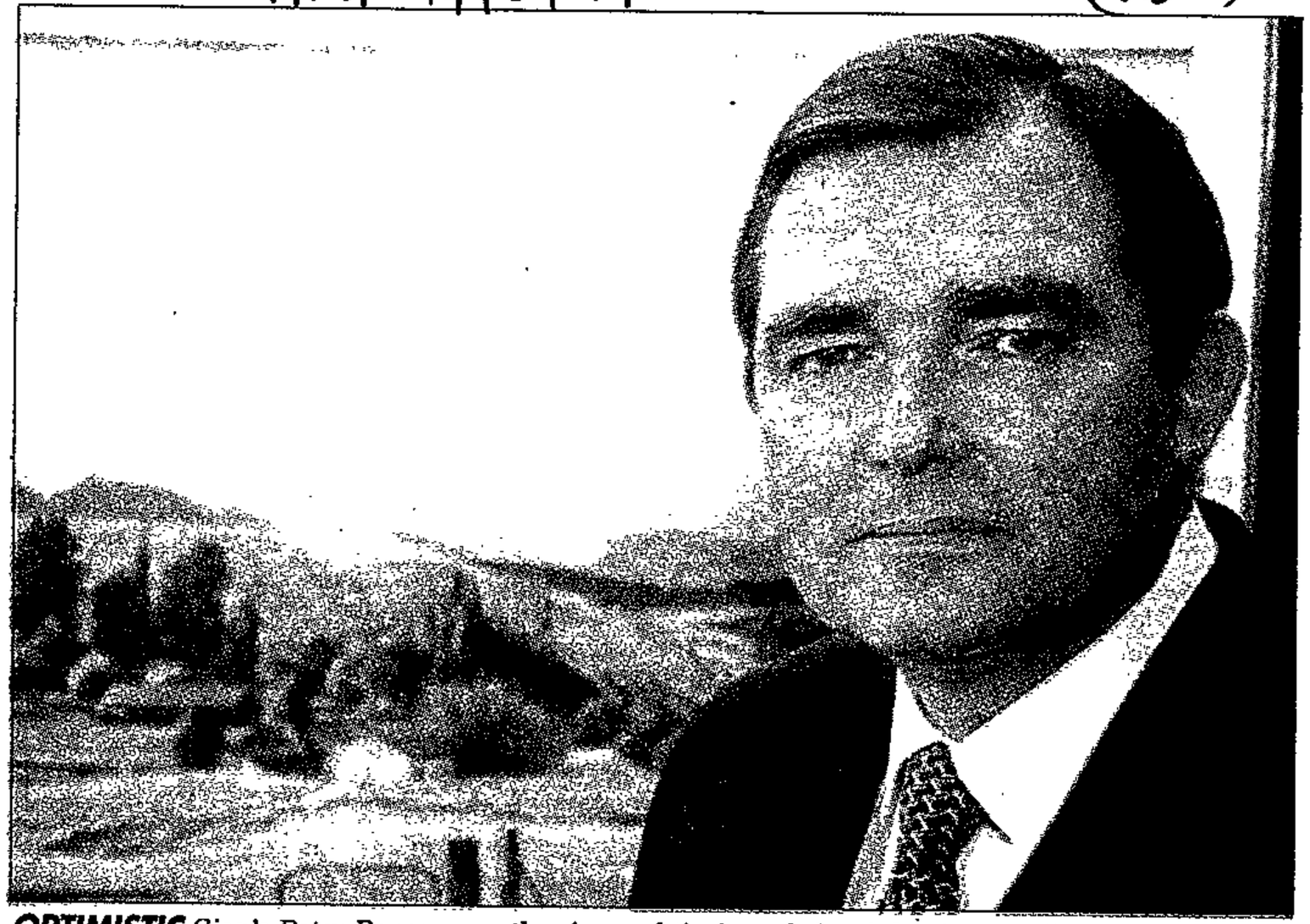
Johannesburg – Sun International South Africa (Sisa) will probably undertake a rights issue during the current financial year to help fund commitments of as much as R2,6 billion for the development of new casino-related projects.

A final dividend of 4c a share has been declared for a full year payout of 8c, down sharply from the previous year's dividend payment of 32c a share.

Announcing a 51 percent drop in earnings to 23,3c a share for the year to June 30 1999, from 47,9c the previous year, Peter Bacon, the group managing director, said that the timing and size of the rights issue would depend on the finalisation of licence awards in Durban and Cape Town.

Assuming the awarding of these two licences is finalised, and including the Port Elizabeth licence that has been awarded to Sisa associate Emfuleni, Sisa will have a funding commitment of R2,6 billion. Bacon said it was envisaged "that these commitments will be funded by a combination of debt, equity and internally generated cash flows over the next three years".

The R2,6 billion from Sisa represents the bulk of the total funding commitment of R2,9 billion for these projects.



OPTIMISTIC *Sisa's Peter Bacon says the size and timing of the rights issue will depend on the finalisation of casino licence awards*

PHOTO: SELWYN TAIT

Bacon said that to the extent that there was any delay in issuing these licences, an increasing portion of the funding requirement could be met through the company's existing strong cash flow.

During financial 1999 Sisa undertook R786,6 million in capital expenditure, sharply up from the previous year's R248,5 million. Gearing at year end was 60 percent, compared with the previous 38 percent.

Bacon is making no promises for the group's one-year outlook. The 51 percent earnings decline suffered for 1999, which was in line with management's expectations, is expected to be followed by lower earnings in the 2000 financial year.

Group earnings in 2000 would be adversely affected by the closure and disposal of certain operations as well as the competition from Gauteng casinos for the full year, said Bacon. He added that these negative factors would be partially offset by the opening of Carnival City's permanent casino in October.

Since the temporary Carnival City facility was opened in January it has created 13 millionaires. Bacon said this was an important part of a marketing strategy.

· Group revenues during 1999 were down 14 percent to R2,2 billion with gambling revenues down 21 percent and hospitality revenues up 1 percent. This was achieved despite the sale and closure of certain operations.

Average occupancy of 64 percent was in line with the previous year. Sun City achieved 74 percent occupancy.

Profit from operations was down 44 percent to R350,9 million. Exceptional items of R130,9 million include costs and asset write-downs associated with the closure and sale of properties in compliance with the National Gambling Act.

Bacon said he did not think that any progress had been made in discussions between the North West Development Corporation (NWDC) and pop singer Michael Jackson concerning the disposal of NWDC's stake in Sisa.

Yesterday the Sisa share closed 5c weaker on the JSE at R1,30. Although this is off the 12-month high of R1,70 reached in early June, it is considerably above the 67c low reached in March and is comfortably above the share's average trading range during the past year.

Shebeen kings and queens could help tourism industry

(288)(173)

Business Opinion

By SAM MUOFHE

CP 15/8/99

THE presidential jobs summit established last year, set its goal as – among other things – raising R1 billion with the assistance of the business community, labour movements and the community at large.

These funds would be employed in the area of tourism and skills development projects.

There is no doubt that our country is a good tourist destination, a phenomenon which obviously boost the job creation drive. Recently, ministers and their deputies, along with trade union members, pledged one day's income to the job creation fund.

An interministerial committee headed by the labour minister Membathisi Mdladlana was tasked to receive submissions from the various government departments for concrete business submissions or plans that could boost the economy and create jobs – not plans that will engage "consultants" who will dry up the kitty without creating jobs.

Recent reports in the media have commented on the proposals from different departments.

Consultation with the community, labour and the businesss community is currently underway, and the minister has promised a report soon to be presented.

I want to throw in my imput before the final document is presented to the president.

My focus is, as always, the jobless in urban as well as rural areas.

Tourism has the potential to utilise a significant number of unemployed people.

It will not, of course, alleviate joblessness completely, but it will go a long way towards easing it.

The hospitality industry is very active at the moment. In fact, not so long ago, Dullah Omar announced at a bilateral meeting between Britain and our country that the country's main airline, SAA had received five more weekly flights between SA and the UK. This means that, of 51 weekly flights between the two countries, SAA has 24 and BA 27. SAA needs even more.

The tourism industry has a realised a 25 percent growth in the market and the interministerial committee has to look realistically at one group of businesspeople previously disadvantaged under apartheid: our shebeen "queens" and "kings".

These "queens" and "kings" served the hospitality industry by entertaining the local communities who would not risk going to a pub in town because of the curfew laws. The late Godfrey Moloi's rise in the business community, for example, commenced at that time of bootlegging.

Today most of these entrepreneurs possess proper licences. Wandis in Soweto attracts tourists daily. Few tourists leave our country without visiting the townships and parts of the rural areas.

Shebeens – or taverns, as they are sometimes called – should be helped to access part of the R1 billion allocated to tourism and skills development projects.

They employ many people and attract tourists despite operating from homes.

A lot could be achieved by the interministerial committee if these operators were to be upgraded into the formal hospitality business.

What these people need is business sites and information about the "ins" and "outs" of the hospitality business – the kind of knowledge found in diplomas and degrees in hotel management.

These guys no longer sell liquor only, but provide food, snacks and soft drinks on a massive scale. What is more, they usually specialise in cooking much-loved African dishes.

The committee should give them bursaries to study the more sophisticated workings of the industry.

For example, send apprentice students to schools of hotel management in Switzerland. The Swiss are known as world leaders in cuisine and training.

This would be a good investment in the jacking up of local and rural taverns.

> **They need business sites and information about the hospitality industry**

Armed with the knowledge of the game, students might in future be in a position to build chalets and lodges in our communities, thereby enabling tourists to spend extended periods of time in the townships or rural areas during their holidays, rather than just seeing them as "stop-over" spots for lunch.

Pre-packaged tours could be arranged with prospective tourists. Technology is within their reach and, with proper nurturing, these "queens and kings" could market their services internationallly on the internet. Websites could help tourists decide which destinations to visit and know what to expect during their stay in SA.

Incidentally, the local market would also benefit from properly-equipped taverns.

These days very few functions are hosted in the township. The trend is to go to some trendy hotel or restaurant in the northern suburbs of Johannesburg. Even the recent Miss Soweto pageant was hosted in town and not Soweto, owing to a lack of proper facilities.

The R1 billion allocation could provide a boost in these areas of need and help to regenerate townships as well as rural areas.

Booze blitz anger

We're just scapegoats, says hospitality industry

CP 15/8/99

BOBBY JORDAN (288)(182)

CAPE Town restaurants, pubs and hotels have slammed this week's clampdown on liquor licences and the impending ban of alcohol sales after 2am, claiming they have become scapegoats for the police's inability to curb violent crime.

This follows a police "blitz" on restaurants and pubs in the Sea Point area where a 2am curfew on the sale of liquor is now being enforced — and could soon be applied throughout the city.

In addition, police this week announced plans to appoint a "liquor officer" at all city police stations to monitor liquor outlets in their areas — a plan that may soon be implemented countrywide. This comes despite fierce opposition from the hospitality industry which says the hardline approach is another blow to tourism and economic growth.

Until now police have largely turned a blind eye to current liquor legislation — which prohibits liquor sales after 2am except under special licence conditions — preferring a "wait-and-see" approach while government and industry officials squabble over the National Liquor Bill, due to be debated in the Constitutional Court at the end of the month.

The clampdown coincides with the latest national police figures which confirm Cape Town's status as South Africa's most violent city. Figures also showed that a significant proportion of violent crimes were alcohol-related.

But city restaurateurs say a "draconian" liquor curfew will not solve the problem.

"This whole thing is a bit of a joke," said Western Cape chairman of the Federated Hospitality Associations of South Africa, Hugh von Zahn.

"One can't treat the symptom and not the cause. If alcohol is the problem then trying to stop establishments selling it is a symptomatic solution — it's not going to work," Von Zahn said.

He said police should rather concentrate on the 90 percent of liquor outlets which were unlicensed rather than worrying about trading hours.

"It doesn't bode well for tourism and doesn't say much about the way the provincial government is running the province," he added.

Neil Markovitz, chairman of the Western Cape Hotel Association, said a liquor curfew could affect Cape Town's appeal as a premier tourist destination. "There are tourists here who want to celebrate and go partying through the night. We therefore need to be international in our approach."

A Sea Point restaurant owner, who wished to remain anonymous, said he no longer sold liquor after 2am since the clampdown.

"I have been trading for many years — up until this stage we've never had any problems. What gets me more than anything is the double standards. Some people are getting bust while others are allowed to get away with it."

However, the provincial commander of the police's liquor and firearm unit, Jacques van Lill, said: "We're saying things have got out of hand. We want the Department of Trade and Industry to act against premises which don't obey their licence.

"We're not against tourism — all that can still happen. But places mustn't come to me and blame me that they are losing money because of the curfew. Unless they've got a special licence, if they make money after 2am it's illegal money," he said.

Police will meet government officials next week to discuss the problem, and are likely to appoint more liquor officers to monitor the city's 500 licensed premises.

Privatisation debate as Sun goes down

CT (BR) 16/8/99 (288)

AUDREY D'ANGELO
AND JOHN FRASER

Johannesburg – The collapse of Sun Air last week raised questions about the wisdom of the privatisation of the airline in 1997, Jeff Radebe, the public enterprises minister, said at the weekend after the announcement of the company's liquidation earlier in the week.

Radebe said a declaration by the Competition Board that the domestic market could not sustain a fourth airline "raises concern about some of the basic assumptions that were made when Sun Air was privatised".

South African Airways (SAA), BA-Comair and Nationwide are the other domestic airlines.

SAA, the majority state-owned national carrier, has offered to buy out 75 percent of the failed airline, thereby reversing the privatisation.

Radebe acknowledged that the government had a responsibility to ensure that privatised entities like Sun Air were able to "have a better life after privatisation".

"We have been aware for some time now of the difficulties experienced by CNI-Rethabile (the majority shareholder) and were particularly concerned that this should not be misconstrued as the failure of another empowerment initiative."



TWILIGHT TIME *Passengers queue at Sun Air's counters on Friday, the airline's last day of operation* PHOTO SELWYN TAIT

Zaid Nordien, the minister's spokesman, said: "This is something we have sold off. We are buying it back. It is, in effect, the renationalisation of something that was privatised."

Nordien said Radebe was still considering SAA's offer.

"They are leasing a number of planes. Those people will recuperate the bulk of what they are owed. They own one aircraft, and they should get at least R50 million from selling that aircraft."

Nordien said the government was owed R25 million from its original privatisation of Sun Air. The government holds a 75 percent stake in SAA.

Meanwhile, South Africa's domestic airlines are finding it difficult to accommodate all Sun Air's passengers at short notice after Sun stopped flying on Friday evening. Sun carried about 70 000 passengers a month.

□ 47 Sauer Street, Page 2

Sisa does not see profits before 2001

(288) BD 16/8/99

Belinda Anderson

HOTEL and Leisure group Sun International SA (Sisa) has reported depressed earnings in line with expectations, and says a return to profit will come only in about 2001.

Attributable earnings dipped 60% to R147m in the year to end-June from R364m previously.

"The results are very much in line with our half year forecasts, and the decline will be more significant in the first half of this financial year, but from 2001 we will be back on a positive trend," said Sisa MD Peter Bacon.

Earnings a share were 63% lower at 16,8c from 46c.

Exceptional items contributed 12% to the drop, which Sisa attributed to restructuring. "We went from 16 casino licences to seven, in compliance with the Gambling Act, and had to retrench around 4 200 people."

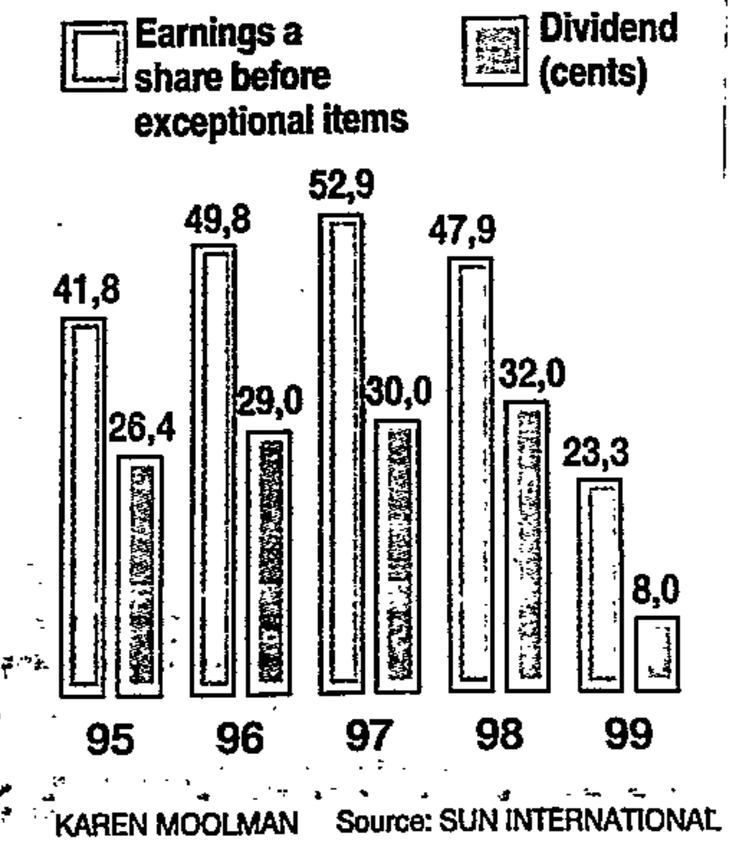
The group suffered low occupancy rates and decided to focus on its gaming interests.

Operating profit was also down, at R244,4m from R645,2m. The group paid out more interest than it received — R35,5m compared with R24,4m.

Despite its losses the group added 4c a share to the half year dividend, taking the full year's payout to shareholders to 8c, 24c less than it gave shareholders last year.

Bacon says there are positive developments, including preferred bidder status for the Durban and Cape Town casino licences, winning the Port Elizabeth casino licence and a good performance at in Gauteng. "Carnival City is trading beyond expectation. We open the permanent casino in October — on track and on budget. This will be the first permanent casino to open its doors in Gauteng."

"In addition, our hospitality operations have performed very well and despite difficult trading conditions, our average group occupancy for the year under review was 64%," Bacon said.



Stocks hotels hit by write-offs and poor trading

(288) BD 16/8/99

Stan Maphologela

UNFAVOURABLE macroeconomic conditions coupled with property write-offs pushed property and hotel conglomerate Stocks Hotels & Resorts into the red, with a 73% decline in headline earnings to 4.3c a share for the year ended April 30.

The group decided to write down the value of some investments. An exceptional write-off of R17.2m resulted in a loss of R12.9m for the year.

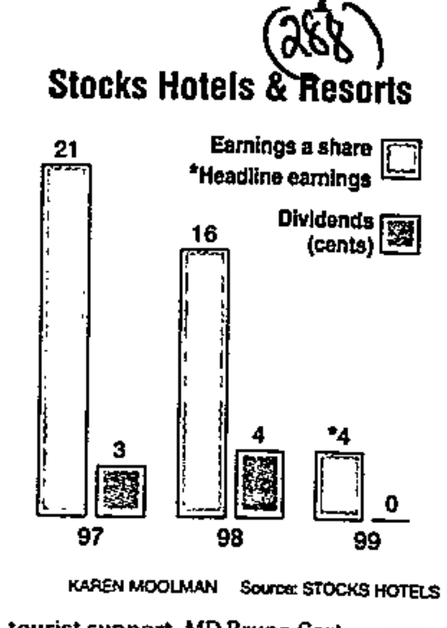
After taxation and the inclusion of the abnormal items, an attributable loss of R12.88m was incurred for the year, which is equivalent to 13c a share on the unchanged issued capital of 100-million shares.

Hopes, expressed at the interim stage by the group, that conditions would improve were negated by the "turmoil in the world financial markets and the bombing incident at the V & A Waterfront". The group's occupancy level fell from 68% to 63% for the year.

The impact of these events was particularly felt at the Commodore Hotel at Waterfront, which contributed for its full year and was unable, in the circumstances, to meet the group's required levels of profitability and return on investment. This was a major factor in reducing the headline earnings a share to 4.3c from 16c.

The 27% increase in rentals on properties to R33,1m and a 48% reduction in net interest earned were largely attributable to the Commodore.

The Michelangelo hotel on Sandton Square and Kwa Maritani, Bakubung and Tshukudu resorts in Pilanesburg were enjoying strong international tourist support. MD Bruno Corte said that he was confident that the group's fundamental advantages would translate into a sound performance when economic and social problems were addressed.



The industry depended on the nation's ability to provide an environment safe from crime as well as a cohesive marketing operation.

"The Tourism Business Council's project in this respect should be implemented during the current year with benefits hopefully materialising in the following year.

"In spite of our concerns about the overall outlook for the economy and tourism in particular, we are confident that we shall achieve an improvement in core earnings in the current year," he said.

Bid to get key city tourist roads in shape

ARG 17/8/99 (R88)

NORMAN JOSEPH
STAFF REPORTER

Cape Town urgently needs to attend to roads along its scenic routes before the millennium celebrations.

The Mother City is expected to get huge television coverage and exposure in December and January but it does not have money to maintain its tourist routes, according to a report by South Peninsula councillor Neville Riley.

The report compiled by Mr Riley, chairman of South Peninsula's urban and environmental standing committee, was tabled yesterday at the Cape Metropolitan Council's executive committee meeting.

Recently the Metro Council revealed that tourist roads such as Chapman's Peak Drive, the Fish Hoek section of Ou Kaapseweg, the main road between Simon's Town and Cape Point, Sir Lowry's Pass, Strandfontein Road, Mamre Road and several other freeways used for sight-seeing, are in urgent need of upgrading, rehabilitation and maintenance.

Last week, the Metropolitan Transport Advisory Board sent a recommendation to the Metro Council which said that because of the exposure the Cape Town metropolitan area would get during the millennium celebrations, a summit should be organised in an attempt to obtain urgent financing for the maintenance of "critical routes".

The talks should involve provincial ministers and top councillors.

Mr Riley stated in the report that the metropolitan area was labelled as one of the most desirable millennium destinations in the world by local and international media.

The Mother City, Mr Riley said, could expect about one million visitors, many from overseas countries.

He said it was important that key routes such as the Chapman's Peak Drive should be in good condition for the big event.

Mr Riley said that the idea of closing renowned tourist routes such as Chapman's Peak Drive over a normal holiday season was totally unacceptable.

He said: "But to entertain such an insane thought at the turn of the millennium is inconceivable."

Cape Town Tourism manager Sheryl Ozinsky welcomed the metro councils efforts to arrange a meeting with various government departments. She also welcomed the focus on Chapman's Peak Drive and said its upgrading was "many years late".

Almost 17% of last year's GDP came directly or indirectly from the sector, study says

Tourism is worth R80.6bn to SA

CT(BR) 17/8/99 (R88)

JOHN FRASER

Johannesburg - The travel and tourism industry would account for almost one job in 10 in South Africa by the year 2010, according to a study released yesterday by the South African Tourism Foundation, the big business group.

The report, titled Tourism South Africa: An Engine for Growth?, looked at the contribution to the economy from leisure tourism, factoring out the contribution by business travellers. It estimated the total contribution to the economy from tourism to be R44.3 billion.

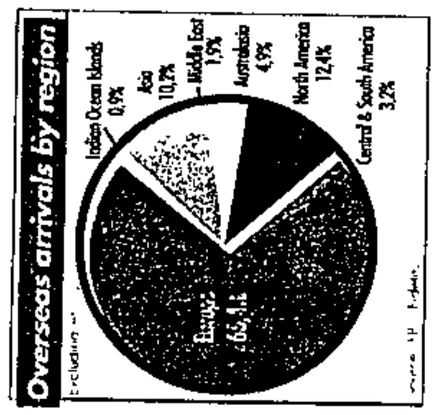
The report added that this spending generated further wealth through a "multiplier" knock-on effect of 1.82. In other words, an increase in tourism spending of R100 would lead to a multiplied increase in total spending of R182.

The study said tourism and related industries accounted for 1.1 million jobs last year, representing "a sizeable proportion of formal sector jobs in the national economy and (this number) testifies to the job-intensive nature of the sector".

The report calculated that tourism boosted the government's coffers by R22,6 billion, with a contribution of R7,6 billion to foreign exchange earnings.

It forecast tourism in South Africa would grow at 5,5 percent between 1998 and 2010, compared with the global forecast of 4,1 percent.

Growth in tourism employment was forecast at 4,5 percent annually, "raising its contribution to total employment from 7 percent to 9,3 percent. By the year 2010 the travel and tourism sector will provide one out of every 10,8 jobs in the economy."



This gives an additional contribution of R36.3 billion, bringing the total benefit to the 1998 gross domestic product (GDP) of R80,6 billion.

"The latter figure equalled 10,9 percent of the latest revised GDP (of R738 billion) for the country in 1998," the report added.

GAMBLING *Sisa's 50% earnings drop result of accounting change*

Sun's outlook bright ahead of rights issue

(R88) CT(BR) 17/8/99

ANN CROTTY

Johannesburg - Peter Bacon, the chief executive of Sun International South Africa (Sisa), is remarkably laid back when talking of his group's financial 1999 earnings and the prospects for financial 2000.

It is almost as though he wasn't discussing a 50 percent drop in earnings in the year just gone and the expectation of significantly lower earnings in the current year.

Moreover, Sisa will need to go to the market this year to get funds for what is likely to be fairly major capital expenditure over the next few years.

Bacon is sitting with a gearing ratio of 60 percent as well as declining earnings. He is probably hoping there will be no successful legal challenges to any of the new casino licences within Sisa's grasp.

It is light years from the good old days of 1993, when SunBop enjoyed a monopoly over the local gambling industry (although it was prohibited from plying its trade beyond the borders of the former homelands).

At 29 percent, gearing in 1993 was at an unusual peak but it was heading back down towards zero. Return on equity was 20 percent and operating margin 25 percent.

The unusually high level of debt incurred in 1993 was the result of the elaborate spending spree that former chairman Sol Kerzner embarked upon in 1990.

That resulted in Sisa's asset base increasing from R780 million to over R2 billion in the first four years of the 1990s. Much of this was spent on the Lost City at Sun City.

When Kerzner left the group in 1995, Bacon was faced with a nightmare. New politicians were putting in place the legislation for a new gambling industry. There was only limited sympathy for Sisa's sunk investment and the prospects for its thousands of employees.

The degree of uncertainty was compounded by the unbundling of Safren, Sisa's ultimate controlling shareholder, and a national gambling legislation requirement that government bodies could not hold stakes in gambling-related entities.

Bacon's position now is better. Sun City has been dramatically cut back to ensure that it contributes to profit, the necessary extensive retrenchments have almost been completed, and the closure or sale of a number of facilities in terms of the new gambling legislation have been finalised.

On a more positive note, it now appears that Sisa will emerge with the most attractive portfolio of casino licences under the new legislation. Although Southern Sun associate Tsogo Sun got off to a very strong start in Mpumulanga, it has not emerged with the quality of licences expected.

Just how attractive the new licences prove to be is not yet known. The only region for which there is evidence of an attractive gambling market is Gauteng.

Sources reckon that Sisa is certain to dominate the newly established casino industry.

It does have 20 years of experience in running world-class casinos in southern Africa. Punters who have visited many of the temporary facilities that have been set up say the enormous benefits from such experience are already evident in the comparatively better services provided and the general ambience.

Given that there is no prospect for increased earnings until financial 2001, Bacon has decided this is the ideal time to get the balance sheet as clean as possible ahead of a rights issue this financial year.

The change to the accounting treatment of buildings is quite dramatic; it will bring Sisa's accounting policies into line with international standards.

But, in so doing, it has knocked the group's earnings and balance sheet valuations. On the plus side, the change is cash-flow positive and will help to improve the reported return on assets.

So, how large a rights issue and at what price? Analysts say the issue will depend on whether or not Sisa secures the Cape Metro licence. If it does, it will be keen to ensure gearing does not move above 60 to 70 percent, or let interest cover drop too low.

Against this prospect, Bacon will not want to give away shares, which involve a long-term cost to the company, to fund projects that have a quick payback period.

An issue price at current market levels would be a very attractive gamble for investors.

It would be even more attractive if the uncertainty surrounding the North West Development Corporation's stake was put to rest.

R3-m fund for city tourism events

ARG 18/8/99 (288)

A total of R3-million has been set aside to boost tourism, create job opportunities and promote local business in greater Cape Town by the Cape Metropolitan Council.

The council is offering financial backing to any organisation wanting to arrange big events, such as those involving arts, culture or sport.

Special Projects head Pat Lennox said these events must have the support of a local authority. Applications would be assessed in September and submitted to the council for approval in October. For details call Mr Lennox on (021) 487 2868. – Staff Reporter

BUSINESS TIMES APPOI

Tourism adding R80bn and more to SA

(288)

Research shows 'induced effect' must be added to direct earnings, writes JANETTE BENNETT

ST(BT) 22/8/99

TOURISM SECTOR

CONTRIBUTION TO GDP		CONTRIBUTION TO JOB CREATION	
Direct impact	R17.0-bn	Direct impact	248 141
Indirect impact		Indirect impact	
Tourism-related investment	R6.4-bn	Tourism-related investment	93 791
Suppliers	R29.7-bn	Suppliers	395 685
Direct + indirect impact	R53.1-bn	Direct + indirect impact	737 617
Local = R29-bn (55%)		Minus business travel	122 242
Foreign = R24.1-bn (45%)			
Minus business travel	R8.8-bn	Direct + indirect impact	
Direct + indirect impact		Tourism only	615 375
Tourism only	R44.3-bn	Induced impact	504 246
Induced impact	R36.3-bn		
TOTAL IMPACT	R80.6-bn	TOTAL IMPACT	1 119 621

Graphic: FIONA KRISCH — Source: SA FOUNDATION

TOURISM contributed R80.6-billion to the SA economy last year — some 50% more than World Travel and Tourism Council (WTTC) estimates of R53.1-billion, SA Foundation research director Professor Philip Black says.

The foundation was the original home of the Business Trust, a public-private partnership which aims to make a significant impact on job-creation and human capacity development in SA. The trust has identified tourism and education as its primary focus.

Black bases his figures on the WTTC's estimates, released at the World Economic Forum Southern Africa Economic Summit in Durban last month, but he also includes tourism's induced, or multiplier, effect — effectively its ripple effect through the economy.

In total, tourism's direct contribution to GDP, arising from spending on goods and services in the tourism industry, and its indirect effect, which is value added by industries supplying the tourism sector, came to R44.3-billion last year, and provided 615 375 jobs.

However, the induced effect, Black says, contributed another R36.3-billion to the economy, and 504 246 jobs. In total then, tourism made up R80.6-billion or 10.9% of GDP and supported 1.12-million jobs in the formal sector. To put this into perspective, official figures show that mining and quarrying last year made up 7% of GDP, although it is likely that some manufacturing activity (19% of GDP) is related to mining.

The WTTC, meanwhile, estimates that tourism contributes 8.2% of GDP in SA, and using the same methodology, 11.6% of the global economy — more proof, Black says, of the huge potential for tourism growth in SA.

Black says the "all-important" induced effect is often ignored by experts and people in the tourism industry. He explains it like this: "Incomes earned by workers in the tourism sector and in its supplier industries (including tourism-related investment activities) are partly saved and taxed, and partly spent on a broad range of consumer goods and services supplied in the economy.

"These expenditures contribute to wages and salaries earned by many other workers in the rest of the economy, who in turn divide their incomes between savings, taxes and consumption spending, with this spending entering the multiplier process once again ..."

Black's research adds more ammunition to the argument that tourism be utilised as an important engine of economic growth. He says, however: "In the business world, there is no point in having a good product if you cannot market it properly, distribute it effectively, maintain it at all times, or improve its quality on a more or less continuous basis."

The same can be said of tourism. Stakeholders have done much to boost the industry — as an example, Black cites the government's new casino policy which stipulates that bidders invest in new tourism infrastructure — but efforts "have evidently not been sufficient".

He says tourism needs a strategy aimed at removing its weaknesses and building its strengths. The top weakness is crime and violence, with tourist venues often being the target of organised crime. An effective anti-crime strategy, he says, should include more visible deployment of policemen, selective use of electronic surveillance, a more effective justice system, and active involvement of local government through better traffic control and targeted development projects. There are encouraging signs, one of which is the government's plan to create an FBI-type super-agency to tackle violent and commercial crime, including police corruption.

Also requiring urgent attention is an effective marketing strategy, promoting small-scale service providers, training programmes aimed at improving the quality of service delivery, and maintenance and expansion of tourism infrastructure. The trust intends to concentrate on marketing, training and enterprise development.

Taking SA tourism into a rich ethnic playground

(288)

A Shangaan village centre in Mpumalanga is a tourist hit, writes AMANDA VERMEULEN

ST(BT) 22/8/99



NEW EXPERIENCE: Ethnic damsels show tourists their traditional African dancing skills

SOUTH Africa is a country rich in tourism potential, with the full spectrum of wildlife, beaches and awe-inspiring "Big Sky" geography. But one of its richest resources, its diverse cultural heritage, has long been the poor relation in tourism marketing.

Many people making the long journey to SA from other parts of the world are fascinated by our demographic kaleidoscope, rating it one of the three key reasons for visiting the country, along with wildlife and scenery.

It was with this in mind that three young entrepreneurs came up with a new tourism experience in the lush valleys of Mpumalanga — exploring the heritage and society of the local Shangaan people. The venture has created 200 jobs.

About two years ago, Robert More and James Delaney left their positions in finance and advertising to create authentic Shangaan villages.

More and Delaney brought community leader Canny Hlatshwayo on board to provide the expertise on Shangaan music, traditions, culture and architecture.

Years of planning, negotiations to secure a tract of land, and some trial and error, resulted in the Shangana Cultural Village, which opened its doors to guests in March.

The project, which was initially funded by the three founders, has attracted the attention of the Industrial Development Corporation. The IDC has agreed to put up about 40% of the total capital outlay — well over R2-million.

More, Delaney and Hlatshwayo are the main shareholders, but they are implementing a staff share scheme. "The people we have employed are proud to be able to share their culture. But we would also like to give them a share in the project. That is a long-term goal, as the village will start generating profits only in about three years."

Unlike SA's formal tourism sector, which is littered with glitzy hotel and casino projects, the Shangana development is a testament to small-business potential in tourism.

Christopher Harvey, chairman of the Hazyview Tourism Association, says: "Shangana is the most exciting thing to have happened in the Lowveld in the past ten years." Nathalie de Cauwer of tour operator Springbok Atlas says Shangana was named the highlight of a recent ten-day trip around SA by a group of visiting French tourists "because they felt it was the closest they got to the real Africa".

Without the financial resources to employ battalions of architects and engineers to build a village on a piece of dense bushveld, More, Delaney and Hlatshwayo, with the help of the local community, did most of the work themselves.

The Shangana tourist venture is the most exciting thing to have happened in the Lowveld in the past ten years'

In the process, they created about 100 jobs for the local people, many of whom had been eking out a living by selling the fruit and vegetables grown in this lowveld paradise. The team broke ground in September 1998, and slowly built the various villages during three months of almost continuous torrential rain over the summer. The material for the village came from the surrounding areas, with the wood for all the huts and fences sourced from alien tree clearing in the Sabie Valley, supplied by the Working for Water project.

After each day's building was completed, the three spent their nights designing brochures, recruiting staff, setting up financial systems, drawing up a marketing strategy, designing clothing, and sourcing artefacts for the four villages.

The pressure was on to get the village open to guests before SA's largest tourism industry get-together, the annual Indaba, held this year in Durban. Hlatshwayo, a classically trained choir master, employed a relative to script a musical history of the Shangaan people. The play was written by Shalati Khosa, whose composition "Joy" (the closing piece), was selected as the alternative national anthem in 1993.

"We needed something to show tour operators. The Mpumalanga Tourism Authority helped us secure a prime position at the Indaba, which proved to be extremely useful in our international marketing," Delaney says.

Since opening its doors in March, the village has hosted over 3 000 visitors. Guests are offered a range of experiences, such as a trip to the market village, tours of a traditional kraal, a consultation with the resident sangoma, and an elaborate evening show in the chief's kraal.

Guests gather around a huge bonfire to watch the history of the Shangaan people performed by 70 people, accompanied by traditional beer, mopani worms, Shangaan peanut butter, crocodile stew, and a feast of other culinary options.

Delaney, who handles the marketing of Shangana, has co-opted the local Hazyview tourism industry into promoting the event. With 3500 tourist beds within a 20km radius of Hazyview, the region, with Kruger on its doorstep, is a big tourism magnet.

Turn over to page 2 for a view of National Technikons Week and one way to cope with employment equity

'Satour needs stronger tourist appeal'

ET(BR) 24/8/99 (288

LYNDA LOXTON
PARLIAMENTARY CORRESPONDENT

Cape Town – Satour, the government-sponsored tourism promotion agency, was being revamped to maximise public and private sector resources available for tourism, Mohammed Valli Moosa, the minister of environmental and tourism affairs, said yesterday.

Briefing journalists, Moosa said Satour would work more closely with foreign diplomatic missions and department of trade and industry representatives abroad to ensure that there was no duplication of efforts.

"We will also work more closely with the private sector to maximise the funding available," he said.

Satour has been starved of funds in recent years to promote tourism but Moosa said the answer to its problems did not lie only in increasing its budget. It had to make the best use of what was available.

It had also been decided to move Satour's London office from Wimbledon to Trafalgar Square to improve its public profile and its ability to tap into London's huge tourism industry.



JOBS POTENTIAL *Minister Mohammed Valli Moosa*

Moosa was also concerned that much of Satour's budget was spent on recurrent expenditure. He said steps were being taken to turn this around.

Satour had hived off the control over tourism guides to the provinces and they would look at ways in which to upgrade the industry and provide codes of conduct.

Moosa said his department would examine how South Africa could do more to provide safe adventure tourism packages and promote cultural and township tourism.

He said there was a vast untapped potential in tourism.

If South Africa could manage to market itself as a year-round tourism destination, it would be able to create more sustainable jobs.

At the moment, he said, most jobs created in the peak summer seasons fell away in the "off" seasons.

Many restaurants and bed and breakfast hotels had also closed in winter because tourism was not a year-round activity.

More should also be done to promote domestic tourism among all race groups, Moosa said.

He said he would also like to see the establishment of a universal reservations system which would cater for all tourist needs, ranging from accommodation in national parks to rooms in luxury hotels.

On his controversial call for supermarkets and shops to stop using plastic carrier bags, Moosa admitted that he had not yet discussed this with the manufacturers and stores concerned, but had received widespread public support.

His department was still considering the options available, but was tentatively in favour of reusable bags being provided to shoppers for a fee.

The great Bushman tourist scam

(288) ET 1/7/99

KAGGA KAMMA private game reserve north of Ceres is passing off non-Bushmen as the "genuine article" for the gratification of tourists. Special Assignments Team **ROGER FRIEDMAN** and **BENNY GOOL** report.

THE traditional leader of the =Khomani San, David Kruiper, has recalled his people from Kagga Kamma in the Cederberg to the Kalahari to help rebuild their fractured lives on land they received two months ago as restitution from the government.

In their place, Kagga Kamma has employed local coloured people as live exhibits for tourists.

Members of the =Khomani clan have lived at Kagga Kamma since 1991 in a joint eco-tourism venture with the land-owners which seems to have fallen apart. The manager of Kagga Kamma and the San this week blamed each other for their poor relationship and lack of mutual trust.

The =Khomani San were virtually exterminated by white settlers in the 18th and 19th centuries, and their descendants lived as a landless underclass for most of this century. The land claim process in which they have been engaged for the past three years brought them back together, and now the reconstituted community plans to launch its own eco-tourism venture, on its own Kalahari land, in September.

Their mass departure in May left a massive void at Kagga Kamma, "The Place of the Bushmen". They left behind two members of their community who had married local people. A third has since returned — to fetch his daughter, he told us.

Management opted to fill the void by employing coloured people to act as =Khomani clansmen and women for tourists. More than 90% of visitors to Kagga Kamma are from overseas.

This deception has been roundly condemned by Kruiper as impugning the dignity of the San. The South African San Institute and human rights lawyer Roger Chennells, who acts for the San, also condemned the deception on Tuesday after a fact-finding trip to Kagga Kamma by the *Cape Times*.

"They are taking coloured people to carry on our Bushman traditions and I don't think we should have any part of it. I don't want my tradition tampered with like this," said Kruiper, whose younger brother Hendrick "Oom Buks" Kruiper is one of the three members of the clan still at Kagga Kamma. (Oom Buks told us he longs to return to the Kalahari with his daughter but they do not have a lift.)

Speaking from Upington, Isak Kruiper, the ex-leader of the Kagga Kamma group and newly elected traditional head of the =Khomani San, said it is "very hurtful that the owner of Kagga Kamma is continuing to display Bushmen who are not there any more".

"They do not respect my culture and religion, and I am very proud of my traditions," he said. "We are not going back. We are starting something new, to stand on our own legs. Kagga Kamma must close down or be honest with tourists and tell them that the people are coloured."

Fiona Archer of the San Institute said Kagga Kamma had provided an opportunity for its owners and the San to work as partners for their mutual benefit. "But that can only happen if both parties respect the dignity of the other. To use people who are not Bushmen to pose as Bushmen is wrong — it is not a fair trade situation. Clearly the Bushmen left because they did not feel that there was enough there to keep them there," she said.

Chennells said he had tried to negotiate a contract on behalf of the San with the Kagga Kamma management for five years, but the contract was never signed. "(The management) remained rather closed-minded. It was our view that they became unreasonable so we walked out of the negotiations about a year ago. We'd still like to see something positive coming out of the relationship."

Chennells said Kagga Kamma's use of "pretend Bushmen" is insulting both to the San and the public.

The *Cape Times* paid R350 a head this week for the privilege of interacting with "members of the San community" at Kagga Kamma. Our guide Dan Raath assured us they were "100% pure Bushmen". The price included lunch and a visit to rock paintings in the afternoon.

Before setting out to meet them, Raath said the Bushmen living on the reserve are members of the =Khomani clan and are free to hunt and come and go as they please. He introduced us to four Bushmen sitting around a fire making curios. We discovered that two of the four are members of the Kruiper family. The other two have probably never seen the Kalahari.

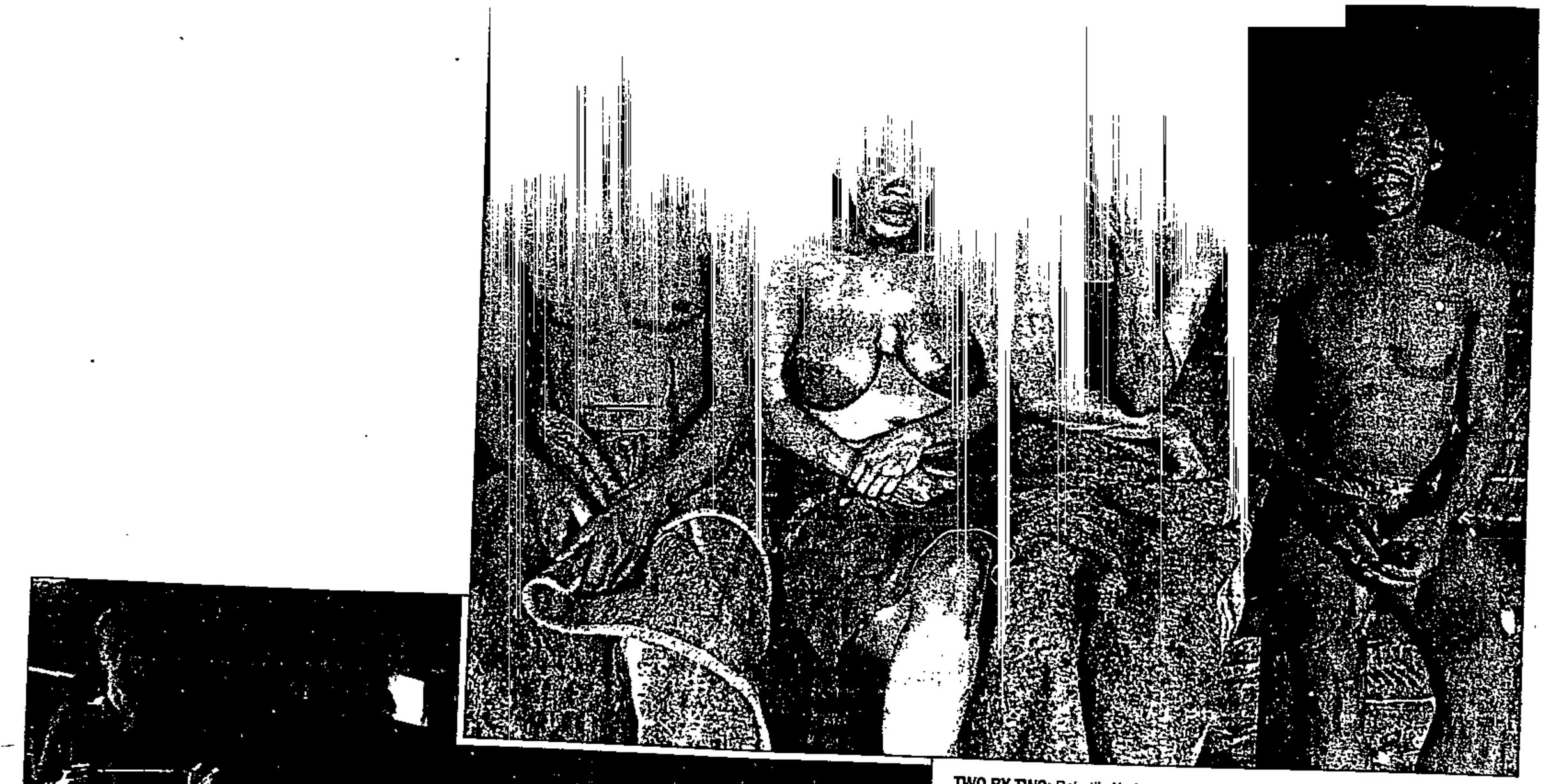
"Hendrik Vorster and his wife Julia were looking for work so we offered that job to them," Kagga Kamma manager Heinrich de Waal explained yesterday. He added that Hendrik Vorster's brother is married to a Bushman.

"I don't think it's ethical to tell people they are Bushmen, but some of them — most of them — are coloured people married to Bushmen." De Waal said the San people are starving in the Kalahari and in need of the income earned at Kagga Kamma.

"You don't get one single 100% Bushman in the world . They've been living out of the culture for many years.

"I fully agree it's not right to tell you these people are 100% Bushmen. But the Kruiper family dropped Kagga Kamma ... and that was obviously a problem for us. So we had to make some kind of plan to resolve this thing. I'm not saying it's right to tell people that the people living here are Bushmen.

"We are working on (the problem). Hopefully by August we will have changed the way things are done. You must understand we are a business trying to make a living, not a charity like the San Institute," said De Waal.



TWO BY TWO: Babatjie Kruiper (second from left) and Hendrik Kruiper (right) are members of the =Khomani San from the Kalahari. Hendrik Vorster (left) and his wife Julia (second from right) are employed to pretend they are Kalahari Bushmen.



THE LIE: Dan Raath (standing), a guide at Kagga Kamma, poses with "Bushmen" Julia Vorster and her husband Hendrik. Behind the couple is Babatjie Kruiper, a member of the =Khomani San.

QUENA PEOPLE WERE ORIGINAL INHABITANTS'

Historian: Kagga Kamma Bushmen a myth

AN ALLEGED tourist scam by the Kagga Kamma game reserve which is passing off non-Bushmen as the "genuine article" has its roots in a more profound misrepresentation of the facts. **GUSTAV THIEL** reports.

A LEADING historian who has dedicated his life to researching the roots of South Africa's indigenous people says Bushmen never inhabited the Swartruggens area where the Kagga Kamma game reserve is situated.

Dr Cyril Hromnik, a Slovak national who came to South Africa 20 years ago to study the history of Southern Africa's people, said the area was historically inhabited by the Quena people, who were the forefathers of today's coloured people.

Kagga Kamma's brochure specifically states that Bushmen lived in the area "more than 20 000 years ago to hunt and gather".

Hromnik says the most obvious clue as to who the true historical inhabitants of the Swartruggens area are is contained in the name Kagga Kamma itself.

"The name means lost water in the Quena language. Kagga Kamma is not a Bushman name."

The Bushmen who were brought to Kagga Kamma in 1991 by the De Waal family, the owners of the reserve, have recently returned to their ancestral home in the Kalahari. They have been replaced by local coloured people who function as live Bushmen exhibits for tourists.



QUENA DESCENDANT: Dirk Ambral

Says Hromnik: "For some time we have tried to convince the people of Kagga Kamma that the Bushmen never inhabited their area, but now it seems that they are correcting their mistake without even realising it. History has a way of correcting itself."

Hromnik adds that studies which showed that the Bushmen lived in the area are erroneous because they are based on pervasive perceptions that have "nothing to do with the truth".

The most startling perception about the Bushmen, according to Hromnik's research, is that they are responsible for the majority of rock paintings in Southern Africa. "This is simply not true. The Quena people painted the rocks in Southern Africa. We don't know of a single Bushman who ever painted a rock in Southern Africa."

According to Hromnik, the Bushman myths have been perpetuated by academics at the universities of Stellenbosch and Cape Town. Heinrich de Waal, the manager of Kagga Kamma, says they based their information on leading studies done by the two universities.

De Waal admits that the major selling point of Kagga Kamma is the existence of rock paintings, which he insists were done by the Bushmen.

An organisation called Friends of Africa's True History Over Millenniums (Fathom) recently joined forces with Hromnik to expose the fraudulent nature of the operation at Kagga Kamma. Fathom's representative, Freddy Petro, says it is "hugely ironical" that Kagga Kamma would stumble upon the truth without even knowing it.

"They are now using coloured people who are direct descendants of the Quena people and insist that they are from Bushman descent. All they need to do now is admit where they went wrong in the first place, and then continue their tourism enterprise with the focus on the Quena people."



QUENA ART: Historian Cyril Hromnik says Dirk Ambral and his Quena ancestors were responsible for rock paintings at Kagga Kamma such as the one pictured above.

ET 2/7/99 (288)

De Waal, however, has no plans to change his tune. He admits that the Bushmen have proven to be a huge money-spinner for the reserve. "Look, I am not an expert on the history of the Bushmen, but I will admit that their presence here has boosted our business a lot. But we never exploited them."

Tourism 'holds key to 1,6-million jobs'

(288)

Region urged to smoothe way for visitors

ARG 6/7/99

ARGUS CORRESPONDENT

Durban – Travel and and tourism could create more than 1,6 million jobs in southern Africa over the next 10 years – as long as leaders in the region become far more tourist-friendly.

This strong message emerged yesterday from an in-depth report released by the World Travel and Tourism Council on the region's huge tourism potential.

The report was released by World Travel and Tourism Council president Geoffrey Lipman at a media briefing held at the World Economic Forum in Durban.

He described travel and tourism as the key catalyst for growth and job creation, and said that, with the world looking for eco-tourism, the southern African region held a prized future asset.

Yet, as hotel and tourism executive Ron Stringfellow told the conference, it was being given far less attention and investment than such sectors as agriculture and industry.

The report showed that the economic contribution of travel and tourism could, with the right policy framework and implementation, grow by 5,9% a year in southern Africa, he said.

This was well above the world's average expectation of 3,4% growth for travel and tourism

The forecasts for individual countries varied widely. In some countries, such as the Seychelles, Namibia and Mauritius, it already contributed more than 20% of gross domestic product. The largest growth potential lay in Angola and Tanzania.

South Africa had the region's biggest travel and tourism economy, which was forecast to more than double by 2010.

Tanzania already leads in employment creation, with the 800 000 jobs now supported by travel and tourism expected to rise to 1,3 million by 2010.

Employment in travel and tourism in South Africa this year accounted for 7,3% of all employment, compared with 20,6% in Mauritius and 15,1% in Namibia.

The World Travel and Tourism Council congratulated southern African states on creating Retosa – a joint public and private sector endeavour to promote regional tourism – but said if the region was to realise its enormous potential, governments needed to work with international agencies to attract investment, streamline travel regulations and give safety and security the highest priority.

The fickle winds of tourism

Flow of visitors rises and falls on foreign perceptions of the ebb and flow of crime — and events throughout Africa — write **Jonny Steinberg** and **James Eedes**

(288)

BD 7/7/99

IN FEBRUARY the Washington Post carried a front-page story on SA's latest anti-hijacking device, "The Blaster": at the touch of a button a ball of flame shoots out of a small hole in the driver's door, setting a would-be hijacker on fire.

Tourism to SA from the Washington area plummeted immediately and only picked up some months later.

"That's how it works," Grant, Thornton, Kessel Feinstein tourism analyst Gillian Saunders said yesterday. "Foreign perceptions of SA crime ebb and flow in response to events — a shocking media report, an attack on a tourist in SA.

"The bad news is that very little can be done in terms of damage control.

"Ideally, SA missions abroad should develop contingency strategies, responding to public fear provoked by specific events. But they do very little of that.

"The good news is that the foreign tourist market has a short memory. The market recovers a month or two after the event."

Who, among potential visitors to SA, is most sensitive to scares? "Undoubtedly, the Americans are the most sensitive," says Bob Powers, chairman of OF&A, a personal protection service. "When something horrible happens anywhere on the African continent the effect in the American market is immediate and dramatic. The rest stay more or less the same."

But why Americans? "Perhaps it is because they are more insular," Saunders speculates. "Europeans are more connected to the world, travel more widely and are less easily scared. Americans tend to see the outside world as a danger zone."

But the story goes deeper than that. Compare the informed and sober travel advice given by the British foreign office to the picture of mayhem painted by the US state department's equivalent travel brochure.

"Visitors to Johannesburg should avoid the Hillbrow and Berea areas," the British brochure says. "Care should be taken in the Central Business District .... Take sensible precautions. Money, jewellery, cameras, etc, should be kept out of sight."

Compare this with the US state department: "Crime in SA is perceived to be a significant threat to the country's overall stability and to the welfare of its citizens .... Crimes against property, such as car jacking, have also often been accompanied by violent acts, including murder."

Why this yawning gap between what British and American tourists hear about SA? "The short answer is that the national security establishment in America is far more influential in the state department than its equivalent is in the British foreign office," said a US justice department official.

"The American security establishment is obsessed with Islamic fundamentalism. It is regarded as the number one foreign threat and the Central Intelligence Agency has earmarked Africa as Islam's big growth point. SA suffers from the spin-off, by proxy.

"When American buildings were bombed in Kenya and Tanzania last year the whole of Africa felt the heat, SA included."

The British foreign office, on the other hand, opts for a more balanced appraisal of the situation.

This is helped by the fact that the UK visitors tend to be more tuned into what is going on in SA, says Andrew Turner, first secretary at the British High Commission. "Most Britons either have immediate or distant relatives in SA. Also, seeing the national cricket team touring in SA means Britons become more familiar with the country," he says.

Asked how threat assessments were compiled, a US embassy official said he was not at liberty to reveal the state department's procedures or sources.

Saunders says that foreign perceptions of SA have been stable during the past two or three years.

"Foreign tourism is growing so it is unlikely that perceptions are getting worse," Saunders says.

"One can expect short-term fluctuations. When a German tourist was murdered on the Durban waterfront the German market dropped for while and then grew again.

"Much the same happened to the American market when Planet Hollywood in Cape Town was bombed."

"Our problem is that much of the tourist market sees Africa as one big basket. When something happens at the other end of the continent the ripples are felt here."

Envoy urges SA to market itself

(288)

Nicola Jenvey

DURBAN — SA tourism, and that of KwaZulu-Natal in particular, must redouble its marketing efforts internationally, says British Minister for Competition and Consumer Affairs Kim Howells.

He told members of the Durban Chamber of Commerce and Industry yesterday that SA had a world-famous embassy in the middle of a major London tourist attraction, yet the country located its tourism agency in Wimbledon.

"Shift the bureaucrats to the area known for its tennis and give the tourist offices pride of place in Trafalgar Square. SA is largely invisible — and KwaZulu-Natal completely so — in the eyes of the British travelling public," he said.

A decade ago Florida had little tourist appeal, yet extensive marketing had positioned it among the top 10 destinations, Howells said.

He said the US government did not first tackle the crime and unemployment problems of the region, but recognised that those problems would disappear once jobs were created.

Howells also urged southern Africa to work together as a region, and in doing so offer a vast market to potential investors, tourists and entrepreneurs.

BD 7/7/99



PARTNERS: Western Cape Premier Gerald Morkel and Madeira's President Joao Alberto Jardim sign a co-operation agreement yesterday.

PICTURE: DENZIL MAREGELE

Madeira, W Cape leaders sign trade and tourism deal

(49A) (288) (74)

ZINE GEORGE

PRESIDENT Alberto Joao Jardim of Madeira, who arrived in Cape Town on Monday, has signed a co-operation agreement with Western Cape Premier Gerald Morkel.

According to Morkel, the agreement will lead to "the enhancement of small business, trade and tourism in the region. The 18% unemployment figure in the Western Cape can be brought down through such co-operation."

While no specific projects have been launched, the agreement is aimed at strengthening the trade and tourism ties that have existed since 1988 when Cape Town and Funchul — Madeira's capital — were declared twin cities.

The island of Madeira apparently shares many similarities with the Western Cape. "In both regions tourism is an industry of major importance — so is trade and fishing," explained Morkel.

He speculated that this might be why about 90% of the province's 40 000 South Africans of Portuguese origin come from Madeira.

"It's been years since our people left Portugal and Madeira. South Africa is now their home," said Jardim.

The Madeiran president will visit Port Elizabeth today.

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(288)

Hijackers kill two at viewing site

cr 8/7/99

ERIC NTABAZALILA

IN another horrific hijacking, two people were shot dead and another seriously injured near Joubert Gat on Franschhoek Pass yesterday afternoon.

The victims, two women and a man, were thrown over a wall near the road. They were discovered when one of the women crawled on to the road about 4pm and attracted attention. The unidentified woman was fighting for her life at a city hospital last night.

Police spokesperson William Reid said details are still sketchy as police could not get all the information they wanted from the only survivor. However, initial investigations indicate that all three are from the Boland area.

Police believe that when the victims stopped their Volkswagen Jumbo Golf near the Franschhoek Pass, a well-known viewing sight, between four and five men in a Ford Sierra pulled up next to them. One of the men produced a firearm while others produced knives. The armed man shot all three passengers.

The assailants then fled with the hijacked car. No arrests have been made.

Franschhoek police, who did not know the registration number of the vehicle last night, appealed to the public to help with any information they might have.

The incident follows the brutal attack on a young couple by an armed gang while they were visiting the Signal Hill viewing site last week.

Township tours — exploitation or opportunity?

ET 8/7/99 (288)

THE AUSTRIAN tourist wore oversized sunglasses, a moon bag, dress pumps and ostentatious gold jewellery. Exclaiming over the scenery, she enthusiastically snapped photos with machinegun speed as a Legend Tours guide waited anxiously for her to get back on the minibus. **KATHLEEN CHAPMAN**, a journalism student from the US, went along for the ride.

THE tourist didn't capture the standard postcard panorama from Table Mountain or Cape Point.

She was photographing Langa township, where butchers shoo flies away from sheep's heads, starving dogs sprawl listlessly in the road and children dig in piles of trash.

According to Cape Town Tourism director Sheryl Ozinsky, township tours have steadily increased in popularity since 1994. She estimates five to 10% of international visitors tour the Cape Flats while in Cape Town.

And next week, the city of Tygerberg will finalise plans for Lookout Hill, the first national tourist site in a township. This development coincides with Satour's push to market township tours as a vital part of the South African experience.

"Township tourism reflects the miracle of this country's transformation more than the traditional white areas," Ozinsky said.

"It's about where we've come from and what challenges face us. Lots of tourists just want a fantasy experience, but many, many more want the reality."

Ahdiel Fakier, Cape Town Tourism's development co-ordinator, said: "Many tourists are excited about the townships as the next frontier; they like the idea of going where no man has gone before."

With buses full of foreigners entering areas previously inaccessible to whites, however, comes the potential for exploitation of the communities.

Several tour guides said too many companies run safari-style drive-throughs, where tourists snap photos and gawk at the surrounding poverty from behind the windows of an air-conditioned bus.

"Some companies will stop at just one place to satisfy their conscience, and that's wrong," said Eldrid Petersen, a guide for Grassroutes Tours.

Allison Masters of Africultural Tours said while her company had never encountered insensitive tourists, she was horrified by another company's guide who stopped his bus on NY1 in Guguletu and allowed the tourists to throw money at the people below.

Petersen was similarly embarrassed by two of his guests, who demanded that local children dance for their cameras.

Masters and Petersen say they avoid making a theme park out of poverty by briefing tourists on acceptable behaviour and creating cultural exchange.

Township tours are not one-sided voyeurism, guides say; they provide an opportunity for interaction. Enver Mally, the director of Grassroutes, said: "If tourists drove through my neighbourhood and didn't bother to meet me or spend money, I would be the first to throw rocks at the bus.

"What we do is different."

Africultural Tours, for example, allows tourists to mix with locals in township shebeens, jazz clubs and restaurants, and encourages them to support local artists and community projects.

For guests wanting a longer immersion in township culture, Masters offers the opportunity to spend the night in a township.

She asks them what amenities they expect in a bed-and-breakfast. Do they mind, for instance, if their accommodation does not include running water? Are they willing to sleep on the floor? Would they share a two-room shack with 10 other people? Their answers enable her to match them with one of the 25 Khayelitsha families who have opened their homes to tourists.

Township residents say they welcome foreign visitors as guests if they stop to chat or shop, but otherwise regard them as intruders.

Julia Mema of Khayelitsha said it sometimes makes her angry when tourists snap photos of her without asking.

Siphiwo Mayekiso, also a resident of Khayelitsha, said he liked the tourists who approached him to talk.

"I show them the things we do here, and they tell me things they do there. It's an exchange," he said.

At Nozukile Educare Centre in Khayelitsha, preschoolers no higher than tourists' thighs, many of whom were abandoned by their parents, line up to sing *Nkosi Sikilele' iAfrika* and *Baa Baa Black Sheep* for visitors.



FRUIT, VEGETABLES AND DREADLOCKS: Tourists find the 'Rasta' farm stall, owned by the family of Hlula Mbuqa, 4, a colourful part of Brown's Farm. *PICTURES: ANDREW OCTOBER*

But they are not simply putting on a show, their teacher says. That would be an insult. The tourists must sing back. So, on one Cape Rainbow Tour last week, German and Swiss tourists struggled through an embarrassed version of *Frére Jacques* for the curious children.

Michelle Govran, who works with Satour on tourism development in the townships, said tourism "has had some negative impact".

"There has been invasion of privacy, people barging into homes. That has been horrible for the community," she said.

She believes these problems will decrease as township residents take ownership of tourism in their area.

With her partner Labita Schuurman, she leads a class of 28 students, preparing them for certification as Satour guides and helping them open businesses that cater to tourists.

One of Govran's students, Thope Lekau, hopes to convert her home, located down the road from the planned attraction Lookout Hill, into a bed and breakfast. Lekau has already established her modest but inviting home as a tour stop, preparing traditional African dishes for international guests.

The growing popularity of township tours does not surprise Lekau.

"People who visit these days want to see Mandela's country," she said, "and townships are the heart of Mandela's people."

Lekau encourages others in the community to become involved in the industry: "I tell people, there are no jobs out there, so let's be creative and take advantage of the tourists. Let's think as entrepreneurs," Lekau said.

Although more people in the townships are growing accustomed to tourists, Lekau said many are still mystified or alarmed by white visitors in their neighbourhood. She said that after seeing a group of tourists get off the bus at her house, her neighbour rushed over, assuming she was in trouble.

"Whenever we saw white faces before," Lekau explained, "it was always the police."

Although township residents are becoming more accustomed to tourists, some saying they see minibuses filled with whites several times a week, many are still wary.

"We are sometimes frightened of them," Mema said. "We do not know what they want."

As people in the townships become aware of tourism's potential, they are beginning to tout their services and projects.

A few are reaping large rewards.

After visiting the Chris Hani Community School in Langa, tourists from Liverpool shipped the school a container of supplies, according to Mohamed Baba of Legend Tours.

Teachers converted the empty container into an office for the school, which houses almost 100 students in a single classroom.

And last Thursday, a family from England donated R25 000 to the War on Hunger project after touring a township soup kitchen.

But benefits are not only financial, operators stress. Mally of Grassroutes said tours stimulate pride in the townships.

"For so many years, black people were valued only as labour. Now, white people are coming thousands of kilometres and paying to interact with them in their homes."

Lekau said she has enjoyed the opportunity to bridge apartheid's social divide.

"Some days, I have two buses full of people. There's no room to sit down, so I have people in my kitchen and everywhere, just talking about everything. They've come from Germany, Ireland, Florida, Michigan, Denver, Denmark. Because of apartheid, we never had the opportunity to share our cultures before."

Steven Thomas, the director of Daytrippers, said such exchanges open eyes.

"A lot of people don't want to be confronted with how other people live; they want to eat their McDonalds and wash their Ferarris and get on with it. But we think it's important to make them feel uncomfortable, to take them there and make them see it."

Dumisani Mangcu, a Daytrippers guide, who estimates 90% of white South Africans have not spent time in a township, said whites could benefit by a tour of their own country.

Indeed, several South African corporations, including the arms manufacturer Denel, have sent their executives on township tours.

Operators say their tours also have an emotional impact on visitors.

"They break down sobbing. They say they are sorry for being white," Petersen said.

He stressed, however, that his tours are not designed to play on Western guilt or arouse pity, but to focus on the communities' ingenuity and spirit of resistance.

"We just want to show them everyday people trying to make it work — from the ground up — in this new country of ours," he said.

Masters said her guests are touched and humbled by the experience.

"They see they shouldn't be complaining about life when an entire community lives hand to mouth with so much warmth, respect and pride," Masters said.

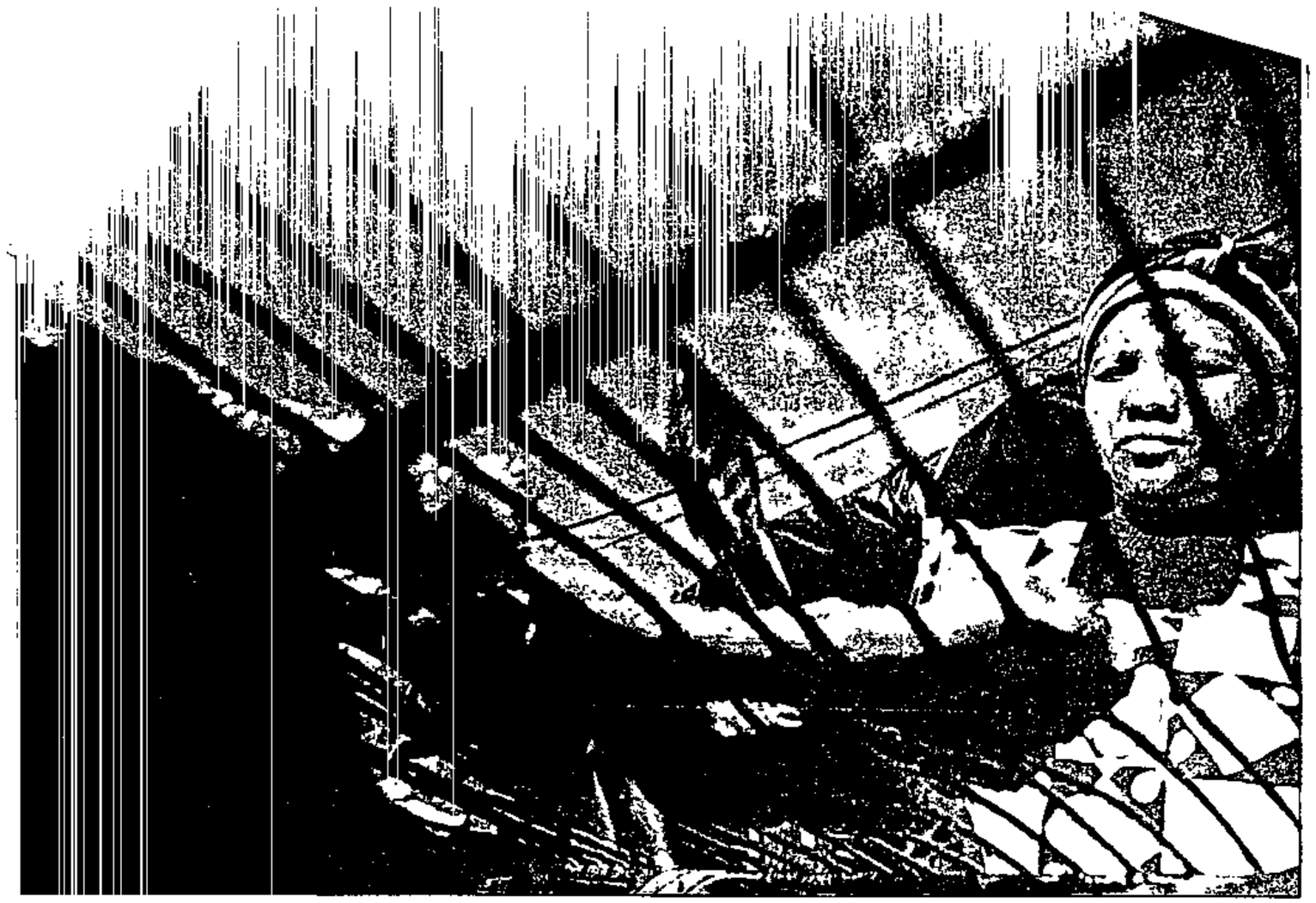
One English visitor on a township tour said she was left speechless by her experience.

"It was really tremendous. I've never seen anything like that before. It leaves you with so much hope and sadness," she said.

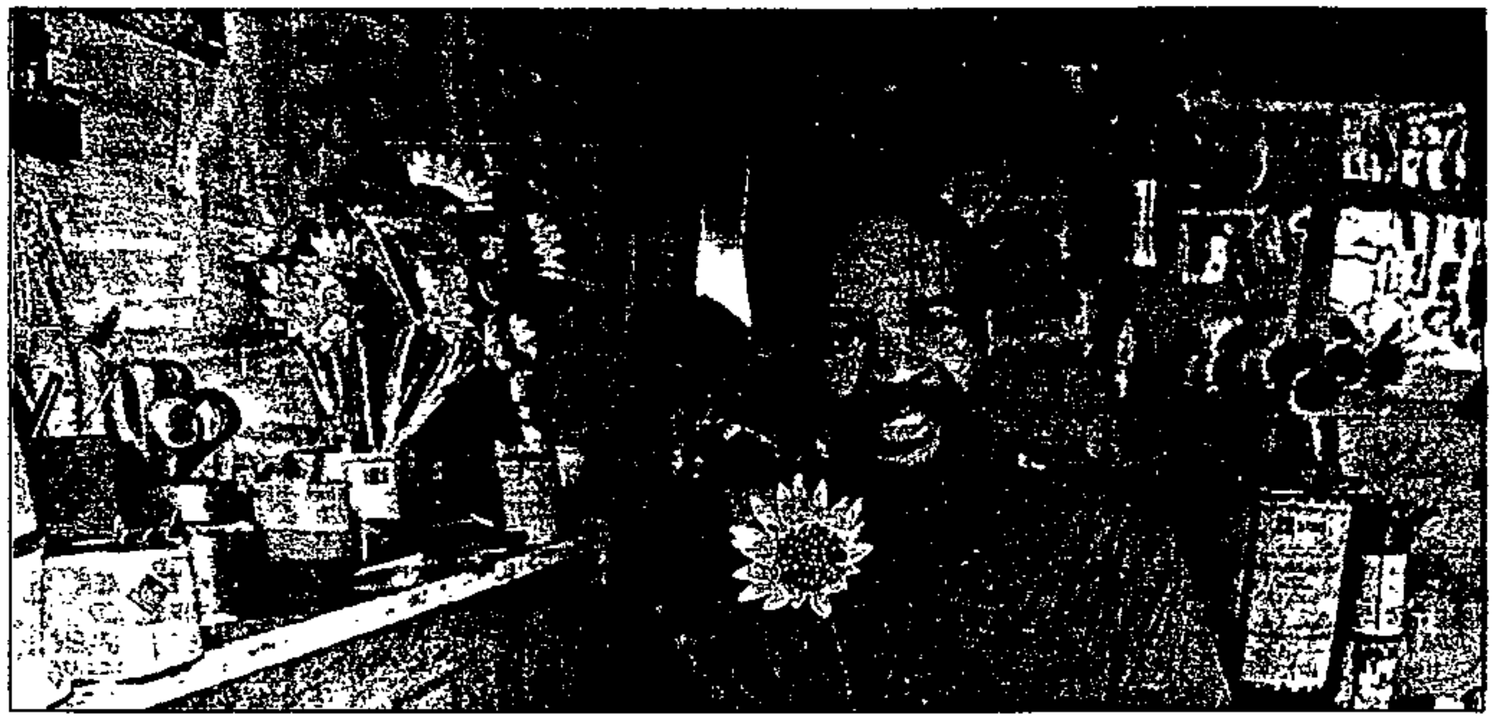
Satour officials and tour operators predict township tourism will continue to increase in popularity, which they say can only benefit townships and tourists alike.

"It's a win-win situation," Mally said.

"Although I sometimes wonder how the tourists at the Waterfront would feel if people from the townships all came down to stare at them."



PADKOS: Manxuba Gosa of Nyanga sells her braaied chops and sausages at R5 a piece.



THOBA LEKAU, a Satour student, tells her community: "There are no jobs out there, so let's be creative. Let's think as entrepreneurs."

While some township dwellers still regard tourists with suspicion, others have recognised the potential in catering to curious overseas visitors.

Here are four Khayelitsha residents who have seized the moment — and the benefits of foreign exchange.

ANDREW OCTOBER took the pictures.

● Golden Sowaba Nongaso (above right) spends a lot of time at rubbish dumps collecting aluminium cans.

But he doesn't send them for recycling — Nogaso uses what others have thrown away to create his metal bouquets. The aluminium sunflowers, in particular, are very popular with tourists.

● Rose Gwadiso (right) runs a kitchen for the local community and visitors. She serves more than 400 people per day at her little place called "War on Hunger". A meal costs 60c per plate for adults and 30c for children.

● Bulelani Clifford Nooi creates whimsical statues in cement (middle right), which he sells as ornaments at his informal store on Baden Powell drive.

● Agnus Mpaka (far right) is a single mother. She makes a living at the Philani Centre, weaving mats which are sold to tourists.







Tourism the road to job creation and prosperity

If given priority, it has the potential to start a boom in SADC countries, writes JANETTE BENNETT

ST (BT) 11/7/99 (288) (73)

TRAVEL and tourism hold the biggest potential for job creation, one that will have a lot more teeth if tackled regionally by the 14 Southern African Development Community countries.

In SA, this sector promises to help take up the slack as jobs are lost in other sectors.

In the mining industry, 11 000 jobs are at immediate serious risk as the gold price tumbles on the back of sales and intended sales by the IMF and G7 countries.

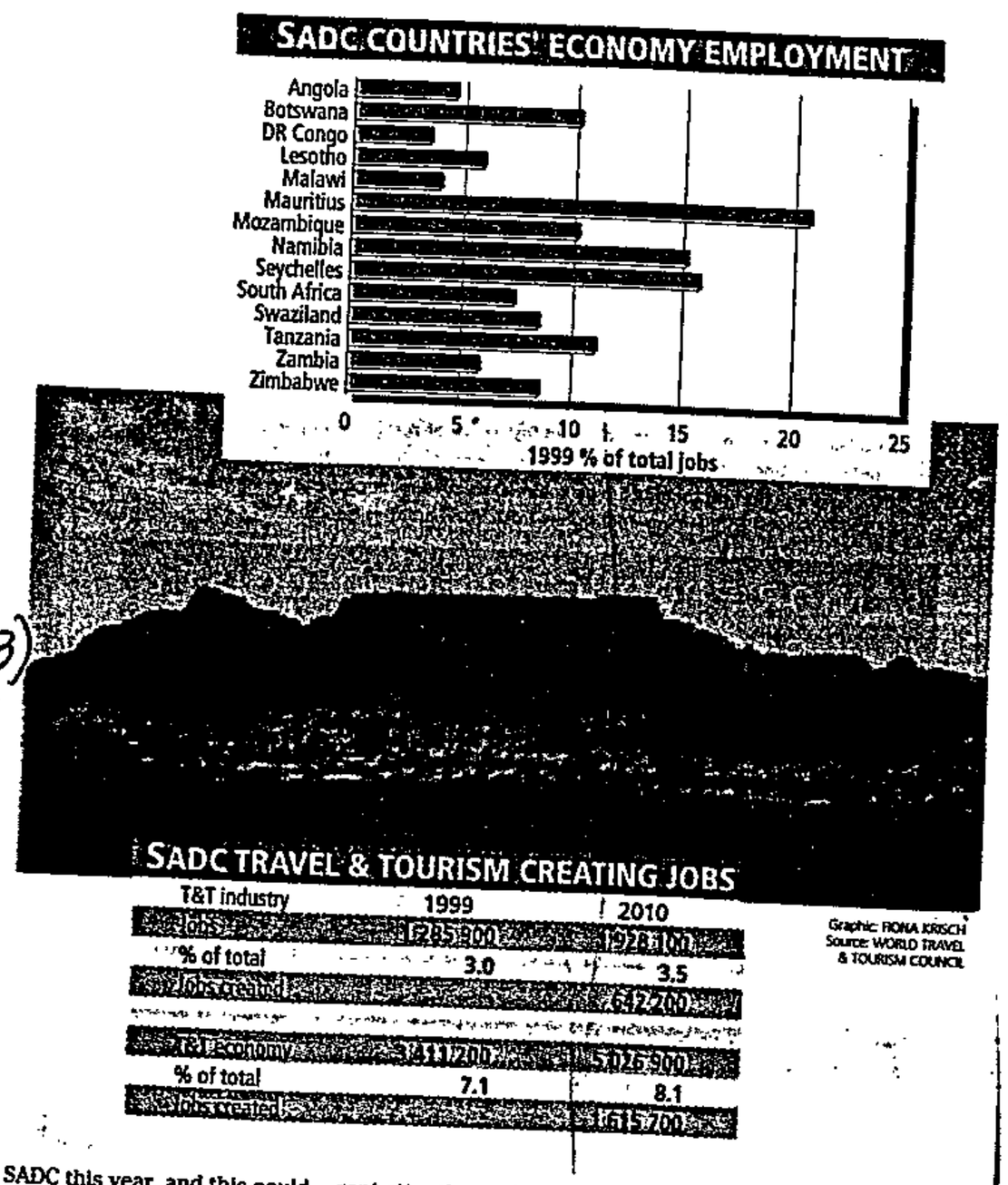
Major losses also loom in the transport industry, and retrenchments are expected in telecommunications.

Beyond that, tourism could be the "champion issue" for SADC integration — the major focus of the World Economic Forum 1999 Southern Africa Economic Summit in Durban this week. "If you have the potential to be in the middle of the biggest growth industry of the 21st century, you should seize that boldly," Geoffrey Lipman, president of the World Travel and Tourism Council (WTTC), said.

Maurice Strong, Earth Council chairman, added this: "Tourism provides the most rapid source of economic development ... it's probably the quickest route."

Over and over, this was emphasised. Here is why:

- SADC's travel and tourism (or T&T) industry could grow by 5.9% a year, against the world average of 3.4%. SA has SADC's biggest T&T economy — worth $9-billion this year, and this could double by 2010 — accounting for 8.2% of GDP. Compare that to Mauritius, where T&T makes up 27.9% of GDP, Namibia (20.9%) and the Seychelles (20.7%). Malawi's small base of 3.9% points to great potential growth.
- The T&T industry (including direct travel-related services like accommodation and catering) employs almost 1.3-million people in SADC, or 3% of total employment. The T&T economy (jobs created as tourism benefits ripple into other industries like retailing and construction) employs close to 3.5-million people, or 7.1% of total jobs. The potential is for industry jobs to grow by 642 200 and economy jobs by 1 6-million by 2010.
- Tourism-related investments in SADC could grow by 4.5% a year. By 2010 it could represent more than 20% of total capital investment in Mauritius, and more than 10% of private investment in Namibia, Seychelles, SA and Tanzania.
- T&T could generate $21.5-billion in economic activity in SADC this year, and this could grow to $51.8-billion by 2010.



Graphic: FIONA KRISCH
Source: WORLD TRAVEL & TOURISM COUNCIL

These figures are from a WTTC report, financed by Safri (the Southern Africa Initiative of German Business) and the World Bank, released at the summit.

Impressive, but the forecasts carry the proviso, "with the right policy framework and implementation". It demands T&T be made a priority by governments, the private sector and communities.

Crime, conflict in the region, infrastructure backlogs and poverty are some deeper issues which impact on tourism — and mostly are receiving urgent attention — but there are more basic problems. Is there any need, for instance, for the red tape which strangles regional transfers of tourists? Many at the summit complained of spending many hours securing visas to travel within SADC. Now there is talk of a "uni-visa" for SADC.

Lipman told BT domestic and intra-SADC tourism was a major potential growth area: "The icing on the cake is international tourism."

SA is a mixed market. "You have a strong growing middle class who will be very good travellers, and the tourism sector is conscious that it has a very important home market," Lipman said.

A vital aspect is what happens to the environment. Five years ago, conservationists and tourism advocates were — generally — sworn enemies. Today tourism authorities recognise the environment as a major tourist attraction; conservationists and environmentalists recognise that tourism, properly handled, can help protect that asset.

For many tourists, culture is the attraction. The recognition now is that tourism and ecotourism projects will just not work if communities are not part of them.

Top scenic routes face shutdown (35)

ARG 13/7/99 (288)

MURRAY WILLIAMS AND NORMAN JOSEPH
STAFF REPORTERS

Politicians will today be warned that severe restrictions could be placed on the use of many of Cape Town's roads, including many internationally renowned scenic routes, unless urgent attention is paid to them.

They include parts of Chapman's Peak Drive and Ou Kaapseweg. The findings are in a report to the Cape Metropolitan Council's transport committee meeting today.

It is believed that conditions have deteriorated due to a serious maintenance backlog and work should ideally take place on the roads within the next year or two.

"If you leave them," said Chris Atkins, in charge of road management for the CMC, "they'll deteriorate to such an extent that they'll become dangerous".

If no action was taken to repair certain roads, only two options would remain: severe restrictions or complete closure.

Roads under threat include sections of Chapman's Peak Drive, Ou Kaapse Weg, the road between Simon's Town and Cape Point, Tygervalley Road, 5th Avenue in Grassy Park and Vissershok Road.

Restrictions could include reduced speed limits and the prohibition of heavy-duty trucks, buses and tour buses, which could severely affect the tourism industry.

"On certain routes, yes, it could affect tourism. We are trying to draw politicians' attention to our concern," said Mr Atkins. "But if we start moving now, there will be normal disruption, but nothing major."

Top scenic routes at risk of shutdown

(288)

From page 1

ARG 13/7/99

Rick Taylor, chief executive of Cape Metropolitan Tourism, said yesterday that tourism authorities would watch developments closely.

Good infrastructure, especially roads, was essential for a successful tourism industry.

But concern has also been expressed over potential disruption of tourism operations should road maintenance go ahead.

Repairs on certain stretches of road could take months, and this could spell disaster for such tourism-related operations such as restaurants and curio shops. Tourist destinations could be deprived of revenue.

Antoinette Meinhardt of Cape Town Tourism said: "It's not a major crisis if only one destination is closed at a time. But they can't affect more than one area at once. Tourism can't survive if people can't get to the tourist attractions. You may as well say Cape Town is closed because our roads are closed."

"Hout Bay would take a pounding if Chapman's Peak Drive were closed," another tour industry insider warned.

But Mr Atkins said unless maintenance started soon, that was what the tourism industry could face.

R450m project to lure tourists

288

Substantial funding for international campaign is coming in at last, writes DON ROBERTSON

ST(BT) 11/7/99

THE tourism industry begins a R450-million, three-year international marketing campaign next month as funds finally begin to flow through from previously reluctant tour operators.

According to the Tourism Business Council of SA (TBCSA), more and more tourist-related groups and services are committed to the levy programme to market SA.

Earlier this year, Satour proposed a voluntary 1% levy on services provided by hotel groups and car rental companies, but ran into opposition from most service providers.

But now groups such as Southern Sun, Stocks Hotels and Resorts and Sun International have agreed to participate — and 250 more companies, ranging from holiday apartments, guest houses, game lodges and bed and breakfast establishments, have come on board. Car rental companies began to collect levies from the beginning of this month.

Major airlines using SA airports were approached to contribute to the fund, but were initially reluctant to participate.

In an about-turn though, SA Airways agreed to contribute R10-million from its marketing budget in this financial year rather than through a levy on customers. It is hoped SAA will make a similar contribution in the next two years. Virgin Airlines will also make a contribution, as yet undisclosed, based on the UK marketing programme.

Other airlines operating from the six target markets will also be approached for support.

Michael Farr, executive director of TBCSA, says he is pleased with the support now coming from tourism businesses, but adds that many providers have yet to commit themselves.

"This is the sector we will be targeting aggressively over the next couple of months," he says.

'This is the sector we will be targeting aggressively over the next couple of months'

The international marketing strategy has been prepared by the Satour Marketing Partnership Committee, a joint venture between Satour and the Tourism Business Council of SA. It will be presented to the boards of these two groups as well as the Business Trust Executive in the next few days. If approved, implementation of the marketing strategy begins immediately.

The marketing initiative will involve about R150-million a year financed through a R50-million contribution from the Business Trust with a matching amount from government. The voluntary levy is expected to raise R25-million, the balance coming from airlines.

Farr says the roll-out will begin in August and involve below the line activities such as market research and educational tours for agents and operators to equip them to provide tourism packages for countries such as the UK, Germany and the Netherlands. During October and November a mail campaign will begin.

Other primary countries will be the US, France and Italy with activity focused during January to March when tourists are planning overseas trips.

The aim of the marketing initiative is to increase overseas visitors from the estimated 1.5-million this year to 2.4-million by 2002, boost foreign exchange earnings from the R24-billion last year to R37.4-billion by 2001, and add a further 360 000 jobs to the 737 000 currently employed in the industry.

Urgent plea to keep tourist routes open

NORMAN JOSEPH
METRO REPORTER

The Cape Metropolitan Council is to ask provincial and central governments for additional funds to upgrade major roadways, among them prime tourist routes, which face severe traffic restrictions because they are deteriorating badly.

The council needs R39-million to upgrade and repair nine prominent roads, including Chapman's Peak Drive, Ou Kaapseweg, and the road from Simon's Town to Cape Point.

Yesterday the council's transport committee decided to send the report to its executive committee. The issue will also be under the spotlight at the general council meeting at the end of the month.

During yesterday's meeting, it emerged that none of the six local authorities in the Cape metro area had funds available to repair and upgrade the roads.

Acting transport director Wilfred Crous said that lack of investment from other authorities could "force council to close down roads".

The council recently budgeted R18,1-million for upgrading roads in the 1999/2000 financial year. This is a fraction of the amount needed to effect the necessary repairs to the affected roads.

The R18-million was calculated according to the ability of each local authority to fund its 40% share.

Roads under threat include sections of Chapman's Peak Drive, Ou Kaapseweg, Miller's Point Road, Tyger Valley Road, 5th Avenue and Strandfontein Road in Grassy Park and Vissershok Road.

Ian McDonald, of the traffic and transport directorate, told yesterday's meeting that the deteriorating roads needed to be resealed and upgraded to accommodate the volumes of traffic.

Clutching his head yesterday, transport and traffic committee chairperson Welcome Zenzile said: "We can't just close down roads. It will become a serious problem."

R39M NEEDED FOR SCENIC ROUTES

Road-repairs funding crisis

CT 14/7/99

(288)

THE upgrading of nine major roads has been put on hold until the Western Cape can raise funds — possibly by selling personalised number plates. GASANT ABARDER reports.

WHILE tourists in their thousands will be attracted to Cape Town to celebrate the dawn of the new millennium, the city faces a funding crisis for repairs to nine unsafe scenic roads.

The roads which need upgrading at a total cost of R39 million are: Mamre Weg (in need of R16,9m repairs), Chapman's Peak Drive (R1,5m), Ou Kaapse Weg (R1,4m), Miller's Point Road (R5m), Sir Lowry's Pass (R2m), Strandfontein Road (R3,5m), Stellenbosch Arterial (R3,6m), Tyger Valley Road (R2,6m) and Vissershok Road (R2,5m).

At a meeting of the transport committee of the Cape Metropolitan Council (CMC) yesterday, a report was tabled showing that in the past 10 years funding for roads has not allowed adequate maintenance work to be carried out.

The report said the nine scenic roads had "come to the end of their economic life" and traffic volumes and loadings are now much larger than originally expected.

At present about R18m has been allocated for upgrades. However, CMC officials are uncertain where the funds will come from. The committee has proposed the allocation of R21m to repair sections of the roads in 1999/2000. It warned that if further funds are not provided, sections of the roads will have to be closed, or the roads will have to be returned to a gravel surface.

Western Cape Premier Gerald Morkel has denied that his cabinet is using the issue as a political football in accusing central government of providing insufficient funding. "Although there are insufficient funds to act on these requests immediately, the issue will receive special attention. In order to strengthen its funds, the chief directorate for transport is considering generating money through, for example, the sales of personalised number plates," Morkel said.

Councillor Ian McDonald told the committee yesterday that "reactive instead of planned maintenance" is taking place.

Councillor Babette Bekker added: "We are going into the millennium and boasting that everybody will visit here, but most of these roads are tourist roads — essential roads.

"Provincial authorities are not getting the funds from central government. By closing or restricting (traffic) a road deteriorates, and eventually the whole road needs to be upgraded. We need to make it clear to the central government that our roads are in a bad shape."

Reacting to the news, Cape Metropolitan Tourism CEO Rick Taylor said: "Tourism will lose out if key roads remain unsafe and have to be closed or restricted to limited use. Chapman's Peak Drive is one of our most spectacular routes — it would be a blow to tour operators, visitors and locals if it was closed because of safety concerns."

Piet Myburgh of the Southern African Bitumen Association said he believes roads should be viewed as an integral part of the social services budget.

"What is happening is the tip of the iceberg. With the current funding of roads, they will deteriorate rapidly. Potholes will start forming and the surface will become hazardous to drivers. The public authority will have to face expensive lawsuits."

Tourism figures to SA up — report

CT 16/7/99 (284)

JOHANNESBURG: The number of foreign travellers to South Africa shot up 16% to 513 989 visitors in January compared with the same month last year, Statistics SA said yesterday.

The figure was boosted by an 18,6% rise in the number of travellers from mainland Africa, against a 13% increase in overseas visitors, according to the latest tourism and migration report.

However, there was often "quite a substantial" month-to-month variation in tourism figures and longer periods needed to be examined before trends could be determined, Statistics SA cautioned.

Almost half of all travellers and returning residents arrived in South Africa by air in January, the report said.

Three-quarters of these passengers touched down at Johannesburg International Airport, 20% landed in Cape Town and four percent in Durban.

South Africa attracted more than 140 000 overseas travellers in January, compared to more than 360 000 visitors from Africa.

A quarter of all offshore visitors came from Britain, followed by Germany, the US, the Netherlands, France, Australia, Italy and Switzerland.

Thirty-eight percent of African visitors were from Lesotho, followed by Swaziland and Mozambique.

There were sharp increases in the number of visitors from Lesotho, Malawi, Mozambique and Botswana in comparison to the previous January.

However, there was a nine percent drop in the number of Zimbabwean travellers and a five percent decline in the case of Namibians.

In the same month, nearly 114 000 South Africans returned home from foreign travel.

Statistics SA said that more citizens travelled overseas and in Africa for holidays than for business.

Leading destinations were the United Kingdom (18%), the US (eight percent), Zimbabwe (six percent) and Australia (five percent).

The report found that documented (legal) immigrants came primarily from the UK, which was followed by Taiwan and China, Italy, Pakistan and Germany.

The primary destinations of South Africa's 1 505 self-declared emigrants in January were Britain, Australia, New Zealand, the US and Namibia.

The gap between the number of documented immigrants and self-declared emigrants has been widening since mid-1998 in favour of those leaving South Africa, the report said. — Sapa

MONITOR
A BAROMETER OF GOVERNANCE AND DEVELOPMENT

Moosa: Tourism's man of action

(54) (288)

Minister of Environmental Affairs and Tourism Valli Moosa is excited about his plans to realise the South African tourism industry's potential for job creation. **Fiona Macleod** *spoke to him*

MTG 23-29/7/99

"Just do it." These three short, simple words make Valli Moosa the Nike man of President Thabo Mbeki's Cabinet.

Ask Moosa, the new minister of environmental affairs and tourism, what needs to be done to realise tourism's potential as South Africa's fastest-growing industry, and he replies: "My job is to just do it.

"We don't need any more studies, commissions of inquiry or White Papers. There is consensus about how to move forward.

"What we need now is just to get things done."

Ask him how he plans to make the industry grow. He's full of ideas and he gets animated when talking about them, but his bottom line is: "The ideas are there; it just needs to happen."

The marketing department of Nike sports clothing and sneakers — whose slogan is "Just do it" — could have a field day with the new minister, who is a keen hiker, a nature lover and an amateur scientist.

"When Mbeki gave me this portfolio, I was delighted because it's my interest," he says.

Players in the industry are also delighted: they regard his appointment as an upgrading of the tourism and conservation ministry, and a sign that their industry is being taken seriously by the government.

Moosa has certainly been "doing it" in the month since his appointment. He's been working virtually around the clock, familiarising himself with his portfolio, meeting all the right people — and most of those he hasn't seen yet are in his diary.

That he's determined to be a minister of action was illustrated when the latest Tuli elephant scandal broke three weeks ago.

Recognising the damage it was doing to South Africa's image among international tourists, he stepped in swiftly.

Within days he'd negotiated to take over the matter from the minister of agriculture and land affairs — who has jurisdiction over issues of animal welfare — and brokered a solution with the World Wide Fund for Nature.

Nobody has since dumped any coal outside South African embassies abroad, like they did last time the Tuli elephant debacle was in the news.

Moosa zapped off to northern KwaZulu-Natal this week to fast-track the Lubombo spatial development initiative (SDI).

He's working on raising R1-billion from investors for development projects there, and has instructed SDI manager Andrew Zaloumis to "shorten the time lines" of the project.

With tens of thousands of jobs on the line in the mining and public service sectors, the pressure is on Moosa's ministry to deliver.

Figures presented at the recent World Economic Forum (WEF) in Durban projected that travel and tourism could generate more than 1,6-million extra jobs in Southern Africa over the next 10 years.

But Moosa, who put a lot of energy into networking at the WEF, is wary of pinning too many hopes on such projections.

"There's consensus that tourism creates more jobs faster than any other industry, and that its spin-offs are good for the economy.

"It's estimated travel and tourism in South Africa created 200 000 jobs directly in 1998, and 737 000 jobs indirectly in related industries.

"But I'm not the sort of person to set targets, to say in five years we'll have so many more jobs or so many more tourists ... We mustn't just be making promises.

"We must secure tourism in terms of our overall economic strategies. It's not the only panacea; we don't want to see it as the new gold.

"We don't want to be a country which depends on only one industry, because just as gold has been fluctuating so much, so does tourism."

In his previous job as minister of constitutional development and provincial affairs, Moosa earned a reputation for political astuteness, and for developing skills and administrative capacity in his ministry.

They're qualities desperately needed in the tourism industry which, despite its huge potential, has seen precious little pulling together of the public and private sectors.

His deputy, Joyce Mabudafhasi, is from the Northern Province and is a former member of the parliamentary portfolio committee on environmental affairs and tourism.

"It's coincidental that we used to work closely together as comrades in the days of the United Democratic Front," says Moosa.

"I think we complement each other well, with me being a pukka Johannesburg boy and she with her experience of growing up in the rural areas."



Doing it: Minister of Environmental Affairs and Tourism Valli Moosa has been working around the clock since his appointment to familiarise himself with his new portfolio. PHOTOGRAPH: FIONA MACLEOD

Marketing and increasing the volume of tourists coming to South Africa are their immediate main focus, he says.

"South Africa is international tourism's best-kept secret. One of the first things I did on coming to office was to link up with Detour, Germany's biggest tour operators.

"They process about 2,1-million German tourists every year, of which only 20 000 come here.

"Detour says we're doing no marketing in Germany; those tourists who do come here find out about us by word of mouth."

He wants to develop the domestic market: "It's still very skewed. There must be possibilities for people other than high-income earners to tour in this country.

"The domestic market is often what makes small businesses in tourism sustainable. It must grow — it's what sustains and broadens your base."

Moosa gets excited when discussing some of the ideas bouncing around in his head.

"Just think about the large numbers of African women who've been running homes in the northern suburbs.

"They do everything in the home; there's no reason why they should not look at running small guest houses. That skill is there already; what you need are a few incentives."

Or, on a grander scale: "There's tremendous potential to market Cape Town more aggressively as a city destination; to turn Johannesburg into a major African shopping experience; to manufacture jewellery directly as the gold comes out of the ground at the mines ... to champion a huge African arts and crafts emporium.

"The way in which we grow this industry must bring new entrepreneurs into the field. Southern African tourism must provide a real African experience, offered by Africans."

It's the right talk, but can he walk the walk? A pair of Nikes might help (he says he's never owned any).

Seriously, though, he's intent on making "tourism receive a much higher profile from this ministry during my tenure.

"What gives me hope and comfort at this stage is that the sky is still the limit, and there's a lot of growing to be done.

"It's a tremendous challenge, but it also places a huge burden on me."

COEGA DZ AND PORT INTEGRATED TRANSPORTATION STUDY PREQUALIFICATION OF SERVICE PROVIDERS

The Coega Implementing Authority requires an integrated transportation study to be undertaken for the Coega Development Zone and Port. The Coega Development Zone comprises a gross area of 17,000 hectares with an initial core development area of 3,500 hectares. The Development Zone will be multi-use with heavy, medium and light industry being accommodated. The main Port Elizabeth-Gauteng railway line and the N2 motorway cross the site. A new bulk cargo deepwater Port will be an integral part of the Development Zone and the long term planning includes an international airport for freight and passengers. A bulk materials storage and transfer facility with associated conveying systems to the Port is included in the medium term planning. Experienced firms or groupings of specialists with a proven track record in the assessment and integration of transportation infrastructure are invited to prequalify. To enquire about the prequalification document please telephone (041) 585-5435.

The Coega Project supports and promotes employment equity

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NGO AWARDS OF EXCELLENCE

Call for tourist routes crisis talks

ART 23/7/99 (288)

PETER GOOSEN
SPECIAL CORRESPONDENT

The South Peninsula Municipality wants an urgent meeting with Western Cape Premier Gerald Morkel to discuss the serious deterioration of some of the Peninsula's main tourist routes.

This follows a Cape Metropolitan Council report that some roads are in such a poor state of repair that they might have to be closed.

The list included Chapman's Peak Drive, the main road between Simon's Town and Cape Point, Ou Kaapseweg and Strandfontein Road. The Cape Point road is the Western Cape's most heavily used tourist route.

The road crisis was debated by the South Peninsula's executive committee yesterday.

Executive director of engineering services Dave Buerger said the routes might have to carry signs warning of their poor state and a weight limit might have to be placed on vehicles using the roads.

However, it was clear from the debate that although the situation was serious, the roads would not be closed.

Executive committee chairman Graham Lawrence said the report had caused great consternation and it was imperative for the council to meet the provincial cabinet to discuss funding as a matter of urgency.

Mayor O J Jacobs would be asked to contact Mr Morkel.

The chairman of the council's engineering services committee, Deon Kruse, said road maintenance had deteriorated since the cut in the 100% subsidy on provincial roads.

"Now, despite the fact that these roads are vital metropolitan links, the municipality has to find 40% of the cost while the provincial government provides the other 60%.

"This means the council must foot part of the bill for roads that are of national importance, like the road to Cape Point, which is the most popular tourist route in the Cape."

Mr Kruse said the council was committed to rebuilding Prince George Drive, also a key route.

The metropolitan transport budget shows South Peninsula is set to get only R42-million of a total R285-million.

Eco-tourism could be our new gold

(288) CT 23/7/99

GRAHAM LINSCOTT

It may be that we have a far more precious resource than gold staring right at us.

WHAT do we do to save ourselves? Pump, you bastard, pump! The gruff bosun's reply to the wail of the greenhorn is perhaps something like what is needed in response to the decline of gold.

Bobby Godsell and the trade unionists can march on as many embassies and high commissions as they like. The gold price might even recover slightly if central bank sales of bullion are curtailed (a big if) and as it becomes apparent (much more likely) that the calamitous slump is attributable more to knee-jerk market perceptions than the underlying reality of gold's long-term, more gentle decline.

But the fact will remain — the ship is leaking badly. Gold is unlikely to ever again pump the bilges the way it has so effectively so many times in the past. The global economy and financial system have moved on from gold as the primary store of value.

What pump do we greenhorns then seize? What can replace gold as a large-scale employer of labour and earner of foreign exchange?

Manufacturing seems unpromising in the short-term. The World Economic Forum rates us 47th out of 59 countries in terms of competitiveness. Perceived inflexibility and lack of productivity in the labour sector drag us down badly.

Agriculture is pretty near capacity in the commercial sector. Plans to mesh in the unutilised capacity of the tribal areas will take time; success is not certain and much of any increased production would be consumed internally anyway.

Do we have any other buried bonanza to compare with gold? A resource just waiting to be exploited?

Well, yes we do, although it's very much on the surface, in the form of mountains, forests, plains, bushveld, swamps, coral reefs, beaches and the most captivating diversity of wildlife to be found anywhere in the world.

Rescued again! All we need is to plug into the world boom in tourism, attract visitors from the wealthy northern hemisphere with their dollars, deutschmarks and pounds — the exchange rate for once loaded totally in our favour — and we're home and dry.

Much easier than that tiresome business of building factories, negotiating wages, manufacturing and competing in the global market.

It even benefits the many thousands who are losing their jobs on the mines.

The diversity of game and habitat would be unique

Most come from the very rural areas that will benefit from the development of eco-tourism.

True, but an over-simplification. We are still at the very early stages of developing a tourism infrastructure, let alone marketing it effectively.

We do start out with some pluses. Conservation agencies in South Africa have done a magnificent job of preserving habitat and species, often in the teeth of bitter opposition from vested interests with the ear of politicians. The tide has turned. All over the country, marginal cattle ranches and crop schemes are being turned over to game farming, where nature takes care, free of charge.

Trophy hunting is becoming a big money-spinner. (The anomaly is that hunting contributes mightily to the preservation of game and is absolutely complementary to the eco-tourist with camera).

Food chains are re-establishing themselves without human intervention. The wilds are returning.

But so much still needs to be done: Mobilisation of capital; appropriate development — resort hotels in certain cases, up-market but aesthetically discreet bush lodges in others; marketing in a competitive world.

Security has to be established, as does a harmonious relationship with surrounding communities, who must have a direct stake in tourism.

Recent incidents of robbery and worse in KwaZulu-Natal reserves cannot be considered blips on the screen: They have to be eliminated altogether if tourism is to have a hope.

In a sense, tourism is more difficult than gold mining. Once the capital was raised and the technical difficulties of deep level operations were mastered, mining ran on its own, the product sold itself.

Tourism is full of variables and complexities and it has to be marketed to a fickle world.

However, current moves by the governments of South Africa, Mozambique and Swaziland to establish trans-frontier game reserves and resorts that straddle the borders could be a quantum leap.

Success would mean development of an integrated mosaic of Big Five game reserves, eco-tourism lodges and resort hotels that would stretch from the Greater St Lucia Wetland Park into southern Mozambique and eastern Swaziland.

The diversity of game and habitat would be unique and it would be a powerful tourism node to complement the Western Cape, Kruger National Park and Victoria Falls.

This really would be gold, in the figurative sense. But at present we are not much advanced on the talking stage. There is no guarantee of success. All greenhorns — to the pumps!

SA poised to lead Africa tourist boom

ARG 28/7/99 (288)

Number of visitors set to soar, says expert

The number of tourists visiting Africa is set to quadruple in the next 21 years and South Africa is perfectly placed to exploit key trends, an international tourism expert believes.

Southern Africa is expected to lead the continent in speed of tourism growth, predicted to be about 7,5% a year, and up to 36 million of the 77 million expected arrivals in Africa.

These were among the forecasts in the World Tourism Organisation's Tourism 2020 Vision study, unveiled by Robert Cleverdon at a presentation hosted by the Western Cape Tourism Board at Kirstenbosch this week.

The study projects that total tourism arrivals worldwide could triple between now and 2020. Africa's average growth is expected to be 5,5%, compared with a world average of 4%.

Arrivals in Africa, though, will only make up 5% of all global arrivals and two-thirds of visitors to tourist destinations on the continent will be resident in Africa. Of the remaining third, two-thirds will be from Europe.

Mr Cleverdon is based at the Centre for Leisure and Tourism Studies at the University of North London and has been a consultant to the WTO's tourism forecasting unit for the past seven years.

A key prediction in tourism trends is the switch from "service" to "experience" tourism.

"A fundamental imperative is

MURRAY WILLIAMS



STAFF REPORTER

to say, 'What makes us different?' " said Mr Cleverdon. Countries would have to start offering "unique experiences that personally engage the consumer".

South Africa had great potential to develop these types of tourism products.

It was also critical for countries to develop new adventure tourism initiatives and, in this regard, South Africa had "no boundaries".

The world's travellers are likely to be far more environmentally aware,and will study their destinations a lot more carefully before visiting.

This will put pressure on governments to ensure their new tourism developments are environmentally sustainable.

In this regard, Mr Cleverdon heaped praise on South Africa's "conservation housekeeping" record. South Africa had a sound environmental foundation and could now afford to focus more on development.

The study predicted a critical conflict between countries and regions wanting to retain their identities and their need to modernise. This was likely to lead to increased demands for ethnicity, religion and social structures to be recognised. This could present huge opportunities for cultural and natural tourism.

Despite the bold predictions, international tourism would still be "in its infancy" in 2020, with just one in 14 people around the world expected to travel.

China would have taken the lead as the world's most visited country, followed by the United States, France and Spain. South Africa is expected to rank 18th. China would have led a big swing in total arrivals towards the East.

According to predictions, Germans are likely to remain the top travellers, followed by Japanese, Americans, Chinese and Britons.

Inter-regional "long-haul" travel is expected to rise by 6%.

People are also expected to take more holidays – an average of four instead of two, although their breaks will be shorter.

This is despite an expected reduction in spare time. This means people will want highly organised tours, which need less time to plan.

Speaking after his presentation, he said that while the rest of South Africa faced "major institutional challenges" to develop its tourism industry, the Western Cape was already "a functioning, mature tourism destination".

Guguletu eyes tourism niche, page 13

Guguletu eyes a tourism niche

Mapping new routes

(288) ARTS 28/7/99

Heard about township tours? Sure. But look for Guguletu at any of the Mother City's tourism information centres and you're likely to find little more than a blurb.

Plans are afoot to take the covers off Guguletu's fledgling tourism industry, and reveal to the world all the colour, culture and charisma the township has to offer.

What of the sangomas? The beadwork? The jazz? The shebeens? The artwork? Where is it, where is it being promoted, where do we look? One may well ask.

There's no doubt the potential, and several small industries scattered around the suburb's streets, is there. But how does one turn a handful of tiny, neglected township businesses into a highly organised, lean, mean tourism machine?

"Simple," says Mr Sandile Sayedwa, head of the Western Cape Black Tourism Development Organisation. "Put Guguletu on the map – literally."

A decade ago, township tourism was virtually unheard of, either frowned upon or dismissed as dangerous with little appeal to the jet-setting tourist.

Now, township tours are being taken seriously, and well established on the Cape's list of popular day trip itineraries.

Mr Sayedwa explains that there are now more than 20 companies that tour Guguletu.

"But most white tour groups just go through the townships without stopping. The people in the townships aren't benefiting.

"They're getting nothing out of the deal. People are complaining because they're being seen as baboons in a zoo," said Mr Sayedwa.

Many residents have come forward asking how they can get involved, and are advised.

The answer, says Mandisa St Clair, a qualified Satour guide and owner of Our Pride Tours, is for people to do something with their hands.

Mrs St Clair said at times people do it, but are stuck with their products and get discouraged.

"The Guguletu open-air meat market is a perfect example," she says. "Tourists are interested, but never buy anything. W[illegible]r there with tourists, but the

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STAFF REPORTER

"tourism routes". If wine routes of Stellenbosch, Franschhoek and Paarl are so successful, then why not routes to Guguletu?

The routes would be clearly identifiable. "We can tell people of the food and craft markets tour, follow the lamp poles painted red," Mr Sayedwa says.

Routes could be decorated with murals and could be linked to a street renaming project and new signage. (All Guguletu streets are currently numbered, prefixed by NY – "Native Yard".)

And not just one route. "There could be different tours – a religious tour to correspond with the Parliament of the World's Religions in December, or a tavern and shebeens tour," he says.

"Most people don't know the difference," says Mrs St Clair. "Shebeens are informal, where you're likely to find umqombothi – home brewed beer. Taverns are more formal and also sell ready-made food."

Guests visiting shebeens are likely to be entertained. A big tin of umqombothi costs just R3, but tourists seldom pay. "The tradition is to share," says Mrs St Clair. "Instead, the tourists leave a donation. Some tourists are embarrassed to give the adults money, so they give it to the kids – knowing that it'll go to their mothers."

Once the first tours have been routed and marked, a Guguletu tourism map can hit the presses – showing every market, crafter, shebeen, community centre, restaurant and place of special interest – like the Uluntu centre, where one can buy furniture and curtains made by the disabled.

> ***'Some tourists are embarrassed to give the adults money – so they give it to the kids'***

"A tourist can say: 'I want to visit a sangoma' or 'I want to buy a sculpture' – and will be able to see straight away where one can be found," said Mr Sayedwa.

Tourism committees have even toyed with the idea of enclosing the townships and setting up boot[illegible]



Taste test: Sandile Sayedwa toasts Sbongiseni Tshazi at Eziko, 'the fireplace', in Langa, the culinary training centre and restaurant that offers tourists traditional township food

HANNES THART

step on to the tour bus and would take over the commentary for the duration of the township tour.

The local guides would be well versed in the townships' history and would be able to offer rich detail of the township.

The next step would be to keep the routes spotlessly clean. Central to these plans is a tourism centre.

"We need a place for people to display their goods ... specific venues where the people know tours will stop. We need to consolidate their efforts with a common purpose," said Mr Sayedwa.

Intlazane – which means that time of the morning when the rural kraals are opened to release the livestock – could be Guguletu's "tourism kraal".

"The first step is introductory workshops. We need to open people's eyes to the opportunities – things they can do themselves," said Mr Sayedwa.

He also wants the tourism centre to double as a training centre, where aspirant crafters, guides, caterers and residents wanting to offer accommodation can learn about the



Tour plans: Black Tourism Development Organisation's Sandile Sayedwa and 'Our Pride Tours' director Mandisa St Clair

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Restaurant aims to share 'true warmth'

STAFF REPORTER

Eziko Cooking and Catering Training Centre is one of the townships' first success stories. The school operates as a non-profit organisation to teach unemployed people basic cooking and catering skills.

The centre opened its own restaurant in October to aid the students' training and to generate income for the school.

Provincial tourism minister Hennie Bester and members of the industry were recently invited to sample the restaurant's finest traditional dishes, and were urged to spread the word about all that the townships have to offer.

Eziko director Victor Mguqulwa says tourism has been identified as a key sector that will create jobs. But the message has not reached Langa, Nyanga, Guguletu, Mitchell's Plain or other disadvantaged communities.

"Our challenge is to create opportunities and turn poverty into self-sufficiency," he says. "Tourism can help us escape poverty."

Mr Mguqulwa asks why communities don't sell their art in the townships, instead of at the Waterfront.

"We want to treat our tourists as human beings and interact with them. We don't want their experience to be as if we are in a zoo and all they do is drive by and take pictures."

Mr Mguqulwa wants tourists to feel the "true warmth" of his community, and by enriching their experience, to empower the disadvantaged communities.

There is a clear understanding between everyone within the emerging industry, whether tour operators or restaurateurs hoping for their custom, that each and every new tourist benefits not one but all.

Mr Mguqulwa said that the name Eziko came from the Xhosa noun *iziko*, meaning the fireplace. In African culture, *iziko* has significance because it is where food is prepared.

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"The Guguletu open-air meat market is a perfect example," she says. "Tourists are interested, but never buy anything. We visit there with tourists, but the locals don't see a cent."

Mr Sayedwa is working on persuading the market supervisors to charge a small fee to visit, which could then be distributed among the meat sellers.

"Residents must be pleased to see tourists, and for good reason."

Putting Guguletu on the map starts with the development of

MURRAY WILLIAMS



STAFF REPORTER

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"A tourist can say: 'I want to visit a sangoma' or 'I want to buy a sculpture' – and will be able to see straight away where one can be found," said Mr Sayedwa.

Tourism committees have even toyed with the idea of enclosing the townships and setting up booth tolls. Here there would be an information centre. It wouldn't be compulsory, but tour companies visiting could make a small donation.

Then, even if the visitors touring the townships don't buy anything, the residents will know they've already contributed.

Township guides would also be ready at the information centres to step on to the tour bus and would take over the commentary for the duration of the township tour.

The local guides would be well versed in the townships' history and would be able to offer rich detail of the township.

The next step would be to keep the routes spotlessly clean. Central to these plans is a tourism centre.

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He also wants the tourism centre to double as a training centre, where aspirant crafters, guides, caterers and residents wanting to offer accommodation can learn about the industry and how to identify gaps in the market.

The next step would be to draw up a tourism register which would include anyone with a tourist product or service.

"Some people are involved in tourism and don't even know it – people making vetkoek, some crafters, marimba bands, dancers, jazz musicians or traditional food for a function at the Waterfront."

Linked to the register would be a labour bureau, where residents could register their availability and skill levels. "They can tell us what interests them, and we can place them when an opportunity arises."

Mr Sayedwa plans for their efforts to culminate in the exposition as part of the One City, Many Cultures festival in September.

Here, the best of the township entrepreneurs will have a chance to display their wares and services.

At a meeting two weeks ago, interested entrepreneurs were invited to register. Three committees have been set up – transport, accommodation, including food and beverages, and a culture committee which covers crafts and clothing. The best five entrepreneurs will be selected.

"We don't want to be embarrassed at the expo," Mr Sayedwa said. "We want to take the best."

Many remain sceptical of the townships' ability to compete with tourism wonders like Table Mountain and Cape Point. But Guguletu, too, is unique.

Develop its full potential and you offer tourists – especially from abroad – sights, sounds, tastes and memories of the multi-cultural Mother City they'd be the poorer for leaving without experiencing.



HANNES THIART

Taste test: Sandile Sayedwa toasts Sbongiseni Tshazi at Eziko, 'the fireplace', in Langa, the culinary training centre and restaurant that offers tourists traditional township food



Tour plans: Black Tourism Development Organisation's Sandile Sayedwa and 'Our Pride Tours' director Mandisa St Clair

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As the African pot stands on the flames, the family sits around the hearth talking.

"The shared meaning of this dialogue forms the basis of our beautiful culture," he said.

"The dialogue involves becoming aware of the thinking and feelings that underlie the group's culture or way of being with each other."

Gauteng bidders attempt to wrest Indaba from Durban

BD 29/7/99 (288)

Tourism agency promises R20m if either of four contenders are successful

Stephané Bothma

GAUTENG is prepared to put its money where its mouth is in its bid to wrestle SA's premier tourism marketing exhibition, Indaba, away from Durban which has been hosting the annual money-spinner for the past eight years.

The Gauteng Tourism Agency yesterday pledged a R20m investment should any of the four contenders from the province secure a bid from Satour to host Indaba for a three-year cycle from 2001 to 2003.

The four bids, by the Pretoria Bid Committee, Expo Centre, Gallagher Estate and the Sandton Convention Centre, were handed to Satour yesterday and enjoy equal support from Gauteng Tourism.

"We take this matter very seriously," said Gauteng Tourism CEO Sylvan Golden, referring to an invitation by Satour for bids from all major cities to host Indaba, staged as a marketing platform to present SA as a tourist destination to the world.

However, despite the optimism expressed by the Gauteng bidders, Durban believes Satour will not interfere with an almost decade-long winning recipe.

"Why change what is very successful," Durban chamber of commerce executive director Jeya Wilson said.

Golden thinks the coastal city's approach to the exhibition has gone stale, with the international market losing interest.

"Gauteng Tourism is the obvious choice for the facilitation of Indaba because we have a clear programme for leveraging the benefits of the show to meaningfully include the most disadvantaged of our communities," Golden said.

He stressed this was only one aspect of Gauteng's action plan for Indaba which sets clear targets for achievement throughout the campaign and the event itself.

With the proposed theme of "A new millennium — tourism champions a new future for SA, come celebrate our African Renaissance", Golden believes Gauteng will grow Indaba by improving attendance of serious buyers by offering major incentives, securing presidential patronage, improved research, information technology, marketing and marketing intelligence and by increased regional participation and attendance.

Gauteng also plans to broaden the scope of the exhibition, include a consumer day, leverage sustained media partnership and secure strategic alignment with regional, national and provincial stakeholders.

"A lot more can be done with the product which over the past years has lost its real appeal to the international market because of a lack of momentum," Golden said.

He proposed the introduction of an annual tourism award event, a tourism conference and jobs summit, support with accommodation awards, the development of a fringe tourism festival and developing a unique SA tourism craft market.

Indaba had retained the same format for the past 15 years and now needed fresh and dynamic thinking, Golden said.

Tourism Johannesburg, which is throwing its weight behind the bids of the Expo Centre and that of the Sandton Convention Centre, said the city successfully hosted Indaba in 1984, 1985, 1988 and 1989. In addition, more than 60% of all exhibitors at Indaba are from Gauteng.

There are more than 19 693 beds available in the greater Johannesburg area within the one to five-star hotel category, while the city boasts at least seven five-star and 14 four-star hotels.

The cornerstone of the Pretoria bid, a joint venture partnership between private and public sectors, is the development of emerging entrepreneurs with significant development programmes in the offing as an offshoot.

With an annual budget pledge of R8m by all the mayors and councils in greater Pretoria, the Pretoria bid committee has secured a total support package of R15m a year to stage "the African Renaissance Indaba".

Midrand has placed its full support behind the bid of TML Reed Exhibitions together with Gallagher Estate. As the organisers of the World Travel Market in the UK, TML Reed Exhibitions believes it is ideally suited to handle Indaba 2001 to 2003.

Satour will award the bid on August 27.

GROWTH *Tour de force needed to hoist contribution to GDP to 10%*

Government lays down blueprint for tourism

(288) CT(CMR) 29/7/99

ROY COKAYNE

Pretoria – South Africa needed to redouble its efforts to increase tourism's contribution to gross domestic product to 8 percent by next year and 10 percent by 2005, Joyce Mabudafhasi, the environmental affairs and tourism deputy minister, said yesterday.

The country also needed to work towards and sustain a 15 percent increase in visitor arrivals over the next 10 years and to have the human resource capacity to handle 2 million overseas and 4 million visitors from the rest of Africa by the turn of the century, Mabudafhasi said.

By 2005 it had to create 1 million additional jobs in tourism and increase the foreign exchange earnings of tourism to R40 billion.

"These objectives are achieveable if we work together as government, business and communities," she said.

"To capitalise on the vast tourism opportunities we need to get our house in order and address such impediments as safety and security, training, service excellence, diversity and suitability of our product offerings.

"However, we also need to take cognisance of the reality that South Africa, because of its past isolation, is a new kid on the block."



WIDE VISTAS *Joyce Mabudafhasi, the deputy minister, says opportunities are vast*

Mabudafhasi said a responsible and adequately planned approach was needed or tourism could degrade the environment, skew job creation towards vice industries and exploit local cultures and communities.

Other negatives were that unemployment could become more seasonal, the number of people without jobs could increase during the off season and permanent employment could lose out to seasonal and contract labour.

She said there might be leakage of foreign exchange earnings, increased urban/rural polarisation and the concentration of wealth in the hands of owners of tourist facilities at the expense of the population as a whole.

Mabudafhasi said these would defeat the "noble intentions" of the reconstruction and development programme "and the whole purpose of the economic and sociopolitical transformation of this country".

She said South Africa would not succeed in developing its tourism industry if it did not forge bilateral or multilateral links with other nations.

It needed to market South African in other countries as well as exchange information and knowledge.

"The development of tourism in South Africa has largely been a missed opportunity. South Africa would probably have been one of the most visited places in the world had its history been different. However we are steadily but surely getting there."

Veterans offer 'struggle' tour

Ex-MK members give visitors a taste of the Western Cape's fight for freedom

ARGT 31/7/99 (288)

TASLIMA VILJOEN

Tourists with an interest in history can now join tours of those parts of Cape Town where key events in the struggle against apartheid took place.

Eight ex-members of Umkhonto weSizwe (MK), the armed wing of the African National Congress, have started a company which takes tourists to "struggle" sites that were in the headlines in the 1970s and 1980s.

They include Thornton Road in Athlone where three youths were shot dead in the notorious Trojan Horse incident, and the house in Hazendal where police killed MK guerrilla, Ashley Kriel.

The tour also takes in the house where MK member, Anton Fransch, was shot dead after his guerrilla partner informed on him after being tortured, and the site near the Athlone Magistrates' Court where MK members Coleen Williams and Robert Waterwich died when their bomb exploded prematurely.

Tourists will also be taken to Guguletu where seven MK activists were ambushed, KTC shack settlement which was burnt down during the struggle, and Crossroads, the site of battles between "comrades" and pro-government "witdoeke".

Yazir Henry, project co-ordinator of Western Cape Action Tours, said there was much more to Western Cape tourism than the winelands and mountains and the struggle-site tour offered much more than sight-seeing. It was a peace initiative and gave people the chance to visit recent history.

The only way he and his seven comrades had been able to heal the scars of those years had been to go back to the scenes of events and re-live them. This gave them the idea of the tour company.

Unlike conventional bus tours, much of the struggle tour is on foot, walking around sites of interest.

What makes the tour particularly interesting is that the guides were directly involved in many of the events they describe.

Mr Henry said 60% of people who visited the sites were foreigners and many shed tears when told of the events there.

But far from being depressing, the message of the tour is positive as the guides stress the message that lives were not lost in vain.

Mr Henry said the venture filled a gap as many foreign visitors complained there was little of South Africa's recent history on show, other than Robben Island.

Foreign students went on the tour as an educational experience which included an overnight stay in a shack to get a feel of real township life.

The three versions of the tour cost R160 for a half day, R270 for a full day and R300 for an overnight stay. For further information contact 410 5739 or 083 6794890.



GUIDES: Kululeka Booysen, Yazir Henry and far right Otto Minnie with tourists Stephan Chan and Laura Mitchell in Guguletu Picture: ANDREW INGRAM

TOURISM

(288)
FM 4/6/99

AFRICA'S VALLEY OF THE KINGS

One of SA's most important historical and cultural sites — eMakhosini, or the Valley of the Kings, which is where the genesis of the Zulu people took place — is to be developed into a key ecotourism destination.

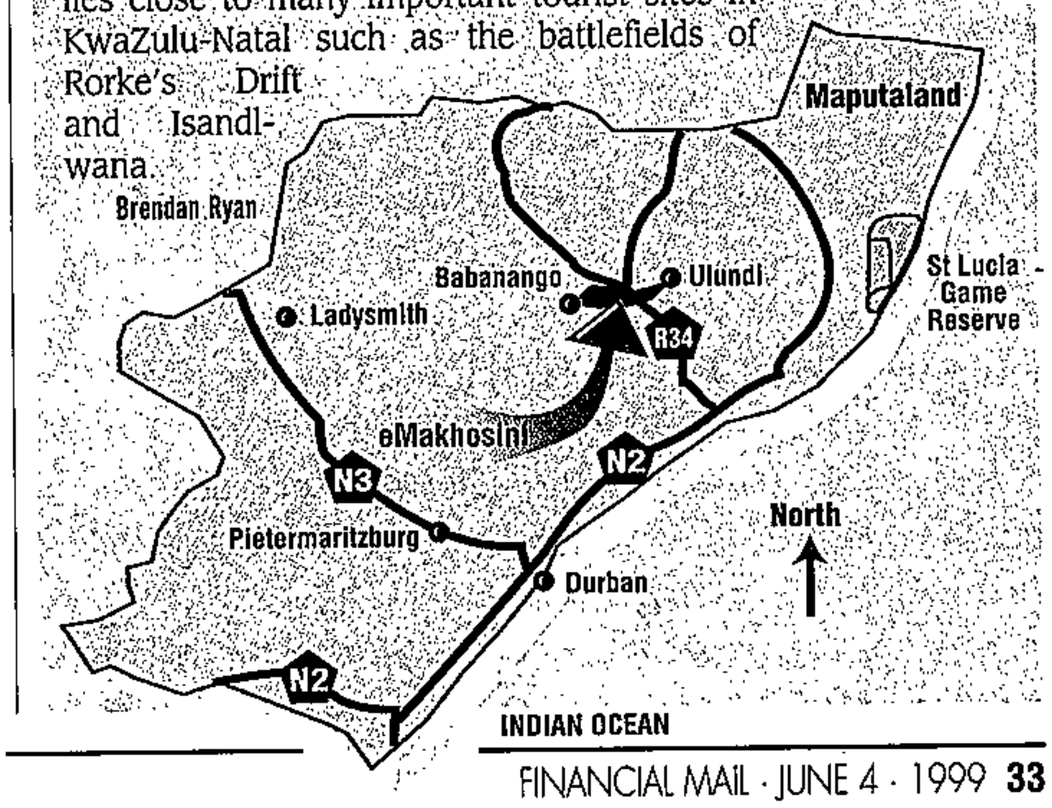
The project is being guided by Amafa, the KwaZulu-Natal provincial body responsible for heritage conservation. It has acquired an initial 6 000 ha, on which are found most of the graves of the Zulu kings buried in the valley.

Development plans call for an initial R20m to buy another 20 000 ha and pay for basic infrastructure. Amafa is calling for proposals from the private sector to invest in the project.

Among Amafa's plans are proposals to build four lodges in the area and a hotel in the adjacent Opathe game reserve.

This 8 000 ha reserve was recently proclaimed a black rhino sanctuary and could be linked to eMakhosini. The plans call for the eMakhosini conservancy area to be restocked with a full range of indigenous game, including elephant and rhino.

The eMakhosini area has sites of great historical significance, such as the Ulundi battlefield, where the British defeated the Zulus in 1879, and the grave of Piet Retief, the Boer leader murdered by Zulu chief Dingane. The valley also lies close to many important tourist sites in KwaZulu-Natal such as the battlefields of Rorke's Drift and Isandlwana.



Tourism should be 'business, not politics'

(288)

LESLEY VAN DUFFELEN

Durban – Politics had crept into tourism, confusing the roles of marketing and development, Sakkie Hattingh, the chief executive of Timeless Africa, a tourism group, told delegates at the KwaZulu Natal Chamber of Commerce and Industry's annual congress at the weekend.

"We have to go back to basics and win back our high-yield markets, which are in western Europe," Hattingh said.

Since 1998 the number of tourists from Germany, South Africa's second high-yield market, had dropped by 10,5 percent. The UK, South Africa's high-yield market leader, was down 0,2 percent. Central and South America were down 2,2 percent; Australasia 1,8 percent and Asia 7,4 percent. The total number of foreign tourists showed a 2 percent growth in the period.

SAA, the state airline, had closed its offices in Amsterdam, Copenhagen and Brussels. The Benelux countries were South Africa's third largest source of tourists. "This does not bode well," Hattingh said.

The window of opportunity of three years ago, when tourism was at a peak, had passed and tourism authorities had not made the most of it.

Delegates agreed tourism held huge potential for job creation but it was fragmented. Community and tourism bodies needed to work together for South Africans to change their unfriendly attitude to tourists.

CT (BR) 8/6/99

Sun International turns up trumps

ART 5/6/99 (288)

BONTLE HEADBUSH

Johannesburg – The Sun International South Africa (Sisa) share price reached a one-year high of 116c yesterday after Emfuleni Resorts, the Eastern Cape-based tourism and leisure company in which Sisa holds 49 percent, won the bid for the Port Elizabeth casino licence.

The project will result in an injection of investment of R533 million in Port Elizabeth by Emfuleni and the creation of 3 200 permanent jobs and 7 560 indirect jobs in the area.

The two-way race for the Port Elizabeth casino licence between the Emfuleni Resort consortium and the Tsogo Sun Ebhayi consortium began in August last year, when the Eastern Cape Gambling and Betting Board first invited bids. The consortiums handed in their bid proposals in February this year.

Tobile Boltina, the chairman of Emfuleni, said almost 70 percent of the equity in the consortium was held by historically disadvantaged investors.

"The company is structured in such a way that empowerment groupings across the province will benefit from a substantial slice of the Eastern Cape's tourism and gambling industry," said Boltina.

Companies comprising the Emfuleni consortium include Zonwabise Resort Holdings (36 percent), an Eastern Cape empowerment company, Afrisun Leisure Investments (15 percent), a national empowerment vehicle, and Sisa (49 percent).

Peter Bacon, the managing director of Sisa, said the win would help secure the future of Sun International's existing operations in the poor areas of the Eastern Cape.

"Emfuleni's investment will catalyse new and complementary developments along the beachfront, transforming it into an internationally competitive tourism strip that can propel the city into the centre stage of world tourism," said Bacon.

The project will include the casino, a conference centre, a cinema complex, three new hotels, an amusement park, parking for 1 800 cars and the improvement of surrounding public facilities.

It would earn about R39 million over the first ten years for the city of Port Elizabeth.

During this period, the estimated revenue accruing to the Eastern Cape government from gambling taxes and licence fees would be in excess of R270 million. About R1,2 billion will flow to central government in corporate tax, employee tax and value-added tax.

The casino component of the project would open in March or April next year. The overall project is due to be completed in August or September.

City's 'lifeblood' thr- as criminals hit tour-

We need private security guards, say concerned tour

(317) (288)

JERMAINE CRAIG

Cape Town tourism authorities are desperately trying to find creative solutions to the problem of violent crime at Cape Town's most popular tourist attractions.

The city's traditional tourist drawcards such as Signal Hill; Rhodes Memorial, Tafelberg Road, Kloof Nek and the beaches are becoming "hotspots" where criminals attack locals and visitors alike.

The manager of Cape Town Tourism, Sheryl Ozinsky, believes there is inadequate security at these places.

At Signal Hill alone there have been four attacks in the past two weeks. In the latest incident a German woman, Christiana Freudenberg, had a gun put to her head when she was robbed of her car by three youths.

A Khayelitsha woman, Cynthia Mbala, was attacked and robbed of her handbag containing her month's wages.

Three groups of hikers have been attacked in the Hout Bay area in the past two weeks.

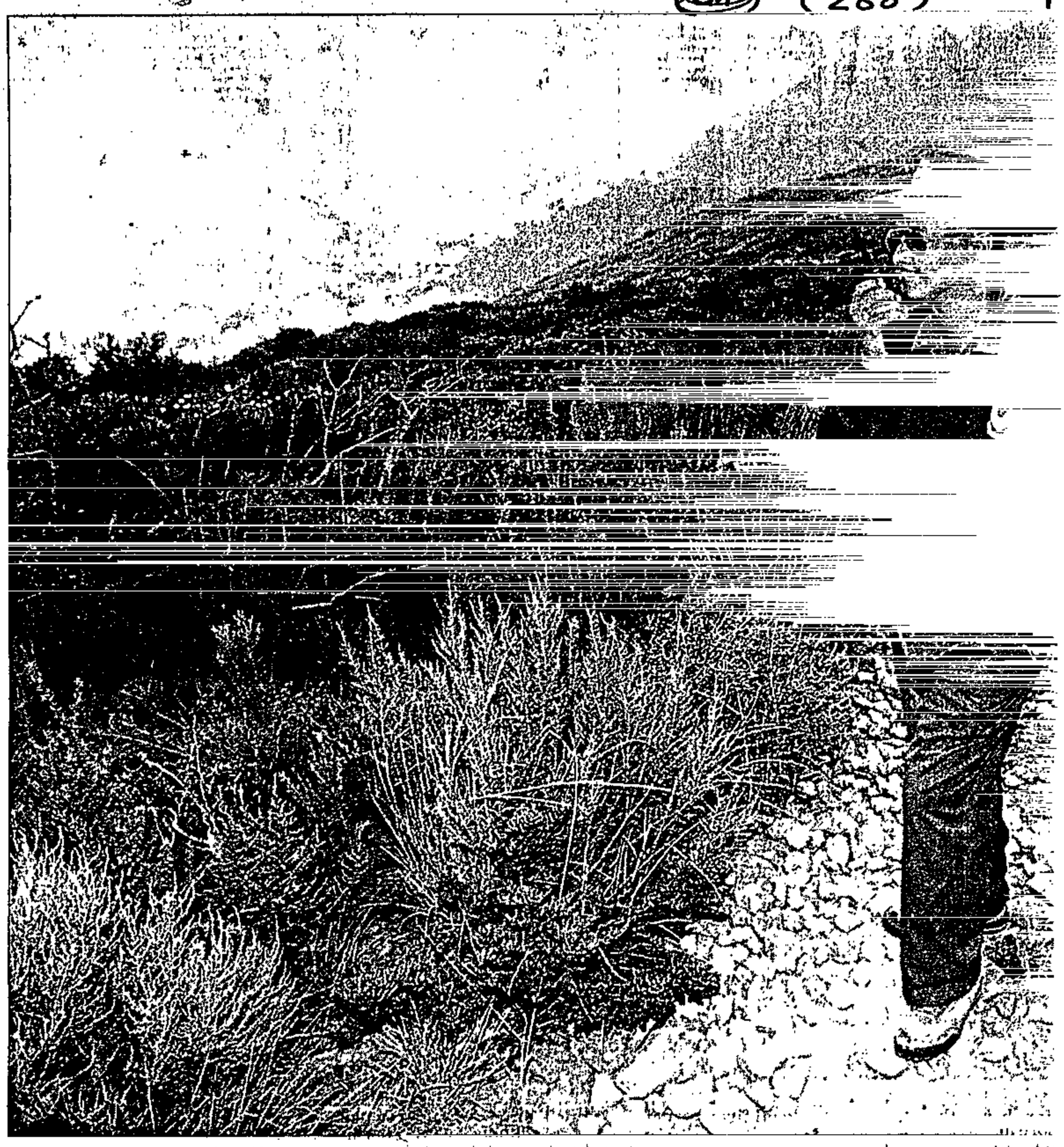
"We have to do something about this. It is affecting tourism, which is the lifeblood of our city," Ms Ozinsky said.

She said she had received several calls from tour operators this week wanting to deploy private security personnel to make tourist spots safer.

A businessman from Bangkok, who was recently robbed of R1 000, a designer watch and his shoes by youths on Noordhoek beach, said before he left this week that someone should investigate the formation of a security company which provided bodyguards for tourists.

These "tourist buddies" could collect tourists at the airport and escort them to their hotel rooms and any venue they wanted to go to. They could be part of tourist groups, even wearing clothes which would enable them to blend in and look inconspicuous, the businessman suggested.

However, Ms Ozinsky disagreed with this option. "That would only be putting the fear of God into visitors and we do not want that. Tourists should expect residents of the city they are visiting to protect them. They should not have to pay more to hire protection."



LOSING BATTLE: South African National Park rangers Deon Pieterse and Daniel Engelbrecht patrol Lion's Head

She will meet officials of the South African National Parks soon to discuss ways of solving the problem of security at the city's tourist spots.

The management of the Cape Peninsula National Park said this week that it was "deeply concerned" about the increasing incidence of crime within the area of its jurisdiction.

Spokesman Barry Patterson said the number of personnel patrolling the park had been increased from three rangers to 30 since the proclamation of the park in May last year.

These rangers were responsible for security, assistance and giving information to visitors.

"However, the area they patrol, seven days a week, stretches from Table Mountain to Cape Point and covers nearly 20 000 hectares. There are not enough rangers to provide a visible peacekeeping presence in all parts of the park at all times.

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ARG 12/6/99



nal Park rangers Deon Pieterse and Daniel Engelbrecht patrol Lion’s Head

Picture: ANDREW INGRAM

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“However, the area they patrol, seven days a week, stretches from Table Mountain to Cape Point and covers nearly 20 000 hectares. There are not enough rangers to provide a visible peacekeeping presence in all parts of the park at all times.

“The fact that access to some 70% of the area within the park is open further complicates the issue, as visitors and potential criminals alike can enter at will and there is no way rangers can accurately identify the latter until crimes have been committed,” Mr Patterson said.

As long as society’s problems spilled over into the park, visitors had to realise they were putting themselves at risk by going to isolated areas of the park.

Ms Ozinsky said even though there were not enough rangers to patrol the park, more of an effort should be made to use cars to patrol the park and ensure a visible security presence.

Amatola region to be developed for tourism

PLANS are afoot to develop the Amatola region near King William's Town in Eastern Cape as a sport fishing and leisure destination.

The Amatola Enviropark project is part of the Fish River Spatial Development Initiative's ecotourism programme and is now being prepared for private sector investment by the Centre for Investment and Marketing in the Eastern Cape (Cimec).

Cimec support services manager Willie van Heerden says the project aims to capitalise on the vast tourism potential of the province.

Van Heerden says the project will be developed on state-owned land. To succeed, it will need a partnership between the private sector, the state and surrounding local communities. A task team had been set up to finalise bid documentation which will be released to the market soon.

He says investment opportunities in the Amatola Enviropark, about 15 km outside King William's Town, will make use of freshwater sport fishing as the key attraction.

Up for grabs will be opportunities to develop accommodation, commercialise the existing Pirie and Rooikrans trout hatcheries, and develop a Xhosa cultural village.

He hopes agreements will be entered into to encourage small, medium and micro enterprise participation and capacity building.

Meanwhile, ECN also reports that two Grahamstown businessmen have taken their lives in the last six weeks. Grahamstown Chamber of Business president Peter Ellis said business was down and stress was up.

He said: "One has to appreciate the sensitivity of it all. Of course it is speculation that the suicides were because of financial turmoil. But it does seem that business troubles were contributing factors."

Ellis said people were speaking about the depressed state of the economy and the influence of this was now coming to the fore in many cases.

– *ECN*

Sowetan 14/6/99 (288)

ARG 17/6/99 ~~363~~

Mountain refuge turns into a place of danger

Attacks on hikers sound alarm bells for locals and tourists as police warn people to walk in groups

LINDA VERGHANI
CONTRIBUTING EDITOR

Six elderly Mountain Club members were "surprised, angry and horrified" when they were ambushed and robbed by a young gunman and two henchmen while hiking down Karbonkelberg, above Hout Bay.

"They demanded our jewellery, money, watches and cellphones," said one of the victims, a retired teacher who asked not to be identified.

"Then they began stripping our valuables and had a good look through the packs. One lady was very indignant and she went after the man with the gun and grabbed his shoulder.

"He fired a shot. I don't think he intended to hit her, just to frighten her off. But we all shouted at her to leave him.

"When the men had taken all they wanted, they disappeared.

"It was pretty ghastly," said the teacher, a Mountain Club of South Africa member for more than 50 years, describing the attack, one of three by the same group on a single weekend two weeks ago.

While he does not intend to stop his own solitary climbs, he recommended that people hike in groups for protection.

For thousands of Capetonians, walking on the protea-clad Peninsula peaks provides not just exercise but a tranquil escape from the stress of the city.

But now criminals have begun invading the mountain wilderness.

After a spate of attacks on hikers and picnickers in the past few weeks, people have been warned by police not to go on the mountain in groups of less than five people.

For walkers, whose hikes on Table Mountain and the great Peninsula massif provide an opportunity for spiritual flight, it feels like a severing of the umbilical chord.

Somehow we believed the mountains were a secure haven, even as the suburbs and city came under seige from muggers, burglars, rapists and murderers.

Having to be alert for criminals amid the fynbos could seriously affect the quality of life of many residents.

Ed February, a leading rock climber and a scientist at the South African Museum, says: "This is something that really horrifies me. The mountain is a place where I feel comfortable and happy and free from the dangers of the city. What is the point of having this beautiful reserve in the centre of the city if we can't walk there?

"I often go up the mountain alone to escape from stress at work. Must I find four other people to hold my hand every time I go for a walk?"

Dr February was concerned the problem could be seen as a race issue.

"I'm a black guy, and when I walk on the mountain already some white guys get antagonistic towards me. I notice it especially when I walk on my own. If they think I might attack them, it's going to make matters worse."

Dr February, who has been climbing for more than 30 years, says police must act swiftly to arrest culprits and prevent further incidents rather than telling hikers to walk in large groups

Yet policing is difficult with isolated attacks on hikers over the past few months on several of the most popular walking trails including the Lion's Head pipe track and Constantia Nek.

Tour guide Hannie van Wieringen says: "This affects locals far more than the tourists. The mountain is part of our being and it would be a great loss if we couldn't walk alone there anymore. We might as well go to Gauteng."

A member of both the Ramblers Club and the Mountain Club, Ms Van Wieringenand her husband climb alone more often than in groups. "For many Capetonians walking is a way of life. To take that away from us is like cutting off an arm."

Hout Bay police station spokesman Inspector Charlie Connor confirms there were three attacks, including the Karbonkelberg ambush, on a single weekend by the same group.

In the first incident, a mother and daughter sitting at a picnic area on Chapman's Peak at sunset were accosted and indecently assaulted by a group of five men, one of whom had a firearm.

The next day a group of hikers was robbed at gunpoint and the women indecently assaulted on Vlakkenberg near Constantia Nek.

Inspector Connor said: "We don't want to tell people to stop walking. But you should go with a large group of people, especially if you go to a deserted hiking trail."

Inspector Connor said the attackers drove battered cars in "chameleon colours". People should not start walking if they saw suspicious characters or odd cars.

Hikers should always inform somebody of exactly where they were going and what time they intended to return. If possible hikers should carry a cellphone.

Mountain Club spokesman Mike Meintjies said: "We are very worried about the attacks. We would really be horrified if one of our members was molested or hurt."

Mr Meintjies was also concerned about thefts from hikers' cars parked at places like Chapman's Peak, Signal Hill, Devil's Peak and Silvermine. "Everywhere we go, cars are broken into."

He believed lone women hikers and elderly walkers, some in their 80s and 90s, were particularly vulnerable.

"At this stage all we can say to people is be careful and go out in groups. We tell members not to take their paycheques in their backpockets and not to wear expensive jewellery. We would advise people not to go to isolated areas for a while."

People who "love the mountains" could join the Mountain Club, which catered for everyone from serious rock climbers to strollers.

Brian Burger, who leads walks for the Friends of Silvermine Nature Reserve, says: "It's very disturbing for us. We've walked in these areas for years without any problem. One is at a loss as to what to do about it. If you arm yourself you create a worse situation. If you try to retaliate and they start shooting, then the group is at risk."

Some say the solution lies in better security, including parking guards, at key access points.

As Dr February says: "The only way to stop this is for police to step up patrols and make arrests so criminals get the message that hikers are not soft targets."

CT 17/6/99 288

Satour to tackle markets abroad

RHODA DAVIDS

A NATIONAL marketing partnership between Satour and private business has mobilised about R130 million a year to market South Africa internationally.

Mike Fabricius, CEO of Western Cape Tourism, said this partnership should lead to a significant increase in the number of overseas tourists visiting South Africa.

At a presentation for the tourism industry earlier this week David Frost, special adviser to Environment and Tourism Minister Pallo Jordan, said: "The mission statement of Satour is 'the world in one country' and to position South Africa as the preferred international tourism destination."

Other aims of Satour include doubling tourism by the year 2005 and for South Africa to become one of the top 20 holiday destinations by the year 2005.

The budget for tourism is R68m and according to the Tourism Business Council of South Africa (TBCSA) this cannot compete with countries like Australia — which has been identified as one of the country's closest rivals.

The budget has now risen to R130m with R50m coming from government, another R50m from business and R30m from the voluntary levy process received from those in the industry including Tour Operators and Hoteliers.

Those in the tourism industry were urged to work together, to tell the world about its best-kept secret — South Africa — and that the better the country was advertised, the more beneficial it would be to all here.

Michael Farr, CEO of TBCSA, spoke of the countries being targeted by the South African tourism industry mentioning the UK, specific regions in the US, Germany, the Netherlands, France and Italy.

"Statistics show that there was a steady arrival growth from 1996, but since then this has been sliding and these markets have to climb again," said Farr.

According to Satour, South Africa, like its key rivals Kenya and Australia, has its positive and negative aspects.

Positives include: South Africa being Africa's premier tourist destination, it is a unique and unexpected African destination, the scenery, wildlife and climate.

The negatives are mainly the high crime rate and health scares including malaria and Aids.

The latest statistics released by Satour from a survey carried out at three international airports show that visitors from the Far East spend up to R1 060 per person per day, followed closely by visitors from North America who spend up to R1 054 per person per day.

Statistics also show that South Africa's main attraction to tourists from around the globe is its picturesque scenery followed by the wildlife and the value for the rand. The most disappointing factor is the crime rate, followed by poor service.

By Adrienne Roberts

FM 18/6/99

LOCAL HOTELS' MILLENNIUM PREMIUM

(288)

Book early, bring money

While Y2K forecasters shout computer meltdown and doomsday prophets herald the end of the world, upmarket hotel owners are preparing to cash in on the millennium.

And why not? Peak season is often the only chance to make up for slow business during the year. Statistics SA finds the income of four- and five-star hotels fell by 51% in the 12 months to March.

Most upmarket venues are either fully booked or headed that way fast. Both locals and foreigners are braving a hefty "millennium premium" to experience the New Year's Eve of the century.

It's hard to quantify the premium for upmarket hotels with accuracy. Each hotel prices and packages things differently, so direct comparison is difficult.

We obtained quotes for dinner, bed and breakfast for two on any ordinary night during the year. Then we tried to compare that with the price of a similar package for New Year's Eve 1999 (see chart).

Most hotels quoted their rack, or published, rates for a normal night. And we've added the average price of an à la carte dinner, if not included.

The overall millennium trend for SA hotels is a premium of around a third on their rack rate. And millennium packages range from all-night theme balls and banquets to bush carnivals.

A night at one of the Orient Express hotels, the Mount Nelson or the Westcliff, will cost R3 000 - R10 000 on December 31, excluding the millennium festivities.

The Westcliff offers a two-night package of R4 495/head — including a millennium dinner and dance, one breakfast and a brunch. The Mount Nelson's New Year's banquet will cost around R2 000/head, on top of the double room rate of R3 050.

Millennium night in the bush at Singita private game lodge will cost almost R10 000 for two. The package includes a "traditional" African meal and a carnival involving song and dance by local school children. The lodge is already fully booked — mostly by US guests.

The Victoria & Alfred in Cape Town offers a bed and breakfast package — upped by 28% to R2 300. But there are a few additional options for the new year's party. Dinner at one V&A restaurant costs R1 500 (plus R300 for a sunset cruise) and another will cost R1 200.

Few of the patrons visiting SA's most expensive hotels for the millennium will be locals. Most hotels expect an influx of foreigners cashing in on their exchange rate advantage.

Belinda Anderson

WHAT NEW YEAR WILL COST

	Normal rate* (R)	Millennium rate• (R)
JOHANNESBURG		
The Westcliff (2 nights)	3 760	8 990
Sandton Sun	2 140	3 000
Park Hyatt	1 528	2 500
CAPE TOWN		
Mount Nelson	1 290†	7 050
Victoria & Alfred	1 860	5 300
DURBAN		
Royal Hotel	1 531	1 650-2 650
MPUMALANGA		
Mount Sheba	870	1 190
EASTERN CAPE		
The Plettenberg	2 240	5 840

*Approximate cost, dinner, bed & breakfast
•Approximate cost, package incl dinner, bed & breakfast
†Special rate

SOURCE: HOTELS

Tourists still flocking to SA

(288)

VISITOR STATISTICS

By DON ROBERTSON

FOREIGN tourists continued to pour into SA last year. In December alone, 143 619 visitors arrived at the three international airports, an increase of 5.7% on the number of visitors in the previous December.

Of these, 121 519 were from overseas countries and 21 719 from the rest of Africa, representing increases of 6.3% and 2.5% respectively, according to Statistics SA.

Most of the visitors were here for a holiday — 86.8% of overseas travellers were on vacation while 70.9% of the visitors from Africa were here for the same reason.

In both instances, business connections were the next most important motivation.

The increase in the number of visitors comes ahead of a plan by the SA Tourism Board to embark on a R150-million marketing campaign, which is due to kick off before the end of the year.

The aim is to boost the number of overseas visitors, excluding those from Africa, to 2.4-million by 2001 from the 1.5-million who travelled to SA in 1997, and at the same time increase the number of full-time jobs in the industry to 1.5-million from 737 00 at present.

Of the overseas tourists, 27.2% were from the UK, 12.9% from Germany, 9.9% from America, 5.2% from the Netherlands, 4.3% from France and 4% from Australia.

Zimbabwe accounted for 25.2% of visitors from Africa, followed by Namibia, Kenya, Zambia and Botswana.

ST(BT) 20/6/99

Seaside developer given deadline

ET 28/6/99 (288)

CHRIS BATEMAN

THE developer behind the proposed R3-billion transformation of Muizenberg into a premier tourist destination has been given until mid-August to come up with long-awaited seed capital — or his agreement with the municipality will be scrapped.

Stephan Harris has been reassuring sceptical property owners and sweet-talking wary overseas investors for six months to secure the R400-million needed to develop 30 properties between Surfer's Corner, the Muizenberg Pavilion and Atlantic Road.

This would be the first phase of the project and would take five years, during which cinemas, food malls, indoor pools, flats and upmarket shops would be built.

The South Peninsula Council's executive committee, which met Harris on Tuesday, has given the Muizenberg Development Consortium 45 days to "show good cause why our mutual obligations should not terminate by mid-August".

In the most strongly-worded letter to Harris yet, the executive committee expressed concern about the consortium's financial credentials, growing "local speculation" that the proposals were unlikely to be translated into action and Harris' "failure" to keep exco informed of progress.

The exco said that, given his repeated assurances that deals with financial backers were "imminent", Harris would struggle to regain his credibility.

Harris responded that his staff were in Europe "finalising arrangements".

He again expressed confidence that the development would go ahead as expected.

He said he had "not anticipated the delays".

Initially the South Peninsula exco gave Harris a deadline of May 23 this year to secure offers to purchase half the 30 properties and show proof that his overseas funding (then from banks in the United States and Canada) would "land" in South Africa.

He has bought only two properties — both of them in Melrose Road one block from the beachfront — using bridging finance.

The development has embarrassed Western Cape Premier Gerald Morkel and several members of his provincial executive who attended a lavish "launch" of the project at the Muizenberg Pavilion last August.

On May 19, an upbeat but anxious Harris — who had just returned from a business trip to the Seychelles — told the *Cape Times*: "We are 99,5% there in securing the money — there are commitments from the banks for the full R400m."

VICIOUS ATTACK ON COUPLE

Signal Hill may be closed

ET 29/6/99 (35) (288)

AFTER A BRUTAL ATTACK on a young couple on Signal Hill early yesterday, there is a possibility that visitors may not be permitted to visit the world-famous viewing site after dark. **GASANT ABARDER** reports.

CAPE Peninsula National Park officials are considering closing Signal Hill to the public as early as 10pm nightly after a spate of serious attacks this year.

In the latest attack, a young couple fell prey to a gang of three armed men who shot them, then gang-raped the woman before dumping the pair at the side of the N2 and making off with their car.

Earlier this year, the popular mountain attraction Rhodes Memorial, nestled on the slopes of Devil's Peak, was closed to vehicles at sunset following several incidents of rape and theft from cars.

Police spokesperson Captain André Traut said that about 1am yesterday, the couple — a 20-year-old man from Fairways and a 19-year-old Bothasig woman — were approached by three men in the parking lot on top of Signal Hill.

One of the suspects smashed the driver's window and shot him in the shoulder and chest. The woman was shot in the arm. The men then dragged the man out of the car and forced him into the boot of his vehicle, before driving off towards Cape Town International Airport on the N2 freeway.

The woman was repeatedly raped by the men before she was shot in the abdomen by one of the suspects. The suspects stopped near the highway exit to the airport, forced the young couple out of the car and sped off in their maroon Mazda 626 with the registration number CA 205 962.

The couple were soon spotted at the roadside by passing motorists, who called the police. The pair were admitted to N1 City Hospital, where both were in a serious but stable condition.

No arrests have been made.

Traut said the traumatised families had declined to comment but were "outraged" by the attack.

Since the beginning of this year, there have been at least five serious crimes committed on Signal Hill.

In January, an abduction was reported, while in February two models from Australia and New Zealand were raped.

In March a robbery was reported and in May an elderly woman was robbed of her vehicle while visiting Signal Hill with her domestic worker in the afternoon.

David Daitz, park manager of the Cape Peninsula National Park, said that even before yesterday's attack, safety measures were being discussed for Signal Hill.

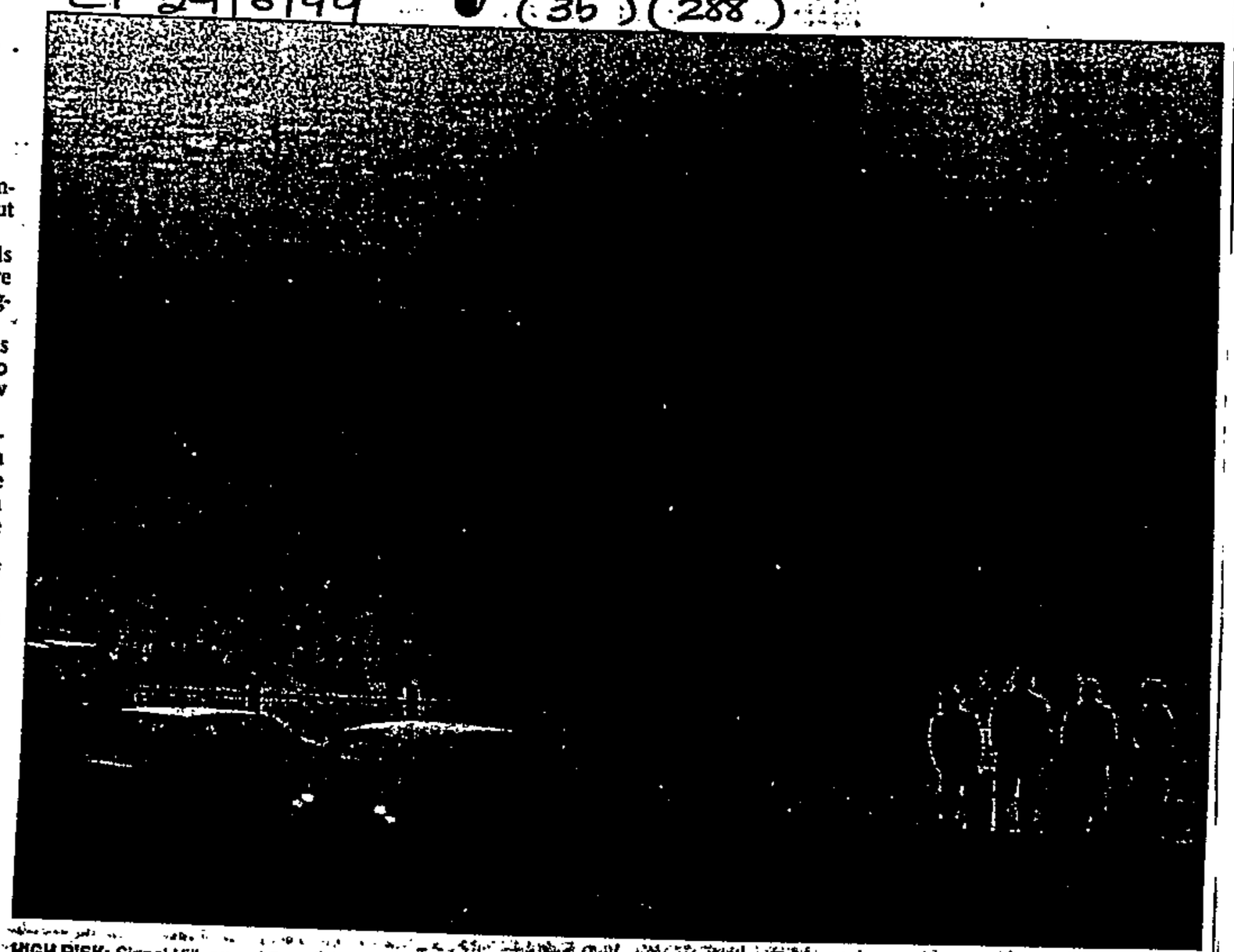
"We will have to seriously look at closing off the public road to Signal Hill at a time like 10pm. Our options are not great. It is difficult to do this because it is a public road.

"Rhodes Memorial has already been closed off to vehicles at night. We have discussed options like a manned security boom which will monitor vehicles entering Signal Hill. But you can't have a security guard for 24 hours — it's too expensive," Daitz said.

He added that there are about 20 footpath routes which lead to the Signal Hill parking area, making it "difficult to keep criminal elements out".

However, Cape Town Tourism (Captour) is opposed to the idea of closing off the road to the public.

Captour official Sheryl Ozinsky said: "Closing off the area would be a last resort. It would spell disaster for tourism, because it would make a statement that the city is being overrun by criminals."



HIGH RISK: Signal Hill, one of Cape Town's favoured vantage points for its spectacular views, may be closed to the public after dark because of several attacks, the latest of which was on a young couple early yesterday. PICTURE: MUJAHID SAFODIEN

Traut said yesterday that various possibilities for countering attackers were discussed after yesterday's attack.

He said the possibility of installing a video surveillance camera at the popular lookout spot has not been ruled out.

"We can't put up a notice board saying 'please exercise caution' because we don't want to scare any tourists away. We have not ruled out the possibility of a video camera link to Signal Hill. It can be discussed with Business Against Crime, but it could hold certain logistical and financial problems," Traut said.

He said patrols and visibility of police would be beefed up following the attack.

Traut warned that anyone visiting Signal Hill at night should exercise extreme caution.

He cautioned the public to adhere to the following guidelines:

- Visit the area in a group.
- Do not leave your vehicle and wander around.
- Do not visit the area late at night.
- Watch out for anyone who behaves suspiciously.

John Penberthy of Business Against Crime said they would be happy to assist police in installing a video link to Signal Hill. "It can be done, but it must be done properly. We will be thrilled to help the police. I would get frightened if we close off Signal Hill at night. It would be a signal that we have lost the fight against crime."

Millennium 'clock' row

From page 1

(56)(288) ARG 2916199

steady green beam being projected for three hours on December 31 this year on to two areas of the mountain's front face: just below the cableway station and east of Platteklip Gorge.

The cableway station laser will be a millennium clock, ticking over each second to 2000, and the second laser will project six or seven sponsors' logos, for which their owners will pay R12-million each.

Park committee member Brian Watkyns, who also heads the Cape Metropolitan Council's planning, environment and housing committee, said the committee could not afford to ignore its previous decision not to allow any laser projections on the mountain.

"This will be setting a very unfortunate precedent and sending out the wrong kind of message," he said.

Park committee member Revel Fox, a city councillor, argued for the postponement.

"The integrity and character of the mountain may be an issue here, and we weren't in a position to take a decision," he said.

Year 2000 mountain laser row

JOHN YELD
ENVIRONMENT WRITER

Would you "sell" Table Mountain for R72-million?

That was the question as a proposal to project a millennium countdown clock on to the face of the mountain was being debated today.

Members of the Cape Peninsula National Park committee are being asked to approve a test for the proposed millennium countdown that could be watched by as many as 6 billion television viewers and generate at least R72-million in direct sponsorship fees.

Proponents of the laser scheme say it will provide unprecedented – and otherwise unaffordable – publicity for the city and boost tourism significantly, creating big economic spin-offs.

But opponents say advertising impairs the dignity of the mountain, and allowing the millennium display in the face of an earlier policy decision to ban all laser projections on the mountain is inconsistent and will set an unfortunate precedent.

Earlier this year, the park committee vetoed a request by Ratanga Junction for a laser show projected on the mountain as part of millennium celebrations.

Rod Young, the City of Cape Town's director of economic development, asked the committee at its meeting last week for permission for a laser test on the mountain, before July 11. But a decision was postponed until the meeting resumed today.

Mr Young said the laser project would link Cape Town's millennium celebrations directly to three international television consortia, which are planning 24-hour, non-stop millennium countdown coverage.

This involved an hour-long focus and countdown in each of the world's 24 time zones, with an "anchor city" being guaranteed 20 minutes' coverage during the final hour's countdown to the millennium in that particular time zone, Mr Young said.

Cairo was Cape Town's main competitor for this role in their shared time zone. The worldwide television audience would be an estimated 6 billion viewers. The Table Mountain laser proposal involves a

(288)(56)
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To page 3

WHAT DO YOU THINK?

Should Cape Town allow a millennium laser show on Table Mountain? Call tonight between 6pm and 8pm and tell us what you think 488 4311

Uproar over revised tourism figures

(288

Janet Parker

THE recent revision of tourism arrival figures by Statistics SA, which has changed considerably the picture of tourism growth over the past two years, has alarmed a tourism industry already frustrated by a lack of marketing support.

The Statistics SA figures on tourism arrivals for 1997 were too high, and were revised downwards to 8,7% growth compared with the 17% growth it previously reported.

The revision had a knock-on effect on last year's tourism arrival figures. Tourist arrivals last year grew 12%, which is in line with industry expectation, but a far cry from the 0,8% growth Statistics SA posted for the first half of last year.

Christelle Grohmann, a director of Grant Thornton Kessel Feinstein's tourism, hospitality and leisure division said that the correction was disturbing as the reliability of the figures was being questioned more and more. The change also made a significant difference to tourist arrival trends.

"Given the importance that both business and government have placed on the tourism industry as the sector that will assist in alleviating unemployment and stimulating economic growth, surely the information and statistics which are the backbone of all planning deserve more attention?

"Both the private and public sectors use these figures to compile growth plans, market strategies and in making general business decisions. Many of these plans and strategies compiled (before the revision) are now based on incorrect information, and it is therefore possible that much investment into the industry may have been lost as a result of the incorrect expectations of stagnating foreign tourism," she said.

The World Travel and Tourism Council has forecast that travel and tourism in SA will grow at a rate of 12,2% a year to 2010.

□ Meanwhile, Tourism Business Council executive director Michael Farr said yesterday SA's car rental companies would start to contribute to the 1% tourism international levy from tomorrow.

The voluntary levy, which was introduced earlier this year, goes towards marketing SA internationally. Farr said the council was still negotiating with a number of the airlines, but SA Airways and Virgin Atlantic had committed funds for collaborative international marketing ventures.

The levy is being supported by the hotel industry as well as 250 members of the hospitality industry.

BD 29/6/99

KZN shown as SA's tourist mecca

By Mongwadi Madiseng

SOUTH Africa's capacity to attract foreign and domestic tourists will depend largely on how it sells itself to the outside world.

This was said by the KwaZulu-Natal Tourism Authority (KNTA) which, despite difficult financial constraints such as the 55 percent reduction in budget, has managed to deliver appropriate services in the province.

In its annual review, KNTA said despite the setback the board and its management restructuring has been successful.

"Apart from improved institutional relationships, public sector tourism in the province has still not fully established an effective communication systems," the report said.

Headed by Lindilizwe Magi, the tourism authority believes that the province's domestic tourism market is worth more than R4 billion.

In a survey conducted by Decision Surveys International for KNTA, almost 30 percent of all overseas and African air arrival tourists visiting South Africa have visited KwaZulu–Natal.

The survey also revealed that the province has a dominant share of the country's domestic tourism market.

It is estimated that more than 1,5 million overseas and African air tourists visited South Africa in 1998.

This was marginally higher than the previous year, but the recent economic recession has been blamed for the unsatisfactory results.

The foreign tourists predominantly emanated from markets which include the United Kingdom which accounted for 21 percent, Germany 12 percent, North America nine percent, the Netherlands five percent and France four percent.

Summit of city leaders seeks end to terror at beauty spots

TYRONE SEALE (35) (288)
SPECIAL WRITER ARG 30/6/99

The provincial Department of Community Safety will tomorrow host a mini-summit where Cape Town's business, tourism and police leaders will discuss ways to end violence at Signal Hill and other beauty spots.

Minister of Community Safety Mark Wiley, who is on leave, has asked his department head, Melvyn Joshua, to convene the meeting, where key figures in the city will seek a counter to persistent attacks on hikers, tourists and other visitors to popular scenic sites.

Meanwhile, Cape Town Central and Camps Bay police have teamed up to increase the frequency of patrols to Signal Hill, Tafelberg Road and other places that are frequented by couples at night.

Increased patrols began on Monday, hours after a gang shot a 20-year-old man and his girlfriend, also 20, after hijacking them on Signal Hill. They were both shot in the stomach before the woman was gang-raped. The couple were abandoned on the N2 near Cape Town airport as the gang escaped in their victims' Mazda 626.

Monday's attack has bolstered the resolve of the Cape Peninsula National Park, which manages the Table Mountain range, to close down the access road to Signal Hill after 10pm every day. After attacks earlier this year, the parks authority deployed 50 rangers to protect visitors.

At tomorrow's meeting the city's leaders will argue that money and other resources should be found to reinforce efforts by police to keep all of Cape Town safe, to protect tourism – the city's economic lifeblood – and to step up crime prevention through community development.

Picture, page 5

Tourism set to grow — Bester

(288)

Linda Ensor

BD 3/3/99

CAPE TOWN — The Western Cape attracted about R770m in foreign direct investment in 1997/98, and was poised for faster economic growth in the year ahead, provincial business promotion and tourism minister Hennie Bester said yesterday.

Speaking on his budget vote, Bester said Wesgro figures for the period April 1997 to December last year showed that it had helped secure about R770m in foreign investment, which had created 1 658 jobs.

The bulk of the investment came from Europe (61%), particularly Britain, followed by the US, Canada and the Far East.

Bester believed there were several positive trends hinting at faster growth. In January, the highest recorded total of foreign visitors, 48 370, went through the airport, with good prospects for a further steady increase.

Province plans creation of tourism cluster

(288)

The ground work is being set for an exciting tourism initiative involving five towns in Mpumalanga.

The tourism cluster, comprising the towns of Waterval Boven, Machadadorp, Belfast, Dullstroom and Lydenburg, has been the direct outcome of the National Business Initiative's (NBI) work with local authorities along the Maputo Corridor.

The proposal, which includes a marketing initiative and the packaging of projects, is fully supported by the Mpumalanga provincial government.

"The cluster approach is in keeping with leading international thinking on the promotion of tourism," says Sabera Bobat of NBI.

"Marketing strategies have moved from promoting single destinations to promoting tourist activities and products. This trend creates the opportunity to develop a diversity of products around a defined route, thereby encouraging tourists to remain in the area for a longer period of time."

The Mpumalanga cluster project will assist the five towns to pool their marketing efforts and work collaboratively to develop an integrated tourism strategy.

All five of these localities have trout fishing as a common attraction, which provides the opportunity for a co-ordinated marketing initiative, while supporting individual resorts and operators.

Bobat says a range of associated activities can be developed around the major attraction, including adventure-based destinations, historical and cultural sites as well as bird watching and nature trails.

"The potential for a diverse range of activities within the defined region will tremendously enhance its comparative advantage."

The NBI, as part of its contract with the Mpumalanga government, will identify a suitable project in each of the five towns for public-private partnerships.

"The projects will be drawn primarily from the local economic development plans prepared in the first phase of the project and will include public or council-owned land and assets," says Bobat.

ET (BR) 4/3/99

The corridor project will stimulate province's tourism industry and job creation

CT(BR) 4/3/99

Project gives momentum to tourism in Mpumalanga

(288)

The Maputo Development Corridor will mean a great deal to tourism in Mpumalanga, says Sabelo Mahlalela, the general manager of tourism development in the Mpumalanga Tourism Authority.

A recent report commissioned by the Mpumalanga government indicates there will be a positive effect both on the number of tourists Mpumalanga is likely to attract and on job creation.

"Interim reports indicate the corridor will stimulate tourism growth in the province and can help to increase the capacity for Mpumalanga's tourism establishments from 5,4 million bed-nights in 1998 to 7,5 million by 2005," says Mahlalela.

"Such expansion, which represents an annual compound growth of about 4,2 percent, could create nearly 20 000 tourism jobs.

"We do not merely see the corridor as the area within 50km of the N4 toll road, but as a catalyst, which will have a positive impact extending beyond Mpumalanga."

Mahlalela says a tourism corridor incorporating Mpumalanga, the Maputo province in Mozambique, northern KwaZulu-Natal and Swaziland will be a logical development.

> *'We see the corridor as a growth catalyst which will extend beyond Mpumalanga'*

South Africans see Mpumalanga as the fourth most popular destination in the country, but the province is determined to become a major player in the tourism arena.

"We have an excellent opportunity of lengthening tourists stay in the region by co-operating with our neighbours and offering a diversity of tourist attractions within the sub-region."

The province is the third most popular destination for overseas visitors, and more of them are visiting during the winter months.

A report by the Mpumalanga government and Grant Thornton and Kessel Feinstein Consultants shows that 21 percent of overseas tourists to the country visit Mpumalanga.

About 75 percent of these foreign visitors come from Europe, with 16 percent from Germany and 17 percent from the UK.

Destinations most often visited by overseas tourists are the Kruger National Park, Pilgrim's Rest, Blyde River Canyon and other nature reserves.

Mahlalela says the province has experienced an upturn in visitors from Swaziland and Mozambique who visit Nelspruit because of its excellent shopping facilities.

He says the province anticipates an increase in tourists from Gauteng, because of its close proximity to Mpumalanga, the fact that the upgrading of the N4 toll road is making the trip increasingly safer and shorter, and because more people from Gauteng are visiting Mozambique.

"The Maputo Development Corridor will also stimulate investment within the tourist industry in Mpumalanga as there are rich opportunities in the province."

The Mpumalanga Tourism Authority has identified five main tourist clusters centering on the Blyde River area, the Nkomazi-Lake Matsamo-Komatipoort region, the Dullstroom-Lydenburg area, the Badplaas-Barberton region, and the Middelburg-Witbank-Loskop Dam surrounds.

SA just as risky as Uganda for tourists – survey

Star 4/9/99 (288)

By Vivian Warby

In a country-by-country analysis for businessmen and holiday-makers planning forays into regions where the risks include kidnapping and terrorism, South Africa has been rated as a medium security risk, with high-risk pockets around townships outside Durban, Cape Town and Johannesburg.

A London-based consultancy's global survey, Outlook 99, has given South Africa the same rating as Uganda, which was thrust into the world spotlight this week after Hutu rebels clubbed and hacked to death eight foreign tourists.

Ntlogeleng Mogotsi, chairperson of the Tourism Safety Task Group and deputy director of tourism in South Africa, said that no country was immune to crime and terrorism.

The main difference between South Africa and other countries was that tourists to South Africa were not specifically targeted for crimes. "Even the bombs in the Cape are not scaring tourists off to the extent expected because they (tourists) are aware that they are not the targets of these bombs.

> **Victims were in the wrong place at the wrong time**

"Most of the attacks on tourists in our country haven't been because the people were tourists but rather that they were in the wrong place at the wrong time.

"It is hard for us to say whether we are a medium security risk country or not.

"I would believe that we are well below medium risk, depending on who we are being compared with," Mogotsi said.

Earlier this year the South African Tourism Board said if tourists were more careful, many criminal attacks on visitors could be avoided.

"What we do is to ask tourists to exercise the same level of caution in South Africa as they would in any other country."

Gauteng tourism's communications manager, Carlos Pinho, said the province was trying to overcome the perception that certain townships were high-risk areas by, for example, getting communities more involved in tourism to their areas.

▶ **Pledge to hunt down killers**
Pages 4 and 15

Government hands out 'free' trips to tourism businesses

WILLEM STEENKAMP

It sounds too good to be true: the Government is prepared to pay for most of your overseas travel costs – but only if you are in the tourism business.

Only a year old, the innovative assistance scheme to promote tourism is already set to to generate at least R600-million in foreign exchange.

The project was announced by Peter Mokaba, the Deputy Minister of Environment and Tourism, in April last year. Under the scheme, tourist-related businesses can apply to the Department of Environment and Tourism for financial assistance to market their businesses overseas.

Tourism businesses that meet the requirements will be able to claim up to 80% of their airfares from the Government.

They will also get an R800-a-day "travel and entertainment allowance" and a subsidy of up to R15 000 to print marketing brochures and other material.

Successful applicants can also claim between R1 000 and R3 000 for the cost of transporting marketing material overseas.

Eugène Grimbeek, a tourism consultant at the Department of Environment and Tourism, said the international tourism marketing assistance scheme had been welcomed by the industry.

He said the first reaction was that it was "too good to be true".

Mr Grimbeek said since the scheme's introduction more than 1 000 businesses had applied for financial assistance. About 460 applications were successful.

"People have to give us a list of prospective clients they want to meet overseas. To qualify for the R800-a-day allowance, they have to meet at least one prospective client a day.

"They must also state their time of stay, brochure costs and, on their return, we ask them to give a report on how much business they generated while abroad.

"In the first year of the scheme, we paid out about R4,5-million to applicants. These companies have indicated that their visits could generate up to R600-million in foreign exchange."

Mr Grimbeek said special provision was made for emerging businesses.

The emerging businesses were able to get favourable benefits but had to comply with at least two of three criteria: the businesses had to be younger than three years, have a turnover of less than R5-million a year and own less than R2-million in operating assets.

Mr Grimbeek said applicants had to register with the department to qualify for financial assistance and had to be members of a national or provincial tourism body such as Satour or Captour.

Businesses that have sought financial assistance include guest houses, tour operators, hotels, game reserves and game lodges.

When claiming money from the department, the applicant must provide copies of air tickets and hotel bills and a passport showing departure and arrival stamps.

Under certain circumstances, the department will also subsidise up to half the cost of international exhibition stands up to a maximum of R20 000.

People can also apply for financial assistance to host workshops

(288) ARG 6/3/99

Langa

Tour guide plan shows jobless the way

ARG 9/3/99

(288)

MARTHA QUMBA
SPECIAL CORRESPONDENT

Nomtha Dilima, director of the Tsoga Environmental Centre in Langa, has launched a tour guide project aimed at the area's unemployed.

The project, which began in January, aims to give jobless young people with matric an opportunity to learn tourism skills.

"Unemployment, especially among the youth, is extremely high here in Langa," says Ms Dilima.

"I don't know the precise statistics, but every time I come to work I see groups of youths lingering on the streets and corners of Langa.

"I feel very sad because some of them do want to further their studies but don't have the finance.

"With this project, my aim is to empower youth and equip them with the necessary skills so they can enter the tourism industry well-prepared.

"Here they get good exposure talking to people from different cultural backgrounds. Interaction with other people will broaden their knowledge about tourism, and knowledge is power.

"I want to see qualified black tour guides with a bright future, running their own businesses.

"I want them to be creative and proactive.

"In the long run, I want to set up a trust which will benefit them all or aid them in furthering their studies."

The project does not promise jobs, but does offer the skills relevant to tourism.

"Also, people from other countries should be exposed to the horrible conditions that some black people are living in," Ms Dilima said.

"Black townships have been seen as a place for criminals. I want to wipe out this bad image."

Aaron Hobongwana, a Langa tour guide, welcomes this initiative.

He has completed a three-year diploma in tourism management at the Cape Town Technikon.

"I could not get a job because I was inexperienced," he says.

"There are still few black tour guides because black people are not often given jobs and struggle to find the money to study."

On a tour of Langa, Mr Hobongwana talks about the history of the township and shows tourists the shacks where men drink *umqombothi* (traditional beer).

Tourists also visit hostels which are overcrowded and where residents sleep on stacked bunk beds.

He says some tourists break down and cry when they are confronted with the appalling conditions.

Garbage is strewn in front of houses, there are no windows and the only light is from the doorway.

Tourists greet the sight in silence, their faces reflecting their astonishment.

Alan Coley, from Canada, sums up the feeling: "I am quite astonished to see people living like this.

"It is the first time I have seen these conditions. It is terrible, sad and horrifying.

"I am surprised at the positive attitude when they see us (white people).

"They could be very angry towards us."

Soweto set to lure tourists

Sowetan 11/3/99 (288)

By Saint P Molakeng
Soweto Correspondent

TOURISM in Soweto is set to improve as foreigners visit South Africa's most famous township because it symbolises political freedom to people around the world.

Soweto has also drawn innumerable visitors because international tourism trends have moved from eco-tourism to cultural tourism patterns, and the sprawling township satisfies the new paradigm.

"Tourists are now less interested in the wildlife of a country, but are more into the authentic culture of indigenous people," said Mr Knowledge Makhwara, tourism development manager of Johannesburg Tourism, a Greater Johannesburg association that promotes tourism. "Western tourists are not keen to visit South Africa and tour cities that are similar to those in their countries."

Soweto boasts special attractions as it is home to people who, unarmed, resisted a mighty military apartheid system, he said.

The tourists therefore visited sites that were the frontiers of anti-apartheid battles and today hold memories of that struggle. Among popular sites are the Hector Pietersen Memorial Square, the Nelson Mandela museum and Winnie Mandela's house in Orlando West.

Kliptown, where the African National Congress' Freedom Charter was drawn up in 1955, also fascinated tourists.

The Regina Mundi Church in Rockville, where many political rallies and funerals were held during the apartheid years, was another attraction. The Chris Hani Baragwanath Hospitalwas frequently visited.

At least 1 000 people visited Soweto daily in 1997, while more than 1 500 were registered last year. The figure is expected to rise this year.

Guest houses, tour operators, restaurants and art galleries have mushroomed to entice visitors. Shebeen owners have put their heads together to market their joints.

The Government and financial backers have practically undertaken to boost tourism.

"The future of tourism in Soweto is very rosy," Makhwara said.

On crime he said Sowetans were so politicised that they would punish criminals if their actions scared away tourists who brought in much-needed revenue.

ALL AFRICA GAMES

fm 12/3/99

JO'BURG'S NAIL-BITING RACE AGAINST THE CLOCK (288)

City must build and furnish 1 800 new dwellings by September

Preparations for the seventh All Africa Games (AAG), due to open in Johannesburg on September 15, are becoming a race against the clock — testing SA's ability to host large-scale events such as the Olympics and Football World Cup if everything isn't ready in time.

In just six months, organisers and contractors must:

- Complete a R66m village for 6 000 athletes on the slopes of the far east bank of Alexandra — and furnish the 1 800 houses at an additional R25m;
- Upgrade 10 stadia in varying states of disrepair to Olympic standards, at a cost of about R30m;
- Devise a co-ordination plan for transport and protection for the athletes and hotel accommodation for 2 000 Games' officials, VIPs and international media.

The entire venture could cost up to R200m, but so far less than R100m has been found.

Construction of the athletes' village is behind schedule, though it's catching up. Architecture firm LVM had withdrawn its services with only half of the final plans delivered because it hadn't been paid its R500 000 fee. That problem has since been resolved and LVM is back on board.

Last November, Mvuso Mbebe, chairman of games services at All Africa Games (AAG) said the builders, Group Five, had given an assurance that the first 500 houses would be completed by the end of February. That didn't happen.

"We got off to a bit of a sluggish start," admits Group Five project manager Jamie Raubenheimer. "The funding was difficult, but we've basically got everything on track now. Group Five has given an undertaking to have all the houses completed by mid-August at the latest.

The athletes' village will comprise 1 803 houses, from one to three bedrooms. The project is the responsibility of Slumko Sowazi, MD of Thepo Developments. He assures that the R66m building cost is in place, if not actually handed over.

Thepo is the development arm of Kopano Ke Matla, Cosatu's investment company. Thepo's chairman is Max Maisela (executive chairman and acting CEO of the Post Office). Sowazi — formerly strategic executive for economic development with the Northern Metropolitan Council — and Group Five are among Thepo's shareholders.

"The AAG is a national priority, a mini-Olympics for Africa," says Sowazi. "SA was chosen as the host country and Johannesburg as the host city. To plan where you're going to put 6 000 athletes needs time, about two years. And we only started around last May, June.

"Everybody has had to hit the ground running very fast, and some are running slower than others. You build — and then you claim the housing subsidy," he says. "We've implored Group Five to take a risk call and go ahead and deliver. Essentially the project is running much faster than the processing of documentation."

The housing subsidy of R15 000 for 1 700 units will bring in R25,5m of the R66m. Administrative hold-ups led to the first subsidy payment of R1,8m being handed over only on February 15. Some of this was earmarked to appease the architects.

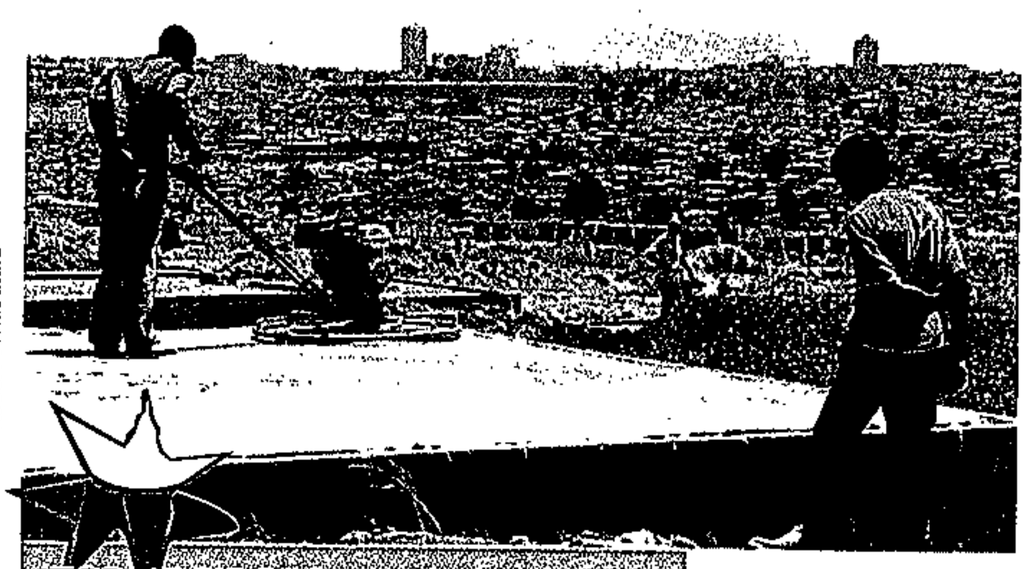
The subsidy covers the costs of a basic RDP house and a top-up is needed for nonbasic extras, such as ceilings, internal walls, showers and steel taps. The houses will also have another non-RDP fitting: hot water from 100*l* geysers. After the Games, the houses will be made available to those of the needy who've put their names on a registration list — and who can afford one. Sowazi reckons the project will bring affordable housing to 7 200 people.

The AAG's contribution to the R66m is R10m and the National Electricity Regulator's around R3m.

The upgrading of the stadia depends on the Games' host, the Greater Johannesburg Metropolitan Council, which is still looking for about R30m to do the work. The Gauteng provincial government has promised R35m.

Tenders are only now being called for by the Metro council for the big four upgradings: Orlando Stadium (R7,7m), Randburg Hockey Centre (R6m), Ellis Park pool (R4m) and Longdale rugby stadium (R4m). These four will swallow R21,7m to upgrade them to Olympic standards — the AAG are a qualifier for the 2000 Sydney Olympics and venues must meet Olympic standards.

***Soft start** . . . site work on the Alexandra village*



Robert Tshabalala

TOP 10 UPGRADING ESTIMATES

Orlando Stadium	Soccer	R7,7m
Randburg Hockey Centre	Hockey	R6m
Ellis Park pool	Swimming	R4m
Longdale Stadium	Rugby	R4m
Wembley Precinct	Baseball	R1,7m
Wembley Indoor Hall	Basketball	R760 000
Elkah Netball Centre	Netball	R622 000
Randburg Multi-Purpose	Handball	R548 000
Ellis Park Tennis Centre	Tennis	R546 000
Nasrec Exhibition Centre	Judo	R332 000
Nasrec Exhibition Centre	Karate	R330 000
TOTAL UPGRADING ESTIMATE: R30m		

AAG's Imtiaz Abdullah, GM games services, says that once the tenders are awarded, work on the four priorities will begin this month, with handover scheduled for July 31. That leaves August free for "trial runs and touch-ups to ensure that these facilities are up to standard".

The R48,2m windfall from central government for the Games' operational, rather than capital, costs will swallow up almost half of Sports Minister Steve Tshwete's entire R101m 1999/2000 budget for Sport & Recreation.

DP Metro councillor Anchen Dreyer is concerned by the tightness of the schedule. "The time constraints are really serious," she says. "Should there be any problems, they would throw out the whole programme. It would be enormously embarrassing, and SA would probably find it difficult to stage big events, such as the World Cup, in future."

Jack Lundin

A win-win situation for tourism

(288)
Star 13/3/99

Under innovative scheme, state will reimburse travel expenses if local industry gets a shot in the arm

By WILLEM STEENKAMP

It sounds too good to be true: the government is prepared to pay for most of your overseas travel costs – if you are in the tourism business.

The innovative scheme by the government to promote tourism has generated at least R600-million in foreign exchange within the first year of its launch.

Under the project, tourist-related businesses can apply to the Department of Environmental Affairs and Tourism for financial assistance to market their businesses overseas.

Tourism businesses which meet the requirements will get up to 80% of their airfares paid by the government, an R800-a-day travel and entertainment allowance, and a subsidy of up to R15 000 to print marketing brochures and other material.

Successful applicants can also claim between R1 000 and R3 000 for the transport costs of marketing material overseas.

According to Eugene Grimbeek, tourism consultant at the Department of Environmental Affairs and Tourism, the international tourism marketing assistance scheme has been welcomed by the industry.

He said that when people heard about the scheme for the first time, their reaction was that it was too good to be true. But it is indeed true.

Grimbeek said that with the first year of the project being launched by Deputy Environment and Tourism Minister Peter Mokaba, more than 1 000 businesses had applied for the financial assistance, of which about 460 had received funding.



BOOST: Peter Mokaba helping to improve SA's tourism industry.

"People have to give us a list of prospective clients they want to or intend meeting overseas, and to qualify for the R800 a day allowance, they have to meet at least one prospective client a day. They must also state the length of their stay, and brochure costs, and on their return we ask them to report on how much business they generated while they were overseas.

"In the first year of the scheme we paid out about R4,5 million to applicants and they have indicated that their visits could generate up to R600-million in foreign exchange."

Grimbeek added that special provision was made for emerging tourism businesses. Those that complied with certain criteria received more favourable benefits but had to comply with at least two of three criteria – businesses have to have been in existence for less than three years, have a turnover of less than R5-million annually and own less than R2-million in operating assets.

Applicants had to register with the department to qualify for financial assistance and had to be members of a national or provincial tourism body such as Satour or Captour.

Businesses which have been assisted include guesthouses, tour operators, hotels, game reserves and game lodges.

When claiming money from the department, the applicant must provide copies of air tickets and hotel bills, and a passport showing departure and arrival stamps.

Under certain circumstances the department will also subsidise up to half the cost of international exhibition stands up to a maximum of R20 000. People can also apply for financial assistance to host workshops abroad.

Filthy CBD a threat to tourism

ARG 19/3/99 (288)

Boraine calls on citizens and informal traders to help keep city clean

NORMAN JOSEPH



METRO REPORTER



HANNES THIART

Sea of garbage: piles of rubbish line the fence of the Table Bay Boulevard. Citizens have been challenged to play their part in keeping the city clean

Cape Town's central business district is drowning in a sea of litter caused by people who discard their rubbish any time, anywhere in the area.

While the south-easter has been blamed for the swirling heaps of rubbish, it has emerged that a refuse transfer station opposite the Athlone power station was faulty last week, and unable to process rubbish.

City manager Andrew Boraine said "litter comes from people" and that tackling the problem needed a dual approach.

While the council's cleansing department cleaned up and washed streets everyday, the city's residents needed to help by not littering, he said.

Mr Boraine appealed to "our citizens and informal traders" to do their part in keeping the city clean.

Cape Town Tourism manager Sheryl Ozinsky said that "new age tourists" to the city were very sensitive and aware of the environment.

She said people must be challenged to keep Cape Town clean because dirt and grime hampered tourism.

If a house was dirty, it said a lot about the person inside that house.

"People must take pride in our city. I don't know why cigarette stompies and cooldrink tins have to be strewn around.

"Tourists can question us about this unclean environment," said Ms Ozinsky.

She said that litter in a pond under the Sun Gallery was so bad that the water could hardly be seen.

"The south-easter can blow litter only if there is litter in the first place."

Conceicao de Sa, owner of Bon Appetite restaurant in front of the Monte Carlo building on the Foreshore, said she was "sick and tired" of the rubbish which piled up in front of her business when the wind blew. Ms de Sa, who has run her business there for eight years, has arranged chairs and tables in front of the restaurant where clients can sit and eat.

Ms de Sa said: "The building's caretaker tries to clean up around the shops, but he is not always available.

"Some hawkers don't take their boxes away with them. This litter makes me sick."

Customer Alexander Botha, who stepped into the restaurant for coffee, agreed the place needed a clean-up. "Even the pigeons are avoiding the area here," he said.

Dirt and rubbish are also piling up along a fence near the harbour entrance in Table Bay Boulevard.

Litter is sticking to the wired fence, creating an unacceptable facade at the harbour entrance.

Huge wastepaper bins are unattended under the boulevard's flyover bridge, while heaps of refuse and dirt pile up nearby.

Kendall Keveney, the City of Cape Town's waste and water director, said the area in front of Monte Carlo building was "a problem area" in windy weather.

He said the "heavy" south-easterly wind, which blew this week, created a problem in some parts of town. "It is a real problem."

Mr Keveney said the wind scooped dirt out of bins and scattered it in all directions.

He said: "We need extra manpower, but can't hire anybody at the moment.

"We are investigating a different approach."

Part of the plan was to introduce more green machines to gobble up litter in the CBD.

Another option was to make the bins "windproof", said Mr Keveney.

He was not aware of the malfunction at the transfer station opposite the Athlone power station.

Mike Greenhalgh, area manager for the CMC's department of waste management, said there was a breakdown at the refuse plant last week due to modification work.

The problems had been attended to and bottlenecks of waste in tanks eliminated, he said.

Govt's new approach to tourism

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By Mongwadi Madiseng

THE role that Government should play in the development of tourism is to make the industry competitive, Environmental and Tourism Minister Pallo Jordan said yesterday.

Addressing the annual general meeting of the Tourism Business Council of South Africa in Midrand, Jordan said his department had adopted a new approach to tourism – to make the private sector more competitive.

He said that the private sector and the government should be in cooperation with each other and in competition with the international community.

Jordan said that the Australian tourism industry had played a critical role in developing tourism in that country. He said to position South Africa as the preferred international tourism destination, all South Africans should co-operate to ensure that tourism becomes the leading economic sector in the country.

Beeld 1993/01/13

Go on safari – for bargain trips

TYRONE SEALE AND BEAUREGARD TROMP

South Africans planning holidays at home should go on a bargain-hunting safari first.

Astute shoppers can find domestic flights and accommodation at competitive rates, provided they shop around like they do for food, clothes and houses.

Tourism executives in Cape Town have criticised hoteliers and others in the hospitality trade for chasing after foreign visitors and their hard currency, while ignoring the interests of domestic travellers.

The critics cite as an example the relatively slight difference in price between flying internationally and nationally.

With South African Express, a subsidiary of South African Airways, a chartered flight from Cape Town to Skukuza in the Kruger National Park costs R2 964 return. A full economy return ticket to Johannesburg costs about R2 000.

But with SAA itself, you could fly to

To page 3

Shop around is fare game

From page 1

(788) ARG 22/3/99

London and back for alittle more than R3 000 at the moment.

South African Express marketing and sales manager Colleen Kenaugh said the difference was a simple matter of supply and demand.

There were only three 50-seater aircraft used between Skukuza and Cape Town, via Johannesburg, and often only half the seats were taken.

But for flights to London and other European centres there were many more airlines, and competition was much tougher than in the domestic market, where only three airlines were competing.

Travel agents said comparisons between the costs of domestic and international flights were often unfair as they contrasted discounted fares on international flights with full fares on domestic flights.

Bianca Hoon of Indojet in Johannesburg said discounts of up to 50% were almost routinely available on flights within South Africa, making it possible to fly between Cape Town and Johannesburg, for example, for just under R1 000 return if you booked a month or more in advance.

Ms Hoon and other agents said prospective travellers should shop till they dropped in search of competitive rates.

Sheryl Ozinsky, manager of Cape Town Tourism, said travel in South Africa was becoming expensive, not only for the domestic market, but also for overseas visitors, which discouraged them.

City greed and crime hit tourism

(288)

Rural Cape grabs trade

ART 22/3/99

TYRONE SEALE
SPECIAL WRITER

More tourists than ever are flying in to Cape Town – but are spending less time in the Mother City, as they prefer the safer and cheaper rural Western Cape.

Small towns in the Western Cape are experiencing an economic boom, while Cape Town's lion's share of the Western Cape's R11-billion-a-year tourism trade is under threat from greedy hosts and heartless criminals.

Cape Town International Airport general manager Hennie Taljaard, who also heads a Western Cape tourism task team, fears the Mother City is pricing itself out of reach of overseas and domestic tourists.

This is a concern shared by Sheryl Ozinsky, manager of tourism in the Cape Town municipal area, who has revealed that Cape Town has jumped from 39th most expensive destination in the world to 13th.

Cities in Spain, France and Thailand are among destinations cheaper than Cape Town.

For many northern hemisphere visitors, the long haul to Cape Town is in itself relatively expensive, and once they get here, they find they have to add the expense of renting cars or using taxis because public transport is undesirable.

Mr Taljaard, Ms Ozinsky and other tourism leaders in metropolitan Cape Town are impressed by the growth of tourism to other parts of the province, but are worried that the city that needs the trade the most is losing out.

Mr Taljaard says even though the current value of the rand suggests Cape Town is a bargain for overseas visitors, tourists do not always find this to be the case.

He says the number of passengers passing through Cape Town airport is growing, an increasing number of foreign tourists are merely using the city as a gateway to the provincial interior.

As proof, Stellenbosch, with at least 105 guest houses, earned an unprecedented R982-million from tourism last year.

International visitors are also spending hard currency in the Overberg and on the Garden Route.

Swellendam is making a mint out of this trade, thanks to 87 guest houses in the town and surrounds.

By contrast, says Mr Taljaard, Cape Town's finest inns are earning the city a reputation as an increasingly expensive destination.

During the high season, the Mount Nelson charges between R2 400 and R5 700 a night for a room or suite.

During the low season, the hotel shuts most of its rooms because it is unable to offer them at discounts that would be favourable enough to attract domestic tourists.

Mr Taljaard says four- and five-star hotel operators complain about over-capacity but are unwilling to negotiate tariffs or to design packages, in concert with airlines and other tourism allies, that would make the low season more profitable.

He says a further problem is the closing gap between the tariffs demanded by new hotels and those levied by existing hotels.

Mr Taljaard's task team is finalising a report that sets out a competitive strategy for tourism in the province.

Ms Ozinsky says an economic downturn towards the end of last year and urban terror in Cape Town challenged the tourism industry's capacity to improvise and remain competitive.

Instead, "over-zealous" operators stuck to their tariffs and made this "the lousiest season in years".

Satour posts R1,9-million loss

ART 24/3/99 (288)

CLIVE SAWYER
POLITICAL CORRESPONDENT

Losses caused by irregularities at the SA Tourism Board's Paris office allegedly totalled R1,9-million, more than six times the sum originally estimated.

This was reported to Parliament today by Auditor-General Henri Kluever.

The loss was among shortcomings reported in the financial affairs of South Africa's tourism marketing arm, recently restructured and renamed SA Tourism.

In his report on Satour's 1996-97 accounts, the auditor-general said there were weaknesses in internal financial control measures. The way levy income was recorded did not conform to generally accepted accounting practice.

"As a result it was not possible to determine whether all levy income accruing to the board had been accounted for."

Significant weaknesses found during the audit included wrong categorisation of monies received, understatement of debtors because of high credit balances on certain sections of debtors.

There was no proper segregation of duties in the debtors department, while evidence of proper control over the issue of credit notes could not be found.

Value-added tax was not raised in all cases where services were rendered.

SOUTHERN BLIGHT

Plan for luxury holiday complex kicks up a storm at Agulhas

(288) (288) ST(CM) 28/3/94

BOBBY JORDAN

A PLAN to build a 80ha luxury holiday complex at Cape Agulhas has caused a storm among locals who say the southern tip of Africa is being turned into another Camps Bay.

Environmentalists this week said the proposed 42-house Blue Lagoon holiday resort clashed with plans to preserve the Africa's southern-most stretch of coast between Agulhas and Pearly Beach as a national park.

The area incorporates the breeding ground of at least two endangered bird species and is largely inaccessible — most visitors are fishermen who arrive in four-wheel-drive vehicles.

Developers have submitted a rezoning and subdivision application, prompting a strong objection from the Wildlife and Environment Society of South Africa.

The society said the application was so seriously defective it should be rejected "out of hand".

Blue Lagoon is the latest of several large developments in the Agulhas area, spurred by an influx of buyers from Gauteng. The town has grown at a rapid pace over the past few years and is regarded as the south coast's next Plettenberg Bay.



LEADING LIGHT: Golfie Prinsloo, who is leading the Agulhas conservation drive against development Picture: KIM LUDBROOK

A plan to build 400 houses and a luxury golf course bigger than Agulhas town itself has already been approved. Other developments include 41 houses on the koppie overlooking the town and an adjacent 80-unit "nature reserve" development.

"These developers come in here with a bang and then they're off again to bugger up another place," said Golfie Prinsloo, chairman of the Suidpunt Conservation Association.

He said the problem was aggravated by a lack of building restrictions.

Other locals blame the Bredasdorp town council for "milking" the town and raking in revenue from developers while the town suffers.

Some say the town is becoming a haven for "right-wingers" who are drawn by the "whites-only" atmosphere, unlike neighbouring Arniston that has a large coloured fishing community.

Much of the Agulhas area used to be occupied by a huge farm called Paapekuilfontein that was divided up early this century. The proposed Blue Lagoon resort falls on two parts of the original farm.

Conservation officials say the Blue Lagoon proposal is unlikely to succeed.

"There's a lot of concern over the initial proposals because it's an extremely sensitive site," said local spokesman Barry Heydenrych.

"Of particular concern is that the proposal is for a linear development which is not in keeping with the general structural plan for the coast.

"But the proposal is still at an early stage and at the moment everyone is really just looking at the issues involved," Heydenrych said.

Adjacent landowner Doug Jeffery said the proposal was invalid because the site had already been declared a heritage site by the previous landowners — a fact that had been pointed out to the developers.

"I think they're just taking a chance," Jeffery said.

Blue Lagoon development consultant Marius Rademeyer, of Malan Rademeyer and Associates, was not available for comment this week.

The company's independent environmental consultant, Anneke de Kock, said she was finalising a draft report that would be available for public comment next month.

Number of international tourists to KwaZulu-Natal grows

Nicola Jenvey

DURBAN — Tourism into KwaZulu-Natal generates R6bn a year for the province — about 10% of the gross geographic product — with the international market steadily gaining in importance in terms of its contribution.

James Seymour, KwaZulu-Natal Tourism Authority marketing research and product development manager, said yesterday international tourists brought R2bn to R3bn into the province, while the domestic market accounted for R4bn.

(288)

Seymour congratulated the Durban metropolitan council for the gamble taken in building the International Convention Centre and actively seeking to market Durban as a conference and leisure destination. The latest survey undertaken for the tourism authority showed that KwaZulu-Natal attracted 40% of the international tourists visiting SA against the long-standing 30%.

"The risk is beginning to pay dividends ... media hype around events such as the Non-aligned Movement (NAM) summit has stimulated awareness of KwaZulu-Natal as a long-haul destination," Seymour said.

He expected this growth in international visitors to the province to continue as the International Convention Centre hosted an increasing number of conferences of the calibre of NAM in October and November this year.

The centre opened in August 1997, having cost the city R230m to develop and build.

Seymour said national tourism marketing bodies should intensify their efforts to attract tourists, since long-haul passengers to SA country represented fewer than 5% of the German and UK tourists travelling internationally.

BD 31/3/99

Tsogo Sun bids for Cape casino licence

BD 31/3/99

R3bn Century City retail and leisure centre aims to create jobs

Business Day Reporter

EMPOWERMENT partnership Tsogo Sun has presented plans for a R3bn casino, retail and leisure development to the Western Cape Gambling Board.

The Casino du Cap development is planned for Century City outside Cape Town. It will include canals, luxury hotels, theatres, restaurants, shopping lanes, a theme park and cinemas.

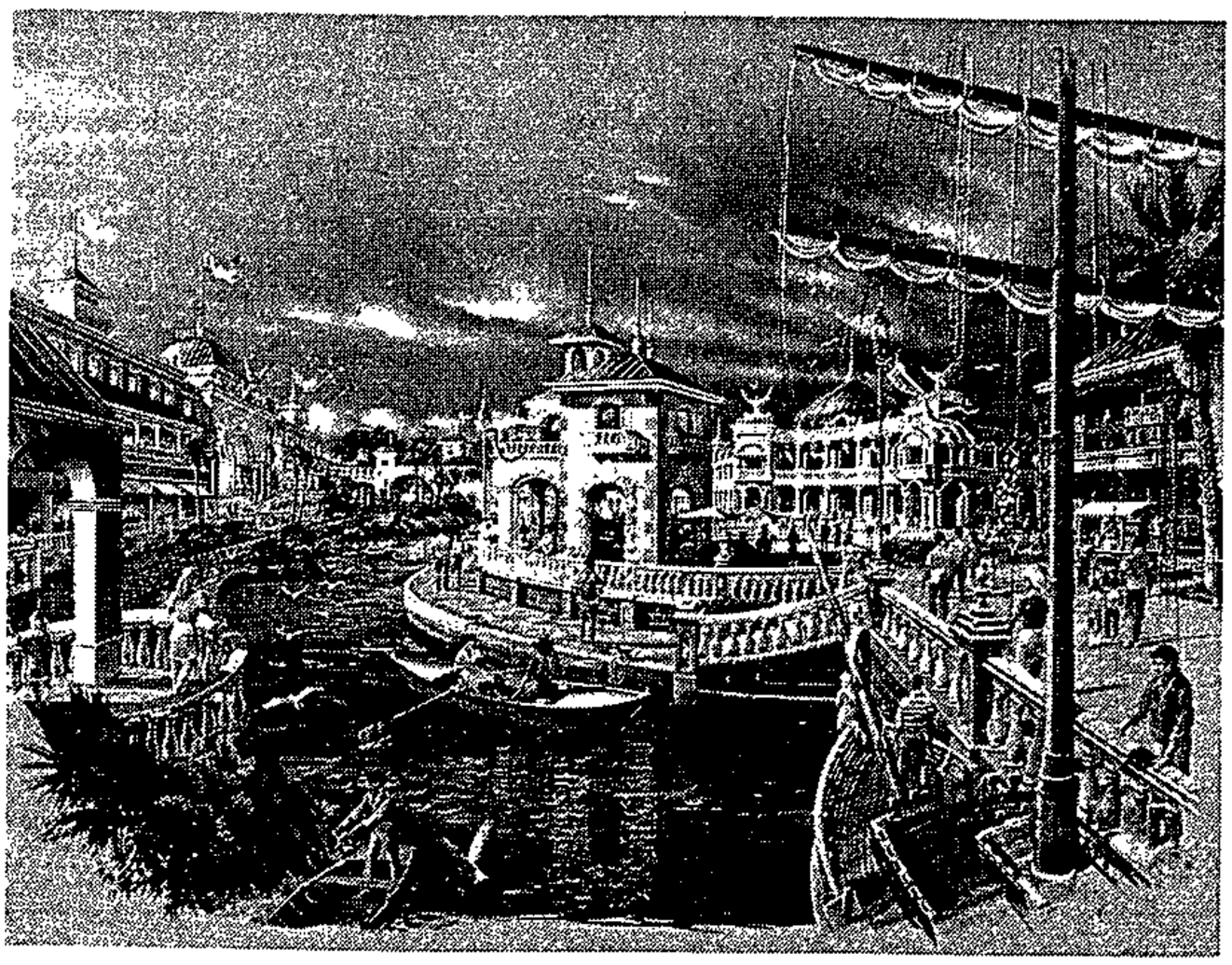
Tsogo Sun is one of five consortiums bidding for a single casino licence in Cape Town. A decision is expected by June.

The developers say Century City will be a significant creator of permanent jobs, with employees drawn from Cape Town and its surrounds. Local people will be trained in the skills required at casinos and other parts of the development.

Tsogo Sun, a partnership between Tsogo Investments and Southern Sun, has formed other partnerships for casino bids in SA. Each partnership includes local empowerment groups. So far, it has won two casino licences in Mpumalanga and one in Gauteng.

The Western Cape partnership, Tsogo Sun Western Cape, has been formed by Tsogo Sun Holdings (49%), Century City Investments (29%) and Vukani Leisure (25%).

Vukani is a vehicle for the advancement and empowerment of previously disadvantaged Western Cape communities. The Blaauwberg Community Development Trust will use income from its investments to uplift the communities of Atlantis, Dunoon, Mamre, Marconi Beam, Pella and Witsand.



An artist's impression of the grand canal, which will be part of the Casino du Cap development.

Southern Sun has strong roots in the Western Cape, where it has invested in hotels for nearly 30 years and is a significant employer.

In Gauteng, Tsogo Sun's Montecasino project at Fourways, north of Johannesburg, will bring 23 000m² of "shoppertainment" into an already heavily traded area by Christmas 2000. Among the facilities will be a NuMetro cinema complex with 15 screens, as well as a 3-D cinema and virtual-reality theatre.

Jeremy Clark, property executive with leasing agents Colliers RMS, said Tsogo Sun was committed to ensuring the project offered both family and adult entertainment.

The Tuscan-themed casino, retail and entertainment development intends to be Gauteng's premier attraction. Apart from gaming and movies, entertainment will include a 2 500m² area incorporating electronic games, bowling and a "softplay" centre for toddlers.

Various branded food outlets will front on a central seating area for 350 people. Outside the food court will be a number of proprietor-managed speciality restaurants and bars catering for all tastes — "from oysters and cigars to delicatessens offering food from around the world", says Clark.

The retail area will have speciality stores and fashion outlets.

"The Tuscan theme will be reflected in the cobbled streets and facades, combining the latest in contemporary retail design with appealing aesthetics," he said.

Visitors praise service in city

ET 4/11/99 (288)

GUSTAV THIEL
CONSUMER WRITER

A REPUTABLE international service consultancy, Managing the Service Business (MSB), has found that 90% of visitors to the city and local residents are positive about the levels of service in the the city.

MSB has been operating in the United Kingdom for 12 years and recently conducted a survey in London similar to the one they have just made public about Cape Town.

Don Porter, the joint managing director of MSB, told the *Cape Times* that the results of the Cape Town survey, although difficult to compare with London, were generally more positive.

His view is supported by Paul Hopper, managing director of the London Tourist Board, who says the London survey produced a variety of negative comments, specifically about the city's transport facilities.

Hopper is one of the speakers at an International Customer Service Conference, which takes place at the BMW Pavilion at the V&A Waterfront today.

Between September 20 and October 12, MSB conducted 504 interviews in Cape Town. Respondents were interviewed face to face in locations across the city. Most of the questions in the survey ask for an evaluation of service on a six-point scale.

MSB's head in Cape Town, Andrew Bailey, said: "Cape Town is the acknowledged tourist capital of South Africa, and to this end was the ideal location for MSB to conduct its first South African service monitor."

The survey found that generally visitors to South Africa rate service marginally more positively than their local counterparts.

Some 78% of overseas tourists are either "extremely happy" or "very happy" with the service they received in Cape Town.

The corresponding figure for overseas business visitors is slightly lower at 59%.

This contrasts quite sharply with the views of Cape Town residents, where less than half were "extremely happy" or "very happy".

MSB says the overall rating for customer service at tourist attractions is generally favourable, with two-thirds of respondents rating it positively. About a third of overseas tourists are dissatisfied to some extent with the service provided in Cape Town.

Customer service levels at Cape Town hotels are rated very positively, but a large percentage of respondents said service at Cape Town International Airport is not up to scratch. Although 63% of respondents rated the airport positively, they found the service to be unfriendly and not prompt.

Restaurants and retailers also received positive feedback, but the financial services sector received bad marks, especially from business travellers.

Rick Taylor, the chief executive of Cape Metropolitan Tourism, says the impression that service in Cape Town is worse than elsewhere in the world is unwarranted.

"Although we can always raise the bar, I think we have a lot to be proud of."

Western Cape Premier Gerald Morkel said: "While Cape Town can feel reasonably satisfied with its service rating regarding quality of tourist information, accommodation, transport, restaurants and shopping, there is still vast room for improvement.

"What is extremely interesting is that overseas visitors rate the service industry in Cape Town higher than their local counterparts in several categories. This is perhaps fair warning that our locals must in no way be neglected or feel neglected."

Plan to draw tourists to Eastern Cape

(288)

sowetan 11/11/99

THE national Department of Environmental Affairs and Tourism is working on a proposal to expand the Addo Elephant Park, near Port Elizabeth, from 16 000 hectares to 400 000 hectares – putting the park on the international wildlife map "right next to the Kruger Park".

This was said by Tourism Minister Mohammed Valli Moosa to about 500 delegates at the Eastern Cape Tourism Indaba in East London this week.

Moosa said Addo would include a marine reserve and lions would be introduced to the park. He said Eastern Cape was one of the tourist industry's best kept secrets.

Addo was already visited by 100 000 visitors a year and had "tremendous advantages". It was close to major airports and the Garden Route. The surrounding farmland is used for small stock goat and mohair farming, which has a "much lower yield than eco-tourism".

"So this is a project that will create jobs and open possibilities to the people of the Eastern Cape."

Moosa said there was still a lot of work to do on the project. Money needed to be raised to buy the land, parts of the area needed to be developed to bring it back to its natural state and the necessary camps and facilities had to be built.



Satour chief executive Stewart Lumka.

He said Satour's R450 million, three-year marketing campaign would put South Africa in the "big league" and would set up the local tourist industry as global players.

While South Africa spoke of tourism as a priority it did not behave as if it was. He said tourism was the fastest growing sector of the global economy and could potentially create more jobs than other industries.

There were several impediments to the development of tourism in Eastern Cape. The main one was the province's poor roads.

He outlined an unsolicited private sector proposal to build and upgrade 540km of roads between East London and Isipingo near the KwaZulu-Natal border.

Satour chief executive Stewart Lumka announced at the gathering that his organisation "knew and understood" markets where it wants to target its campaigns.

Lumka said market research will be commissioned in early 2000 to "confirm or refute Satour's own intelligence" regarding several other countries and regions. He said Satour had had to reorganise itself to focus on "core marketing".

It had reduced staff numbers by 40 percent, flattened the organisational structures, outsourced non-core functions and closed marginal offices.

Lumka said Satour had also, with effect from next year, cut out subsidies to firms participating in international exhibitions.

There was a "fundamental contradiction in strategy" for an "underfunded, non-profit making government agency" to subsidise profit-making private sector firms.

The cuts would save the organisation nearly R830 000 a year. – *ECN*

RESTAURANT PRICES SKYROCKET

Still room in our city inns

WITH only 70% of available beds filled for the tourist season and restaurants increasing their prices, tourism authorities and Western Cape Premier Gerald Morkel caution that the industry needs to control cost increases. **ANU MANCHIKANTI and GUSTAV THIEL** report.

CT 12/11/99

(288)

THERE will be enough accommodation available in the city this holiday season, says Sheryl Ozinsky, head of Cape Town Tourism, in spite of perceptions that city hotels are already fully booked.

Morkel has warned that Capetonians should be careful not to exploit domestic tourists by overcharging them.

Speaking at a recent service conference in Cape Town, Morkel said domestic tourists made a valuable contribution to tourism income and should not be alienated by over-pricing.

Last year South Africans brought in R32 billion in national tourism revenue, while foreigners contributed R24bn.

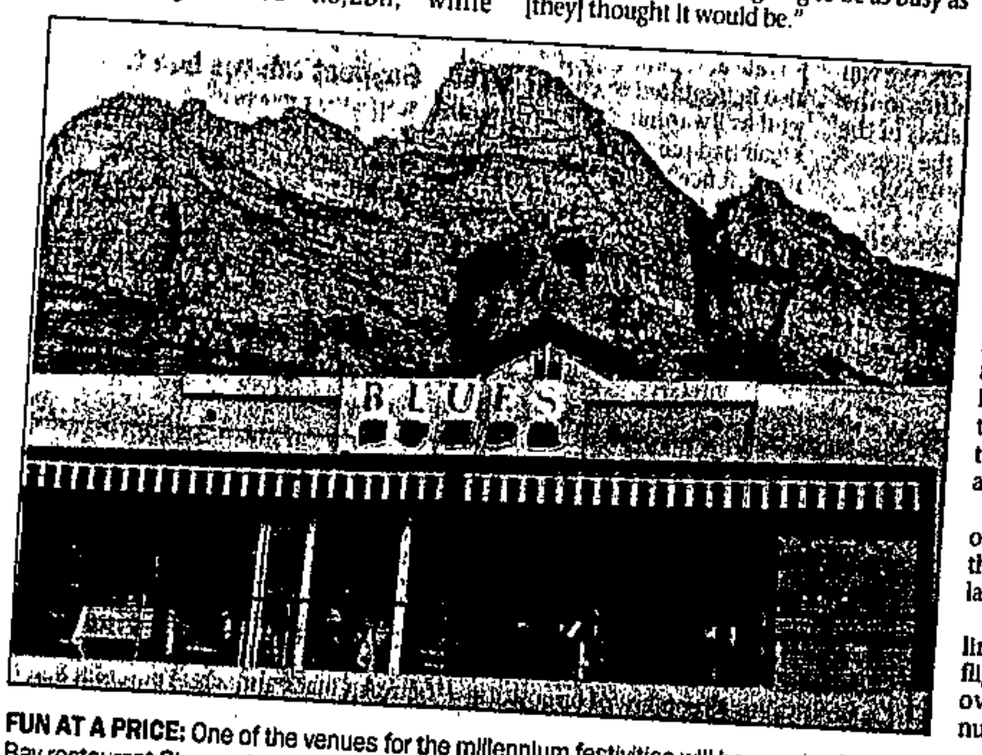
In the Western Cape, where foreign tourism in the past year has grown faster than in the rest of the country, South Africans generated R8,2bn, while foreigners brought in R7,6 bn.

In 1998 about 2,2 million domestic tourist trips were made to the Western Cape. An average of R3 580 was spent on each trip.

"This proves that domestic tourism is the backbone of the Western Cape tourism industry, and we haven't scratched the surface of the emerging black tourism sector," said Morkel.

Hotel managers in the city say that though vacancy rates are low, there are still unoccupied rooms, even during the peak millennium period. Debbie Sykes, rooms division manager at the Cape Sun Hotel, expects occupancy to hover between 70 and 80% from November to January.

"This year has been a quieter one than last year," she said. "I think for the past nine months, everyone in Cape Town has known the millennium is not going to be as busy as [they] thought it would be."



FUN AT A PRICE: One of the venues for the millennium festivities will be popular Camps Bay restaurant Blues, where guests will pay R1 250 per head. *PICTURE: MUJAHID SAFODIEN*

Steven Harris, manager of the New Regency Hotel in Sea Point, expects a 50% occupancy rate in December and January.

The Mount Nelson Hotel expects to accommodate more guests than last year.

"It's looking strong, but quite honestly, it's been a very strange year," said Michael Pownall, general manager. "Everyone seems to be booking at the last minute this year."

Rick Taylor, CEO of Cape Metropolitan Tourism, said that the average occupancy rate for 1999 until October was 61%. He expected this figure to jump to the low 80s during the peak season.

But because of an influx of new accommodation, Taylor said it's not surprising that there are still vacancies during the peak period. In the past 15 months an additional 2 000 rooms have entered the market in the Cape Town metropolitan area, bringing the total to 22 000.

MEGA PARTIES PLANNED FOR NEW YEAR — PAGE 3

Christina Krige, who runs the central booking office for the Bed and Breakfast Bureau and Accommodation Network, said she has been inundated with reservations for millennium celebrations. But overall, bookings are down for the peak season.

Danny Barnaby, manager of Long Street Backpackers, expects a 55 to 75% occupancy rate during the peak season. "This time last season we were a lot fuller than we are now."

Long Street Backpacker and other lodges, too, are not taking bookings for the millennium in order to accommodate tourists who aren't able to make reservations beforehand. Lee Harris, owner of The Backpackers, said that their lodge was almost fully booked for the period, but dorm beds would be available for walk-in customers.

Flights to Cape Town are fully booked over the period around the millennium, but there are still odd seats available on flights in late November and early December.

Tracey Meaker from Virgin Atlantic Airlines said the response to their new weekly flight from London to Cape Town has been overwhelming, but there are a limited number of seats available.

For those tourists planning to spend the eve of the new millennium in the city there is a danger that they could find restaurants charging exorbitant prices.

"I think there will be reports about restaurants putting their prices too high, but I don't really think the situation will get out of hand," said Ozinsky.

"The media have a very important role to play in challenging the tourism industry to regulate pricing so that everybody will be satisfied."

Ozinsky says marginal increases in food prices are understandable, "but I cannot understand it if people are being ripped-off".

Restaurant managers in the city told the *Cape Times* that New Year's Eve would be very expensive for party-goers, with an average of around R100 per head being charged.

Most restaurants admitted to making price adjustments this time of the year, and this seems to be standard practice. All the 15 restaurants visited by the *Cape Times* three months ago and again in the last two weeks, had posted price increases.

Nicky van der Meulen, manager of Café Paradiso in Tamboerskloof said they would be increasing prices next week, but not specifically for the season.

The manager of Cafe Balducci in the V&A Waterfront, Tanya Rex, said they would also follow normal increase procedures. She said she had heard "some stories of restaurants that will be operating on a system of two separate menus." Cafe Balducci will charge R1 000 per head for New Year's Eve.

Bruno Bronn, the general manager of Blues in Camps Bay and the neighbouring Baraza Bar, said while they will be charging R1 250 a head on New Year's Eve, the menu prices would not increase significantly.

A city restaurant manager who spoke on condition of anonymity said it was accepted that most restaurants would increase their prices. "At this stage they will be cagey, but believe me when I say prices will go up soon."

La Perla restaurant in Sea Point, one of the oldest eating establishments in the city, is charging around R45 for pasta dishes, up from about R30 just over than a month ago.

"This kind of increase will not please local restaurant goers," the manager said.

Township B&Bs show how it's done

ART 15/11/99 (288)

Cape Town's newest hoteliers, the mamas of Khayelitsha, hosted the concierges of the city's top hotels in their homes this week to show them how they have turned their modest houses into flourishing bed-and-breakfast establishments.

Staff from the Mount Nelson, the V&A Hotel, the Dolphin Beach, various Holiday Inn Garden Courts and Protea Hotels were given a guided tour of the township, including a traditional meal and a stop-over for coffee and steamed bread on two days last week.

They also visited a sangoma, a shebeen called The Waterfront and a craft centre. The aim of their visit was to expose the concierges to Khayelitsha, Cape Town's newest tourist attraction, and to encourage them to promote visits to the township by the visitors at their hotels.

The chief organiser of the trip was Tygerberg town councillor Temba Mgobozi who has teamed up with Owen Jinka from Roots Travel in an effort to open Khayelitsha to international and local tourists.

CAROL CAMPBELL
Special writer



"The interest in the project has been overwhelming – to the extent that the community is beginning to understand just how lucrative tourism can be," said Mr Mgobozi.

The Khayelitsha initiative was featured in the Cape Argus and The Star in September. The article generated international interest in the project and subsequently a Japanese reporter, a group of British academics, a local radio station, political leaders and a flurry of tour operators from Johannesburg have visited the township to see the "mamas" at work.

A Finnish journalist is scheduled to visit at the weekend and Drum magazine has approached one of the mamas for an in-depth interview.

"The calls have been coming in from all over the country – mostly from people who want to start something similar in their community," said Mr Mgobozi.

The Tygerberg Tourism Bureau has opened an office in the Mew Way Hall in Khayelitsha which will double as a visitor's centre offering detailed information about the township.

The project has also been taken under the wing of the National Cluster Consortium – a government initiative to promote community tourism.

"Sometimes I have to pinch myself to believe all this is really happening."

The community is calling the councillor "Mr Tourism" and every day more women approach him for training so they can open their homes as B&Bs.

The concierges visited mama Vicky Ntozini's shack where she explained how she had come from Willowvale in the Eastern Cape to Cape Town as a teenager to look for work.

Ten years on she still had no job but no longer needed one as she hosted guests from all over the world at R150 a night excluding dinner.

Later they stopped at mama Thope Lekau's home for a snack. Mama Thope won an award for her B&B from the Tygerberg Municipality last week.

Juanita Johnson from the Cape Rendezvous Protea Hotel said she was enormously impressed with the way Vicky had decorated her home.

"It's incredible what people can do even when they have nothing."

Khayelitsha resident Sipho Kem, who is the concierge at the Dolphin Beach Hotel in Blouberg, said many tourists asked him about Khayelitsha and it was interesting to see how it was being marketed.

"Visitors want to see how our people live and this is the way to do it."



Place to rest: the guest room in a Khayelitsha shackland B&B LEON LESTRADE

SA 'needs a police force to protect tourists'

BD 18/11/99 (288)

They should be well trained and easily recognisable, business institute proposes

Wyndham Hartley

CAPE TOWN — SA should establish a dedicated tourism police force to ensure the safety of the 6-million tourists visiting the country, the Afrikaanse Handelsinstituut (AHI) told a parliamentary committee yesterday.

AHI's manager for trade and industry, Johann de Bruyn, told the environment and tourism committee that a well-trained and easily identifiable police force of this type should then be deployed in popular tourist destinations and attractions.

"Of all the priorities identified within the tourism industry, the safety and security of both foreign and local tourists is the most important issue that needs to be addressed urgently.

"If SA wishes to upgrade its listing as a holiday destination, this issue must be resolved immediately. Attacks, violence and muggings of tourists are the one method to destroy the industry and the crucial jobs it must create for South Africans now and in the future," De Bruyn said.

He suggested that, as a starting point, the "car watch" schemes could be duplicated with a "tourist watch" where appropriate people could be employed, given distinctive clothing and the duty of watching for criminals in high tourism areas.

The criminal justice system also needed to be revised and restructured urgently in order to deal with criminals in tourism cases swiftly.

"This would stop cases being dropped because the victim had returned home and could not afford to return to prosecute."

De Bruyn said the AHI also wanted a single tourism marketing authority for the country, with its focus for the whole of SA and not one single province — "we would suggest the establishment of a single body, focused on international marketing, representing business and government on a 50:50 basis in terms of shareholding and capital".

He said the deterioration of SA's roads infrastructure was also becoming an increasing problem for the tourism industry. Potholes, poor road conditions and other defects damaged tyres and could cause accidents.

With most tourists travelling by road this increased the risks of accidents, as did the number of unlicensed drivers and unroadworthy vehicles on our roads, he said.

The AHI recommended that the tourism infrastructure should be made a priority for investment SA.

"The AHI strongly supports international investment in feasible tourism development projects under certain conditions.

"Joint ventures with local business partners must be encouraged and the SA missions abroad must endeavour to lure foreign investors to consider investment in tourism in SA," De Bruyn said.

He said while there appeared to be an oversupply of tourism beds in SA at the moment, this would not be the case in two to three years time.

He said there were 5,9-million tourists in SA last year and this figure was expected to grow to 8,5-million in 2002.

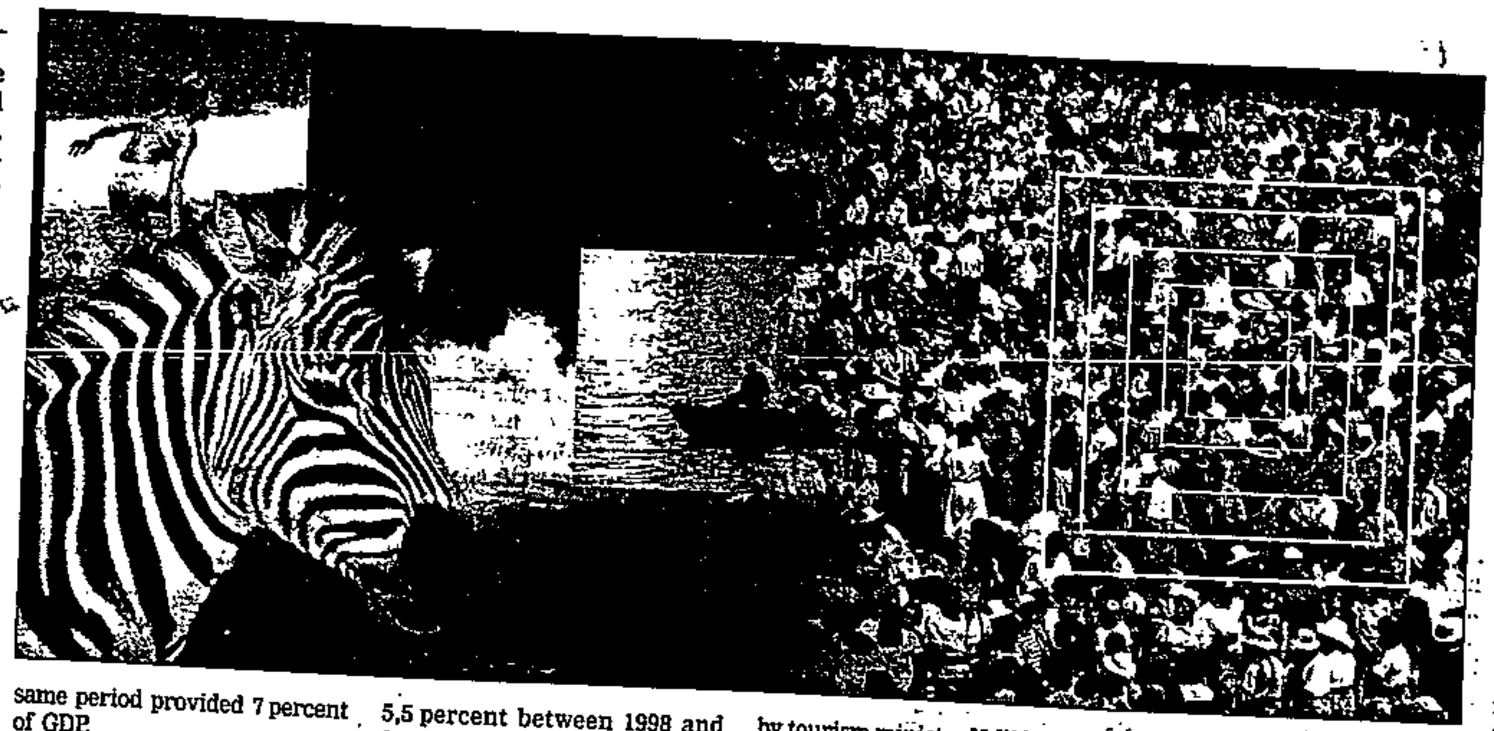
If SA could meet the challenge then this would create about 300 000 jobs in an industry which contributes more than 7% to gross domestic product.

TOURISM

No room at the inn for lack of commitment

(288) CT(BDR) 19/11/99

PETER BACON



The liberalisation of the South African political system in the early 1990s, along with this country's newfound respectability in the family of nations, brought with it a glowing optimism about the prospects for tourism in the subcontinent.

Regrettably, but perhaps predictably, this optimism has given way to a more sober realisation that our performance as a global tourism destination falls short of our expectations.

With a gross value of $3,5 trillion, tourism and travel is the world's largest industry. It employs one in nine of the global workforce and accounts for 10 percent of the world's gross national product (GNP) and 11 percent of its capital investment. At 23 percent, it is growing faster than the world's economy.

After a dramatic but expected growth in tourist arrivals in South Africa after 1994, half of them in 1995 alone, the country's tourism industry continues to underperform in its contribution to GNP when compared with other countries.

A study published in August by the South Africa Foundation suggested that the total contribution to the economy from leisure tourism, factoring out the contribution by business travellers, was R44,3 billion.

It added that an increase in tourism spending of R100 would lead to a multiplied increase in total spending of R182.

This gives an additional contribution of R36,3 billion, bringing the total benefit to 1998 gross domestic product (GDP) of R80,6 billion, or 10,9 percent of the entire GDP.

By comparison, official figures show that mining and quarrying, excluding related manufacturing activity, in the same period provided 7 percent of GDP.

The estimates of the South Africa Foundation are about 50 percent more than those of the World Travel and Tourism Council (WTTC), which put the contribution at R53,1 billion but failed to take into account the multiplier effect.

While the WTTC methodology estimated that tourism contributed only 8,2 percent of GDP in South Africa and 11,6 percent of the global economy, it nevertheless provided further proof of the huge potential for job creation and socioeconomic development in southern Africa.

The South Africa Foundation study reported that tourism and related industries accounted for 1,1 million jobs last year – a sizeable proportion of formal sector employment.

It was further calculated that tourism boosted the government's coffers by R22,6 billion with a contribution of R7,6 billion to foreign exchange earnings. It forecast that tourism in South Africa would grow at 5,5 percent between 1998 and 2010, compared with the global forecast of 4,1 percent.

Growth in tourism employment was forecast at 4,5 percent annually, raising its contribution to total employment from 7 percent to 9,3 percent. By 2010 the sector will provide one out of nearly 11 jobs in the economy.

The report noted that this growth would be from a lower base than in most other countries because the local industry's contribution to GDP still lagged the corresponding world contribution by a considerable margin: 8,2 percent compared with 11,6 percent in 1998.

The South Africa Foundation concluded that while this difference would be marginally reduced by the higher expected growth of the local travel and tourism sector, it did point to an industry that had unrealised potential and was in need of appropriate policy action, particularly in the maintenance and expansion of tourism infrastructure.

While we must therefore welcome the September launch by tourism minister Valli Moosa of the R180 million Tourism Action Plan, the product of a public-private partnership charged with formulating an integrated strategic tourism marketing campaign for South Africa, it must be stated that this sum still remains relatively small when compared with other countries, especially if one considers that Reserve Bank figures indicate that in 1997 South Africa earned R20 billion in foreign exchange from international tourism.

This is, however, the largest budget for international tourism promotion since Satour's inception in 1947. Satour is expecting R31 billion to be earned this year and R40 billion next year.

In 1998 more than 5,7 million foreigners visited South Africa compared with 4,9 million in 1997 – a rise of 16,2 percent.

The Tourism Action Plan aims to increase this growth by 11 percent to 8,48 million, creating 350 000 jobs by 2002. Given the right investments in new infrastructure and marketing, this goal is eminently achievable.

Even functioning so far below its potential, tourism is an industry of immense possibilities for South Africa.

Ours is one of the few tourism destinations, especially in emerging markets, that not only offers a wide variety of tourism experiences but also a well-developed infrastructure and support services to provide access to such opportunities.

And given the richness and diversity of its tourism resource base, both environmental and cultural, it is very well placed to capitalise on key market trends in international travel, especially in ecotourism.

It's becoming increasingly important to acknowledge that there is a growing global awareness, particularly in northern hemisphere source markets such as the UK and Canada, of the need for environmentally and socially responsible tourism practice.

The new generation of tourists are mature travellers seeking an intensive experience – through culture, nature, lifestyles and entertainment – rather than the somewhat superficial traditional itineraries.

While there is no shortage of political commitment to the importance of the tourism sector to the national economy, there has been a regrettable failure on the part of the government and the industry to acknowledge our infrastructural and service weaknesses, or to commit the necessary resources to the development of a mature and internationally competitive tourism environment.

A tourism white paper published in 1996 identified a number of national tourism constraints. These included an inadequately resourced and funded tourism industry; a myopic private sector; the limited involvement of local communities; inadequate training, education and awareness; poor environmental management and service; lack of tourism infrastructure, particularly in rural areas; lack of appropriate institutional structures and poor safety conditions.

Allow me to highlight just one aspect of regional cooperation where it seems we are failing badly, throwing unnecessary obstacles in the way of tourists to southern Africa.

It is absurd that travellers wishing to visit, for example, South Africa, Mozambique, Namibia, Zimbabwe and Zambia should be subjected to the complications and delays of acquiring five separate visas, each of them demanding different requirements and each of them differently priced.

☐ *This is an edited extract of a speech given last week by Peter Bacon, the managing director of Sun International South Africa, at the Commonwealth Business Forum in Johannesburg*

N Province embarks on tourist attraction drive

CP 21/11/99 (288)

By NDIVHUWO MUSETHA

THE Northern Province this week said it had embarked on an intensive campaign to market its natural resources and heritage sites.

Known as the land of legends, the province is well endowed with cultural diversity, historic sites and tourist attractions.

These include the Mapungubwe ruins – which are far older than the famed and internationally acclaimed Zimbabwe ruins.

The baobab trees and the mystical secret lake of Dzivhafundudzi, the holy forest at Phiphidi, the Kruger National Park, and the Tshatshingo potholes are only some of the tourist attractions in the province.

Environmental affairs and tourism minister, Valli Moosa, recently visited the province and pledged more than R50 million to promote the tourism industry in the area.

He was accompanied by his deputy, Joyce Mabudafhasi, New Zealand high commissioner Rene Wilson, deputy minister for arts and culture Brigitte Mabandla and provincial MECs Thaba Mufamadi and Joe Phaahla.

Moosa said he was impressed by the province's natural heritage. He said the province should strive to convert the abundant natural resources at its disposal to create jobs.

"Since 1994 tourism has been growing every year and South Africa is also in the top four of the international record of the fastest growing markets.



IMPRESSED ... Minister Valli Moosa, flanked by his deputy, Joyce Mabudafhasi (left), and deputy minister of arts and culture, Bridgitte Mabandla, admired the sites in the Northern Province during a recent visit, which led to Moosa pledging money to boost tourism in the area *Picture: Nkivhuwo Musetha*

"We are going to invest more in tourism to see that it grows further," said Moosa.

"This area could be one of our top tourist attractions if it is well nourished. Tourists would like to have an African experience like we have here.

"We have what very few countries can offer in the form of wildlife, culture and our diversified nature. We have a unique combination that other countries do not have.

"Another advantage is the Northern Province's low level of crime.

"It is in our best interest to expose the Northern Province to the world and we can all do this if we work together with our business communities, politicians and other stakeholders to showcase our wonderful heritage."

Cabbies do it for SA

199 288

4 January 31/11/99

By Victor Mecoamere

THE South African Tourist Board (Satour), South African Airways and Welcome Tours are currently hosting 25 London cab drivers in the country as part of a massive international tourism promotion campaign.

London's famous cabbies have been enlisted as ambassadors for South Africa in London, in a R115 million drive taking place in Britain, Germany, Italy, Holland and France.

Fifty London cabs will be painted in evocative motifs such as Zebra stripes or the national flag.

Some of the cabbies were taken to the Kruger National Park for a date with "the big five" – lion, buffalo, rhino, leopard and elephant.

The cabbies' familiarisation tour included traditional villages for indigenous dance, music and storytelling sessions, the Cape Winelands and Table Mountain.

SA gaffe hits tourism to Cape

It's chilly in summer, New Yorkers told

ART 24/11/99 (288)

MURRAY WILLIAMS
TOURISM REPORTER

New Yorkers are being warned by South African authorities: avoid Cape Town between November and January, because it is "cold and windy".

This is what prospective tourists visiting the South African consulate at 333 East 38th Street in New York are reading in one of the brochures on display.

The marketing blunder is revealed in a brutal assessment of South Africa's international image as a tourist destination in the World Wide Web version of the hugely influential Economist international business magazine.

The article is titled: "A lacker (sic) place for a holiday: South Africa seeks tourists. Please."

The author asks: "What is going wrong? South Africa has natural beauty, a wonderful climate, world-renowned wildlife reserves, a cheap currency and a competitive air-travel market.

"Sanctions and the image of a white-supremacist state kept visitors away in the past ... yet Satour concedes that visitors are not coming at the rate they were expected."

The writer cites many powerful negative factors soiling South Africa's image.

The chief culprits, the Economist says, are:

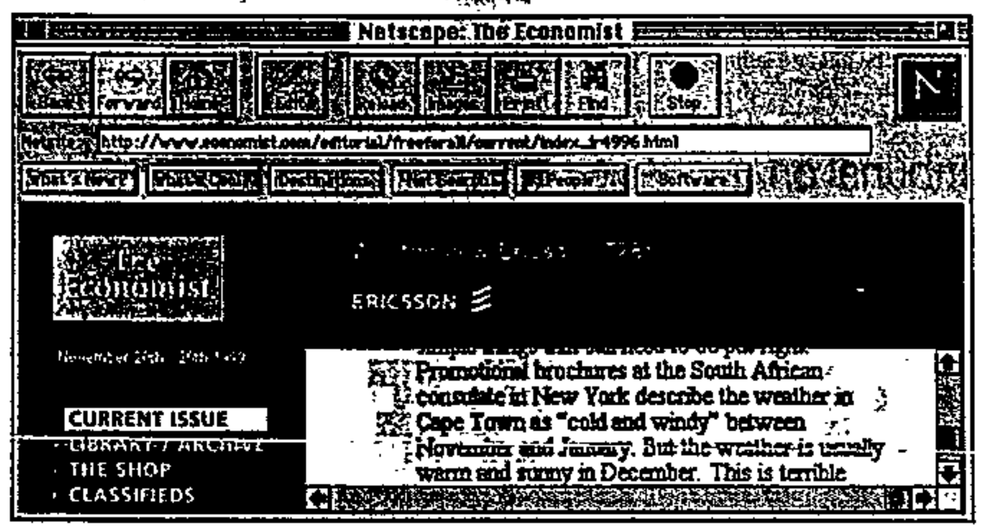
- Crime ("20 000 people were murdered last year in South Africa and two women are raped every minute").
- South Africa's appalling road deaths record ("Last year, 9 000 people died on South Africa's roads").
- Poor service.
- And, "perhaps the biggest mistake", South Africa's failure to promote itself.

South Africa spends a quarter of what Australia spends on marketing abroad, for example.

The situation had not been helped by recent attacks on foreign visitors and the Mpumalanga bus crash in which 26 elderly British tourists died – "threatening to put a dent in two buoyant sectors of the South African tourism market: the elderly and the British".

But the author believes South Africa's image as a tourist destination could improve if "several simple things are put right".

One of these is the above-mentioned critical misrepresentation of the Cape's weather during the local festive season. "This is terrible



To page 3

Too bad: how The Economist sees South African efforts to promote the country as a tourist haven

SA warns US tourists off the Cape

ART 24/11/99

From page 1

advertising for a place that is supposed to be a brilliant destination for millennium celebrations."

National Environmental Affairs and Tourism Minister Valli Moosa has already reported the gaffe to Foreign Affairs Minister Nkosazana Zuma and a spokeswoman at the New York consulate, Helen Dawson, promised the Cape Argus she would ask Satour to urgently examine its brochures.

Cape Town Tourism head Sheryl Ozinsky-said yesterday: "I can only assume that they are Satour brochures and that the people who wrote them have never been to Cape Town.

"It is vitally important is that Cape Town is promoted as a destination in itself, because it is the tourist gateway to southern Africa. Brochures need to emanate from here, not from national government departments."

On crime, Ms Ozinsky concurs: "It is one of the biggest threats to tourism and bad news travels fast. It is very difficult to get the same kind of profile for good news, for the great programmes that we're offering people, for instance."

On the "biggest mistake" – that of hopelessly inadequate spending on foreign marketing – Ms Ozinsky said Satour planned to start spending some of its R160-million budget for above-the-line advertising in February.

"That will counter some of the negative publicity and raise South Africa's profile as a destination," she said.

"But, until now, there has been very little to counter the crime stories that have given us this image.

But Ms Ozinsky questioned the Economist comment on service standards, which reads: "Nor is the service up to scratch ... the industry cannot compete in quality or quantity with rival destinations such as Kenya, Australia or New Zealand."

She said: "We're a young and growing industry and we're working hard. We're talking about a history of people being told what to do – who equate service with being servile.

"We have to work hard towards creating an ethos of giving customers what they expect with a sense of pride instead."

■ The Economist website can be found at www.economist.com/.

Satour aims for 20% increase in US tourists

ET (SA) 24/11/99 (288)

AUDREY D'ANGELO

Cape Town – The South African Tourism Board (Satour) expected tourism from the US to grow by 20 percent to 316 000 visitors next year, according to Satour's action plan announced recently by Valli Moosa, the minister of tourism.

Otto Stehlik, the chairman of the Western Cape Tourism Board, said yesterday it was working closely with South African Airways (SAA) to promote the Western Cape.

Although commercial realities forced SAA to replace its daily flights from Cape Town to Miami with three flights a week from Cape Town to Atlanta from early next year, the airline had shown its commitment to sustainable growth in the tourism industry, Stehlik said.

"The North American market is crucial to tourism growth in the Western Cape and we will co-operate with SAA to the fullest in this regard. Together we will work towards the optimisation of the tourism potential of our province."

American Airlines is strengthening its new alliance with SAA's strategic equity partner, Swissair, which has paid R1,4 billion for a 20 percent stake in SAA.

In addition to encouraging South Africans to fly to Miami with British Airways and Iberia Airlines, its partners in the OneWorld Alliance, American Airlines' sales force in South Africa is also promoting Swissair's five flights a week to Miami by way of Zurich.

Valli irate over Satour blunder

(288)
ARG 25/11/99

MURRAY WILLIAMS
TOURISM REPORTER

Immediate "appropriate" action is to be taken against those responsible for Satour's marketing blunder in which New Yorkers were told that Cape Town was "cold and windy" between November and January.

National Environmental Affairs and Tourism Minister Valli Moosa has ordered the action after the information was supplied to citizens of New York, right now shivering in the icy American winter.

"I'm outraged," Mr Moosa told Cape Argus last night. "Growth in tourism impacts directly on the living conditions and employment opportunities for our people. I will be protesting in the strongest possible terms to the Satour board and be requesting them to take appropriate action against those responsible."

The blunder was exposed in a frank and unflattering assessment of South Africa's international tourism image in the World Wide Web version of the influential international news magazine, the *Economist*.

Satour has confirmed that the offending brochures had been produced by the organisation, but had been compiled in the United States. A spokeswoman said the brochure had been discontinued.

But Mr Moosa said: "I find it inexcusable that Satour, which is charged with the responsibility of marketing South Africa as a tourist destination internationally, can have a negative statement like this published in one of its own publications.

"I already have agreement with the nine provinces to restructure the Satour board when it reaches the end of its term. I will table a bill to that effect when Parliament opens again in February."

A Western Cape Tourism Board spokesman said it had its own promotional material.

Satour slams bearers of bad news

Magazine's claims are 'grossly inaccurate'

(288)
ART 27/11/99

MURRAY WILLIAMS

The head of Satour has hit out at the international magazine the Economist for "gross inaccuracies" about South Africa's all-important image as a tourist destination.

The publication this week delivered a brutal assessment of the country's international reputation, exposing a marketing blunder by Satour, which in an official brochure informed New Yorkers that the Cape's weather was typically "cold and windy" between November and January.

Satour's Liz Westby-Nunn yesterday admitted to the error and gave the assurance that the offending brochures had already been replaced.

But Ms Westby-Nunn vigorously contested other claims in the Economist article, in particular that the crime rate was the chief culprit for ruining South Africa's image.

"Crime happens everywhere," she said, having just returned from the United Kingdom.

"London itself is suffering from a horrific increase in crime, especially armed robbery, and this was the focus of a major television debate and various newspaper articles."

Ms Westby-Nunn said it had even been recommended that London look to New York – to which South Africa's crime rate is often compared – for guidance.

During her stay in London, she had been inundated with warnings.

She saw large notices in popular bars warning clients not to leave bags or valuables unattended.

"Then there was another instance of a public address announcement alerting passengers in the tube stations that a pickpocket was active in the crowd.

"These are fairly regular warnings."

The Economist also blamed South Africa's appalling road safety record for soiling South Africa's image abroad.

Ms Westby-Nunn said road safety was being "vigorously addressed" and new speed limits for buses and taxis would hopefully improve the situation. The Transport Minister had also called for an investigation into the standards of coaches and taxis.

But she reminded the Economist that "shortly after the tragic coach disaster in South Africa, there was a horrific train disaster outside London and an aeroplane disaster off the American coast".

Of the allegations of poor service, Ms Westby-Nunn said she had experienced both "good and slack service, and indifference" in London.

She admitted that South African service could be mediocre, "but one advantage is that we're known for our friendliness".

She admitted that South Africa's lack of foreign advertising, because of a lack of funding, had cost the local industry dearly. However, that would change very shortly with a R150-million campaign in Europe and the United States.

Tourists start to cancel

(288) ET 30/11/99

GUSTAV THIEL

TOURISM authorities in Cape Town have started receiving cancellations from tourists after Sunday's bombing in Camps Bay only hours after the bombing.

According to these authorities and hotel managers, the immediate impression is that the reaction has been rational.

Cape Town mayor Nomaindia Mfeketo said security will be increased at restaurants in the city.

Sheryl Ozinsky, head of Cape Town Tourism, said she was greeted yesterday morning with an e-mail message about a cancellation from the United Kingdom.

UK resident Peter Buxton wrote the following letter to Vicky Thys from Tourism Direct, who forwarded it to Ozinsky.

"Hello Vicky. You were helping me to find lodging in an apartment outside Cape Town. As you know, I asked about safety and have been worried about it compared to the numerous other countries that I have visited.

"The latest violent incident in Cape Town convinces me to select another destination and not South Africa."

Ozinsky replied: "I understand that this tragic incident in Cape Town has caused you to reconsider your planned visit to our beautiful city. This bomb blast is a cowardly act, perpetrated by persons unknown, who have not had the courage to claim responsibility.

"The police are doing everything in their power to find those responsible and to put them behind bars. I am sure that things will settle down very soon.

"Other cities in the world, including your own capital city, London, have experienced similar blasts this past twelve months, and international travellers continue to visit your fine country. We hope that you will reconsider your decision to visit Cape Town in the near future."

Debbie Verploegh, general manager of The Bay Hotel, which is next to St Elmo's, said they started monitoring calls on Sunday for cancellations. "Thus far we've had no cancellations, but we have received calls from regular clients who wanted to know what was going on."

Graham Neale, owner of the backpacker's lodge near the bombing site, said some of his guests were refusing to leave the house. "Everyone is still in shock," he said.

Meanwhile, restaurants in the city have started to increase security at their premises.

Mfeketo said at the blast site the City Council will meet police chiefs today to discuss greater security at restaurants and hotels.

The Spur group held an emergency meeting yesterday and will be implementing its procedures this week.

Vanessa Seeff from the Steers group said they were not planning special security procedures "as we have very little sit-down trade". 'We have asked our outlets to be vigilant. We already have armed response at our stores in crime-ridden areas."

Cape hoteliers deny rip-off accusations

Tim Cohen BD 3/5/99 (288)

CAPE TOWN — City hoteliers have indignantly claimed they are wrongfully charged with giving Cape Town a bad reputation as a rip-off destination, but Statistics SA figures show that the weight of evidence is on the side of the accusers.

Statistics SA numbers for January this year show that room occupancy rates in the Cape Town metropolitan area were 5,7% lower than in the same period last year, while bed occupancy declined 11,7%. The decline was the largest of any part of the province other than Overberg, which showed a 21% decline in room occupancy. All other areas showed increases.

Yet overall hotel income rose 65% in Cape Town, the largest increase in the country apart from the Breede River region, which showed a spectacular rise of 148%. Critics say this proves their case; a surge in income on a lower occupancy rate implies fat margins.

The increases appear to have been confined to the upper end of the market, which has encouraged hoteliers charging middle and lower rates to complain they are being tarred with the same brush as the ungraded and five star hotels.

According to Leon Fortes, joint CEO of the Fortes King Hospitality Group, the criticism of Cape Town hoteliers is "generally unfair and misdirected".

"Our critics are sadly lacking in first-hand knowledge of the hotel industry. The reality is that many Western Cape hotels are finding it very difficult to show a return on their investments," he says.

The critics concede the problem lies not so much with the medium hotels as with upmarket establishments, which are charging rates that would raise eyebrows in Europe and the US.

Richards Bay to promote tourism

(288)

Nicola Jenvey BD 3/5/99

DURBAN — Richards Bay is poised for significant new investments in large-scale industry and tourism projects and will also develop initiatives for the promotion of small- and medium-sized businesses.

Richards Bay spatial development initiative CEO Syd Kelly said at the weekend the government-led initiative aimed to create capacity in the northern KwaZulu-Natal town and thereby attract new local and international investment and would ensure that the infrastructure could cater for large-scale projects.

This would involve upgrading the existing John Ross highway between Richards Bay and Empangeni to facilitate greater traffic flows, privatising and expanding the airport and maximising the long-term water supply to the region.

The existing port facilities could also be expanded to handle greater container capacity, a passenger terminal built and a drydock created.

Kelly said the cabinet had approved the concept of establishing an industrial development zone in the town along with the Richards Bay investment centre — a one-stop shop to assist companies setting up in the region. The centre would provide potential investors with information on government incentives to promote investment in SA.

Kelly said his office aimed to attract investment into industries based on the raw materials already being produced in Richards Bay or passing through the port. These included forestry, aluminium, chemicals, heavy industry, iron and steel and sugar.

Another element would be marketing the newly manufactured products both locally and internationally.

However, Kelly emphasised that Richards Bay wanted to move away from the image of being a town centred on large-scale business and several schemes aimed at training small and medium-sized businesses were under way.

One project, in collaboration with the Zululand Chamber of Business Foundation and the Uthungulu Regional Council, involved training 35 candidates a year in aluminium crafts with the intention of marketing the products — including trays, utensils, lamp stands and picture frames — to major retail chains.

Richards Bay was also being marketed as the gateway to the tourism region of the Lubombo area in northern KwaZulu-Natal and southern Mozambique. There are several other significant tourist attractions within striking distance of the town, from a tropical coastline to game reserves and the St Lucia World Heritage Site, which would be marketed to encourage holiday makers to spend a few days in Richards Bay before moving inland.

Last year the Richards Bay spatial development initiative released details of 25 industrial projects worth R33bn with the potential to create about 5 500 jobs in the region. Concrete investments worth R6bn had already been tabled, including the Portnet and Mondi expansions and the drydock facility.

Too many rooms at SA's inns

(288) CT (BR) 6/5/99

FROM REUTERS

Johannesburg – The hotel sector was expected to struggle as overcapacity and high debt persist, with no prospects for a turnaround in sluggish earnings for at least a year, analysts said yesterday.

The JSE's hotels and leisure index ended at 1059,1 on Tuesday, a far cry from the two-year peak of 3640,8 reached on April 2 1997, and around 45 percent less than its 1998 high of 2040 on May 14.

Analysts said the hotel sector, excluding casinos and other leisure stocks, was trading at an average price- earnings ratio of around 7,5. The ratio for the market as a whole is about 11.

Regaining ground lost over the last two years could take a long time.

"There is a lot of heavy debt in the hotel industry and high interest rates are not helping. There are also just too many rooms and not enough customers," said one analyst, who declined to be named.

"When looking at hotels you have to take into account several factors," said Wynand van Zyl, an analyst with BoE.

"None of them are very promising just now. There is weak demand from domestic travellers, and this demand will remain depressed for some time."

He also said foreign arrivals, which have increased by over 10 percent each year for the last two or three years, looked likely to come down.

Van Zyl said the problem of overcapacity would be compounded by plans in the casino industry to introduce hotel rooms.

CAPE TIMES
FRIDAY, MAY 7, 1999

Crime blamed for discouraging tourists

ET 7/5/99

MISCHA DE BRUIJN

WHEN Tom Kellaway, a backpacker from England, walks around in the city, he often looks over his shoulder to make sure he is not being followed.

"I heard stories about hijackings and the high crime level in South Africa," he said.

Kellaway is not an exception, but Cape Town is not that dangerous for tourists, according to the police. Since January, 86 tourists reported that their pockets were picked or that they were robbed. But spokesperson Captain Andre Trout says this isn't many, considering that about 750 000 foreign tourists visit Cape Town annually.

"There is only a chance of about 0,02% that a tourist will become a victim of crime. That number still is not satisfactory, but in Cape Town, like any other major city, crime cannot be excluded," he said.

For Rick Seewer, managing director of the Mount Nelson Hotel, it is a public-relations problem. "We South Africans must send out positive messages, too."

However, he allows that crime does have an impact on tourism. "I am sure that if we reduce crime significantly, we can double the number of tourists eventually."

Rick Taylor, chief executive officer of Cape Metropolitan Tourism, sees crime as a danger to the city's tourist industry. "Crime inhibits our tourism growth potential: Tourists don't have to come here, they can visit destinations where a larger degree of law and order, and less crime, prevails," he said.

To reduce the chances of tourists ending up as victims of crime, the Cape Town police have set up a safety plan. The plan includes a tourist assistance unit that patrols the top tourist destinations in the city and the distribution of pamphlets listing advice.

But experienced travellers don't seem to need advice. "You just have to be smart," said an American visitor, who was walking hand-in-hand with his wife at the Waterfront. "I don't think it is any worse than any other place in the world."

TOURISM (288) FM 7/5/99

SO FOUL A FAIRE UNSEEN

Exhibitionists' spat

Here's a question for international tourism operators in SA: Will you be exhibiting at the International Travel Fair or the International Travel Faire in September? The "e" is just about the only difference, as both exhibitions are in Cape Town, and their dates overlap. Ocean Media has booked its "fair" at the Velodrome from September 1-3. Travel Market Events (TME) is holding its "faire" at the Good Hope Centre, from September 3-5.

The confusion stems from a spat between the shows' organisers, after Ocean Media's former group director Stephen Bozdan left to set up TME and hold his own tourism exhibition in Cape Town.

The split has sown further confusion in SA's topsy-turvy tourism industry. Turkish Airlines has decided not to take part in either show. A spokesman for New York-based international insurers AIG says he'd booked stands at Ocean Media's fair "and then found the other lot's having their show at the same time. We've decided not to attend either one."

Last September, while working for Ocean Media, Bozdan — who comes from the UK and has 25 years' experience running exhibitions and conferences — organised the modestly successful Weekend Saturday Argus International Travel Fair, which attracted 95 exhibitors and drew 3 500 visitors to its tented venue on the V&A Waterfront.

Bozdan says that at an Ocean Media finance meeting the following month, MD Margaret Wood said the Cape Town event would not be repeated in 1999 and that Ocean Media would focus all its efforts on promoting its World Holiday & Travel Fair at Johannesburg's MTN Sundome in June 1999 (since postponed).

A week after the finance meeting, Bozdan says, Wood told him Ocean Media

could no longer afford him — and he was dismissed. "When I left I said I would stage the Cape Town travel show again, myself," he says. Margaret Wood said: 'If you think you can make a go of it, good luck to you.' "

Initially, Bozdan's show was to be called World Holiday Fair, and held this October. "Ocean Media then said they had decided to hold an exhibition in Cape Town after all, also in October and also to be called World Travel Fair," Bozdan says.

"So we changed our name to International Travel Faire and moved the dates forward to September. Ocean Media then changed their event's name to International Travel Fair and have now moved their dates to overlap with ours."

Ocean Media has also launched a High Court action against Bozdan and his partner Clair Bowman, seeking an interdict prohibiting them from using the name International Travel Faire. The action has yet to be heard.

"As you can imagine, the marketplace is very confused," says Bozdan. "When Ocean Media realised we were serious, they tried to stop us. They told people we had stolen their database and that there were police warrants out for our arrest."

Despite this, Bowman says TME has already got 26 confirmed bookings.

Ocean Media's Wood says she can't stop anybody from having a travel fair in Cape Town. "But International Travel Fair is our name. We launched it with a lot of money last year. Why should I not want to run it again?

"Our bookings at the Velodrome are going absolutely fine. We're probably half full, I suppose, with about 50 bookings."

Antoinette Lintvelt-Lloyd, president of the Association of National Tourist Offices in SA (Antosa), which represents the tourist offices of 24 overseas governments, says her organisation isn't taking sides until the legal issue is sorted out.

"Rumour has it that Ocean Media only has about seven or eight participants that have confirmed bookings. So most people don't think that show is going to happen. Maybe Ocean Media's just holding on and doing as much damage as possible to hurt Stephen Bozdan."

Jack Lundin

Mike Fabricius, the Western Cape Tourism Board's fresh-faced boss, is planning to infuse the industry with new life, writes **Chené Blignaut**

Tourism's unlikely saviour

(288) 8/5/99

At first glance Mike Fabricius appears to be exactly the wrong person to give direction to the Western Cape's most important tourism body.

For a start, the fresh-faced, clean-cut 42-year-old looks more like a student than someone who would command the respect of captains of the tourism industry.

Also counting against him is that the new chief executive of the Western Cape Tourism Board has until now never lived in the province he has to sell the world.

With his mainly bureaucratic and academic background, Mr Fabricius seems to lack the experience needed to forge closer links with the tourism industry.

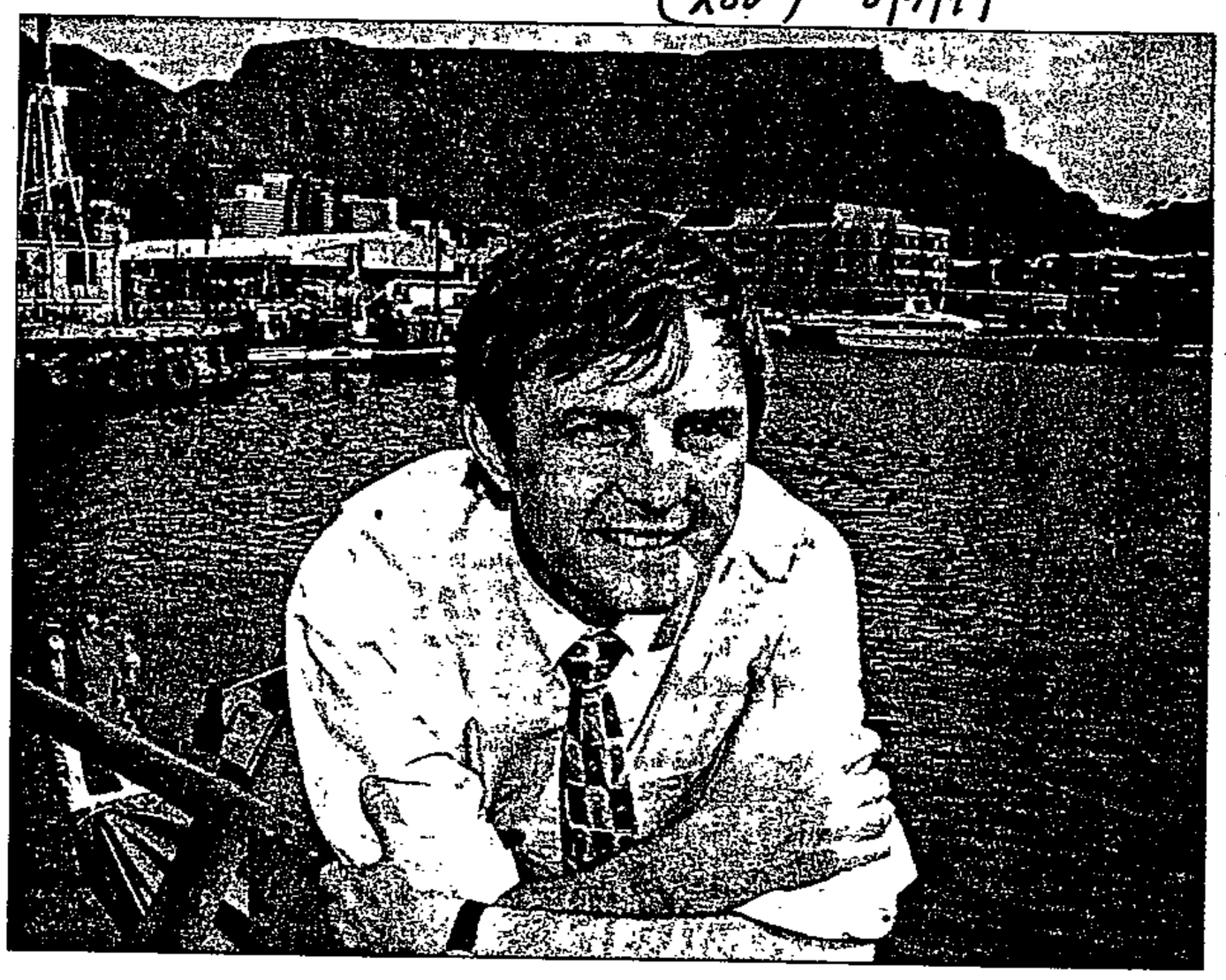
He holds a BA (Hons), MA and doctorate in geography and he has been the chief director of tourism in the Department of Environmental Affairs and Tourism since 1996.

But after just a month in his new job, it is clear that the board's two-year search for a suitable candidate may finally have paid off.

Mr Fabricius is the third person to have been appointed to the job in the past two years. The previous two chief executives opted for greener pastures in the private sector.

After spending the first month "listening", Mr Fabricius has a good idea of the challenges facing tourism in the province and what needs to be done.

Although tourism is still growing faster in the Western Cape than anywhere else in South Africa, the dramatic slump in national tourism is also reflected here.



CLEAN CUT: new chief executive of the Western Cape Tourism Board Mike Fabricius. Picture: BRENTON GEACH

The real growth in overseas visitors, excluding arrivals from Africa, has dropped dramatically from 52% in 1995 to about 5% last year.

In the Western Cape last year, overseas arrivals increased by an estimated 8%.

There are multiple reasons for the downturn, says Mr Fabricius.

The slowdown in the global economy had a heavy impact on tourism, which many regard as a luxury.

With the Asian markets in decline, South America and Australia targeted South Africa's traditional tourism markets of the United Kingdom, the United States and Germany to make up for the loss of travellers from the East.

"This has had a competitive impact on our market and we have not responded properly because of a lack of national marketing funds," says Mr Fabricius.

On the domestic front, the Western Cape is also losing its competitive edge over KwaZulu Natal, where tourism authorities have started focusing on improving products and creating a safe environment for visitors.

Although the impact of the urban terror attacks at Planet Hollywood and the Waterfront cannot be ignored, Mr Fabricius says he is confident that crime is no longer a "top of mind" issue for tourism managers.

"We're not at panic stations anymore."

He says tourism has proved to be resilient.

Although a high-profile bomb attack always results in a spate of immediate cancellations, the long-term effects on tourism are less significant, he says.

"If we manage to contain the levels of crime of direct consequence to tourists, tourism seems to bounce back well after isolated incidents."

In Egypt, for example, the tourism industry has picked up after a spate of tourist killings.

Reacting to media reports that Western Cape hotels and businesses are ripping off foreigners, Mr Fabricius says over-pricing should be monitored by the industry. But he says the region still offers "very good value for money".

'Crime is no longer at the top of the minds of tourism managers'

Finding ways to boost the board's "tiny" budget of R5-million to the about R20-million needed to market the province effectively will be Mr Fabricius's biggest challenge.

There has been talk about a national exit levy, paid by travellers on their departure from the country, of which the Western Cape would get the biggest share. But Finance Minister Trevor Manuel does not like the idea and negotiations are continuing.

A national 1% voluntary levy has been implemented by the Tourism Business Council for hotels, guesthouses and car-rental companies with effect from last month.

Mr Fabricius says a provincial levy is not a good idea because it would impact on the national levy and place a heavy burden on tourists.

But the board has drawn up a draft competitive strategy that will be presented to the provincial government within the next few months in an attempt to persuade it to spend more money on tourism, which contributes about 11% to the province's gross domestic product.

The main focus of the plan is to market the province under a "single brand" to overseas visitors. Instead of selling the various regions separately, the focus will be to offer packages throughout the region to niche markets such as adventure travellers and conference-goers.

Although he admits that not enough is being done to involve previously disadvantaged communities in mainstream tourism, Mr Fabricius says he is optimistic that this will change.

He has just returned from a visit to Khayelitsha where he inspected a wide range of products, some of which will be included in a Western Cape Tourism Board brochure to be distributed at Indaba, the national tourism exhibition, later this month.

Another challenge facing Mr Fabricius is the realignment of the tourism authorities in the province created under the Tourism Act. It has been widely acknowledged that the work done by the 91 local tourism bureaux and eight regional tourism authorities is being undermined by duplication and fragmentation.

The most important message that the new tourism chief has for people involved in the industry in the Western Cape is: "United we stand, together we fall.

"If we don't work together and back one another, we won't get anywhere," he says.

Although happy about being involved in a partnership of government and business, Mr Fabricius says he does not rule out a possible return to the private sector at some point.

He's completing an MBA through the University of South Africa. But he hastens to add that he has no intention of quitting his five-year contract.

The guidebook guru who followed the road less travelled

MANDY VAN ZUYDAM

Hilary Bradt, one of the world's pioneers of responsible tourism, was in Cape Town this

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The guidebook guru who followed the road less travelled

MANDY VAN ZUYDAM

Hilary Bradt, one of the world's pioneers of responsible tourism, was in Cape Town this week and, as a tourist, was delighted with the post-apartheid experience.

But she is concerned about the arrogance of locals who don't want to share their city and that some guidebooks are sending the wrong message.

Bradt, a British travel publisher, author and tour-guide leader, believes some guidebooks are in danger of perpetuating segregation by making tourists afraid to mingle with black people. "When it comes to South Africa, too many guides are full of 'do nots'. For example, some warn not to travel in black taxis – which I've always used without incident.

"I think to get the feel of a country, travellers need a sense of adventure and should be prepared to take a few risks. You can't be sealed off from the real people."

At 57, the quietly spoken doyenne of travel publications is not opposed to taking risks of her own. She often travels alone, eats from street markets and hitchhikes when she can.

And although her publishing company has more than 100 titles in its stable, she has some unlikely advice for travellers: "Don't follow your guidebook slavishly."

In spite of a 25-year career spent seeking out unusual destinations and encouraging readers to get off the beaten track, Bradt has some surprisingly pragmatic views on travel.

She disagrees that tourism necessarily spoils a place and laughs off the view that had Cape Town won the 2000 Olympic Games the city would have been ruined by the influx of visitors. "In the Third World what we consider spoilt, the locals consider income. It's very arrogant of us."

Bradt is one of the world's pioneers of responsible tourism and a strong advocate of ecotourism, so it comes as something of a surprise that she has no problem with all-inclusive holidays and theme parks.

"They might not appeal to all of us, but not everyone is cut out to be a traveller. By catering purely for the holidaymaker they bring in hard currency and are far less damaging than other forms of tourism.

"Sun City hasn't damaged the environment because it isn't in a particularly beautiful part of the country. Las Vegas is another example. It's a wonderful place



RESPONSIBLE TOURIST: Hilary Bradt meets one of the locals

because it's just so vulgar. Because it was built in the desert, it hasn't done anyone any harm."

Asked how visitors to South Africa should practise responsible tourism, she said: "By not handing out money to street children and vagrants. The South African Tourist Authority could really help if it provided a list of local charities in all the hotels. A £20 donation, for example, could do a lot of good."

Nor does she like the idea of tourists dishing out sweets, pens and magazines to children in Third World countries.

"I believe it erodes their culture. These are just little Western status symbols that they'll probably get beaten up for by the bigger kids anyway."

She does not support the view that travellers should only visit places that are politically correct. "In the 1970s we visited Chile and South Africa at a time when it was hugely unfashionable to do so, but I learnt such a lot about the complexities of the countries and it taught me to listen to the people who live in a country rather than the media.

"I don't believe in boycotting a place because you don't like its politics, because its people aren't its politics. However, I must say I'm thrilled to be back in post-apartheid South Africa. As an outsider, apartheid just seemed so absurd. Morally things are so much better, but materially I can see there are problems and I can see why people are worried about crime.

"One of the highlights of this trip has been the conspicuous pride of the coloured and black people I've come across. They would have behaved so much differently in the 1970s."

Asked if she thought Britons were putting off visiting South Africa because of the crime , she shook her head. "No, I think it's an accepted tourist destination now. I've never been questioned about the crime. But then, the violence in South Africa is played down in the British press. I think there is a degree of political correctness now and the high crime rate tends to go unreported compared with America where we definitely emphasise the crime."

Crime aside, Bradt is very upbeat about South Africa as a destination. She believes tourism offers great value for those with hard currency and that the service here is very courteous, "which is not always something you can say about service in the UK".

But her most ardent praise is reserved for the Kirstenbosch Botanical Gardens. "It must be the most beautiful botanical garden in the world. I can't believe there is another with that backdrop and changing light patterns. I hope Capetonians really do appreciate it and go there and value it for what it is."

Sun City shines again after major refocus

(288) ST(BI) 9/5/99

LEISURE INDUSTRY

By MARCIA KLEIN

SUN CITY, which lost R260-million in the five years to 1996, and whose future was in doubt not very long ago, has turned the corner and is standing up well to new competition in gambling.

Sun International Resorts director Philip Georgas, who was brought in as director of operations at Sun City in July 1996, said this week that Sun City showed a profit of R5-million in the past financial year against a loss of R45-million in financial 1997. He said the growth momentum would continue.

The complex was highly successful from 1979 to about 1989/90, when the Sun International group launched the Morula and Carousel resorts, which took away the majority of Sun City's day trippers. "Then in 1991 we built the Palace at the Lost City at enormous cost, resulting in high debt," he said. Between 1992 and 1996, the Sun City complex lost about R260-million.

Georgas was charged with restructuring the complex and making it self-sustaining, especially in the face of new gambling competition that could affect Morula and the Carousel, which were cross-subsidising Sun City.

"My priorities were productivity enhancement, renegotiation of all contracts, outsourcing of all major non-core functions and the infusion of non-productive aspects with new themes."

Georgas set goal achievement targets in sales and marketing and ratio achievement in operations.

He improved sales focus in Sun City's two dominant market segments — foreigners (36% to 40% of the annual business) and incentive groups and conferences (about 40%). "We had to ensure delivery and establish a repeat guest factor. This focus has paid off. Group business, for example, has increased 17% year-on-year."

Georgas said Sun City also had 2 000 employees too many, and it was unproductive. It cut staff and devoted R4.5-million to put each staff member through national qualifications. "The result is that we came from a R45-million loss to a R5-million profit in a year. This year, we will probably quadruple our profits. We are looking forward to a 10% to 12% growth in operating profit next year, and a growth momentum of 15% to 20% or even 30% a year."

This financial year, Sun City's occupancy will be about 74.5%, which Georgas said was an exceptional figure and compared with average occupancies of about 55% in Johannesburg and the low 50s in Cape Town.

"We really see our future growing. We were able to show these kind of occupancies with the Asian market collapsing — about 18% of our foreign tourists come out of Hong Kong — but the Asian market is beginning to come back, and this will affect us positively."

Pilanesberg airport's revamp — it will have international status — will mean large planes can fly directly to and from Sun City. With its other resorts at Table Bay, Cape Town, and Zimbali, KwaZulu-Natal north coast, and a new operation about to be built on the Zambian side of the Victoria Falls, Sun International is in a good position to market the area through its own resorts.

Georgas says one most significant change at Sun City is that it no longer relies on the casino business. New competition has affected gaming revenue at Morula and Carousel, but Sun City remains equal to last year. "When we started, we were 85% gaming and 15% hospitality. Now we are 85% hospitality. Gaming is still a big piece of revenue, but we are not reliant on it. It is an additional attraction to the various attractions the resort has to offer.

"But most importantly, the organisation is here to stay when three to four years ago we were worried about its existence," he said.

Sky-eyes and alarms to shield tourists

Cameras will keep an eye on visitors toting panic buttons

ST 9/5/99

KEN VERNON (288)

TOURISTS visiting South Africa will soon be able to hire cheap, silent panic buttons that will alert surveillance cameras and summon assistance in the case of attack or danger.

The hi-tech cameras, which have already been installed in Cape Town and could soon be in Johannesburg, Durban and Pretoria, will zoom in on the alarm signal and track both criminal and victim from camera to camera until response teams arrive.

A 10-camera surveillance network, installed in Cape Town's city centre three months ago at a cost of R8,5-million, has been credited with a 60 percent drop in the crime rate.

The panic buttons, which will cost around R10 a day to hire, are expected to be linked up to an extended 120-camera network later this year.

John Penberthy, the managing director of Business Against Crime in Cape Town and the man in charge of the operation, said the capacity of the system was "almost limitless. The system is not only for tourists, but for anyone who feels at risk, such as business employees carrying



money or valuables."

He said Johannesburg, Durban, Pretoria, Welkom, Maritzburg and Pietersburg were some of the cities which had shown an interest in the system.

"We estimate the system can reduce crime rates by up to 80 percent within a reasonable period. Once the city is covered, we plan to spread the cameras to outlying areas of Cape Town, including the Cape Flats, and eventually to country centres," said Penberthy.

He devised the plan as the centre of a security blanket to be put in place for what became Cape Town's abortive bid for the 2004 Olympics.

He said the alarm button operation would use the latest hi-tech fibre-optic technology, and staff in a central control room would be able to track victims of crime to within 1m².

"Each alarm button will have an individual signature, allowing operators to identify the people in danger.

"This is the biggest breakthrough against crime since the bobby on the beat, but it is 50 times more effective and cost-efficient."

He said the passive 10-camera system, which staff employed by Business Against Crime use to monitor the city 24 hours a day, had been a shock for local criminals and was part of the city's zero-tolerance approach.

Suspicious-looking people can be tracked from camera to camera. Once a crime is spotted, rapid-response police teams are alerted and an arrest is made.

"Our record is 25 seconds. Operators saw a woman robbed of her cellphone by three street kids and, keeping the kids under camera surveillance, alerted police, who happened to be just around the next corner.

"As the kids rounded the corner they were grabbed. They couldn't believe it."

The heart of the system is the control room, based in a city skyscraper, where teams of operators working one hour on, one hour off, monitor a bank of screens.

Police and traffic officers are also present, and the room has already been used as an ad hoc courtroom where a mugger confessed and was found guilty by a magistrate after viewing the footage of his crime.

Penberthy said that within the next four months the "footprint" of the cameras would cover the city literally from Table Mountain to the Waterfront, including the inner city suburbs.

Durban repositions its tourism assets

288 CT (PR) 10/5/99

RAVIN MAHARAJ

Durban – Durban Africa had no illusions over the challenge to "re-establish (the city) as South Africa's favourite", Hixonia Nyasulu, the executive chairman of the new body, said at the weekend.

The Durban Metro Tourism Marketing Authority late last week relaunched itself as Durban Africa, together with a new image and branding, which is hoped to boost much-needed tourism repositioning in the city.

Durban is on a massive drive to regain its former glory as the preferred tourist destination of South Africans by building on inherent tourism assets.

Nyasulu said Durban Africa would endorse the city's quintessential "Africanness", particularly when compared with Cape Town and Johannesburg.

Tourism Durban, the tourism marketing authority at present, would terminate operations as a legal entity on June 30.

Nyasulu said until then, the two structures would co-operate to ensure a smooth transition to the new organisation.

Nyasulu said 54 applications had been received for the position of chief executive officer (CEO) of Durban Africa, and three candidates had been shortlisted. The new CEO would be in place by August 1.

The interests of the metro tourism industry and Durban's image had to be carefully considered and safeguarded during this interim period.

A preliminary strategy, focusing on the short to medium term, had been developed to highlight key events which had brought in millions in revenue over the years.

Key events this year included Indaba 1999, which is on at the moment, Ocean Action, the Commonwealth Heads of Government conference and the city's millennium celebrations.

Africa to market new tourist destination

Nicola Jenvey

DURBAN — Tourism bodies in Mozambique, Swaziland, KwaZulu-Natal, Mpumalanga and Northern Province have joined forces to market a new cross-border tourism destination within southern Africa.

The region, which spans the area from the snow-capped Drakensberg to the palm-fringed beaches and coral reefs on the Bazaruto archipelago in Mozambique, will be marketed as a separate tourism destination by a newly formed committee known as the South East African Tourism Committee (Seatoc).

Launching the initiative during Indaba, SA's tourism trade showpiece, spokesman Christian Peters-Berries said the idea came from a workshop facilitated by the German nongovernmental organisation Konrad Adenauer Foundation.

Bank's tourism division: Page 17

(288) BD 11/5/99

Satour launches a R130m expansion

(288)CT(BR)11/5/99

RAVIN MAHARAJ

Durban – South African Tourism (Satour) yesterday revealed six international target markets it had identified for an aggressive marketing strategy over the next three years.

The identification of growth markets and the allocation of R130 million in marketing spend for the current financial year were part of a wide-ranging strategy unveiled yesterday at Indaba '99, South Africa's premier travel and trade show. Satour's marketing spend last year was only R33 million.

Historically, South Africa has lost valuable ground against aggressive marketing by competitors, especially after the 1994-96 period, when the post-democracy dividend began to decline, and when marketing was almost negligible owing to lack of funds.

Michael Farr, the executive director of the Tourism Business Council of South Africa, said the wide-ranging strategy was targeted at achieving Satour's mandate to market South Africa as a "world in one country" and to ensure tourism became the leading economic sector in the country.

To draw tourists, South Africa had to build unique brands and price tourism products competitively to lure tourists away from Kenya, a market leader in the "authentic African experience" and Australia, the adventure destination. These were South Africa's closest tourism rivals, Farr said.

He added that the Satour Marketing Partnership Committee, created to fulfil Satour's marketing mandate, had identified the UK, Germany, US, France, the Netherlands, and Italy, as the main sources for tourism revenue..

UK tourists accounted for 3,35 percent of international tourists in South Africa in the past year. The figure for Germany was 3,68 percent, 1,56 percent from France, 1,51 percent from Italy, 5,92 percent from Benelux, and a low 0,6 percent from the US.

The plan was to hoist visitor arrivals from the identified markets to 2,4 million by 2002, up 17 percent from the existing 1,4 million visitor arrivals.

SADC tourism plan cuts across borders

ET (BR) 11/5/99 (~~299~~ 288)

RAVIN MAHARAJ

Durban – Tourism co-operation within the Southern African Development Community (SADC) advanced with the launch yesterday of a new tourism sub-region in southern Africa at Indaba '99.

The South-East African Tourism Committee (Seatoc) incorporates geographic areas from within Mozambique, Swaziland, KwaZulu Natal, Mpumalanga and the Northern Province. Seatoc will be marketed as a separate tourism destination.

The initiative was supported financially by the Konrad Adenauer Foundation, a German-based non-governmental organisation, and provincial governments.

Jenny Briedenham, the secretary of Seatoc, said the aim was to develop a co-ordinated tourism masterplan for the region, and use it for sustainable economic development there.

The initiative followed last year's successful launch of the Lubombo spatial development initiative by Swaziland, Mozambique and South Africa to lure new investment in the region, and capitalise on natural assets.

Arlindo Langa, the chairman of Seatoc, said a competitive tourism region would help strengthen the balance of payments position, especially in Mozambique.

Langa said the initiative would encourage tour operators, travel agents and airlines to create joint package tours within the sub-region and provide greater lobbying power for the removal of lengthy border procedures.

Govt and business work on tourism

BD 11/5/99 (288)

Nicola Jenvey

DURBAN — A joint initiative between government and the private sector will see R130m a year invested in marketing SA as the preferred tourism destination in southern Africa, with Satour concentrating on six countries.

Speaking at Indaba, SA's premier tourism trade showpiece yesterday, Satour Marketing chairman David Frost said lack of funding had frustrated the SA tourism industry for most of last year. This prompted the public-private initiative and business and government had each committed R50m a year with another R30m expected to be raised through a voluntary tourism levy.

Recognising the amount was not substantial when converted into hard currency, he said Satour would concentrate on attracting tourists from the UK, Germany, US, France, Italy and the Benelux countries (Belgium, the Netherlands and Luxembourg).

Although acknowledging India was also a potentially strong market for SA, Frost said Satour was constricted to those markets with sound distribution channels.

He said three intensive marketing campaigns this year and next aimed to increase the number of international tourists to 2,4-million from 1,49-million. This translated into a 17% annual growth and a contribution of R37,4bn to the gross domestic product. Realistic expectations were for tourist growth from the US to touch 25% against only 10% from the more mature UK market.

Tourism Business Council executive director Michael Farr said although SA attracted 4-million African visitors, African travellers tended to remain on the continent and were thus not a potential market for competitors like Australia and the Caribbean.

Meanwhile, listed group Explorer Corporation Holdings has signed an exclusive agreement with Satour to launch the country's first inbound tourist Visa Travel Money card. The prepaid card will offer a range of benefits including discounts on accommodation, car rentals and medical rescue services.

Explorer CEO Aaron Stanger said the cards would be bank independent. Users would not have to accumulate vast amounts of points before rewards were earned, he said.

Bank launches tourism division

BD 11/5/99 (288)

Nicola Jenvey

DURBAN — The Business Bank (TBB) is planning to use the staging of Indaba, southern Africa's largest tourism exhibition, to launch its tourism division, TBB Leisure.

The bank, which listed on the Johannesburg Stock Exchange last year, operates as a bank under licence in terms of the Banks Act. Its core business provides merchant banking and other related financial services in SA and the southern African region, as well as internationally.

TBB Leisure incorporates the five-star Villa Via hotel in Cape Town, the four-star Villa Via hotel in Gordon's Bay, the five-star Court Classique de Oudekraal, the Court Classique Pretoria and the three Day's Inn hotels in Cape Town, Roodepoort and Midrand.

Under the chairmanship of Stan Evans, formerly Villa Via chairman, and MD Mike de Haast, former Court Classique head, TBB Leisure will take over the management of these seven establishments.

However, TBB Leisure will operate as a separate division under the bank.

Evans said the merger between the three brands provided a sound springboard for TBB Leisure to become involved in other tourism ventures, including resort management, travel and tour operating and new hotel developments in SA.

Several plans are in the pipeline, including a development in Milnerton.

He said TBB Leisure expected to have 14 hotels under its umbrella within the next two years.

"The new venture affords TBB Leisure the unique acquisition of three of the top Waterfront properties in SA.

"Each hotel will operate independently with its own corporate identity and marketing campaigns, but will benefit from the major marketing force of TBB Leisure," he said.

TBB Holdings already includes three subsidiaries: the merchant banking division led by TBB, the specialised finance subsidiary represented by Swiss-based international partner Axial Finance Group and TBB Investment Services, responsible for investments.

CAPE ARGUS 9
WEDNESDAY
MAY 12, 1999

Tri-nation tourism aims to generate jobs, cash

ARGUS CORRESPONDENT

Durban – Exciting new tourist destinations, involving three neighbouring countries, have been announced at Indaba '99 here.

It will mean more tourists, more jobs and more routes for holidaymakers, and will be marketed by a new committee called Seatoc – the South East African Tourism Committee.

The new tourism subregion incorporates areas within Mozambique, Swaziland and the South African provinces of KwaZulu Natal, Mpumalanga and the Northern province.

It stretches from the snow-capped peaks of the Drakensberg mountains to the palm-fringed beaches and coral reefs of the Bazaruto Archipelago in Mozambique, and includes historical battle sites like Isandlwana, Rorke's Drift and Blood River – and the best wildlife sanctuaries on the African continent, including Kruger National Park, the Hluhluwe-Umfolozi Park and Lake St Lucia.

And, because there will be more for tourists to see, it is hoped that they will stay longer – and spend more money – in the region.

Nedlac, ministries create tourism body

(288) CT(BR) 12/5/99

FRANK NXUMALO
LABOUR EDITOR

Johannesburg – Tourism Collaborative Planning Action (TCPA), the first joint tourism project between the National Economic Deyelopment and Labour Council (Nedlac) partners of government, labour and business, was aimed at boosting South Africa's participation in the $450 billion international tourism market, the project co-ordinators said this week.

The project was funded by Nedlac and the departments of environmental affairs and tourism, transport and trade and industry.

Tourism was believed to be the country's fastest growing sector, with potential earnings over the next five years estimated to reach about R65 billion annually, yielding almost 1,3 million new jobs.

"South Africa stands poised to become a major force in the global tourism industry, and we believe this initiative will unlock the means to achieve our fullest potential," Tanya Abrahamse, the government representative and deputy director-general of environmental affairs, said.

"We want to demonstrate that, when business, government, labour and communities work together ... in an area, greater numbers of people can benefit."

To achieve its projections, TCPA would be establishing and networking a collaborative and consultative process in all regions across the country.

"Though tourism has potential to create a substantial amount of jobs, these mustn't be jobs at any cost. There must be a genuine attempt to create sustainable and quality jobs," Herbert Mkhize, TCPA's labour representative, said.

TOURISM *Merger offers groups wider choice of Cape hotel facilities*

'Critical mass' in search of foreigners

CT (BR) 12/5/99 (288)

AUDREY D'ANGELO

Cape Town – Two Cape-based hotel groups have amalgamated to gain the critical mass necessary to attract business from foreign tour operators.

Kevin King and Leon Fortes, the joint chief executives of the Fortes-King Hospitality Group, said yesterday that they had bought out Go-Cape Hotels and Resorts for an undisclosed sum.

Japie Swanepoel, the founder and chief executive of Go-Cape, will join Fortes-King as director responsible for sales.

The merger gives the group 30 hotels and guest houses, including executive suites and three-star hotels. The hotels include the budget-priced Breakwater Lodge at Cape Town's Waterfront and a game lodge. All facilities are in the Cape, but there are plans to expand countrywide.

Both companies are franchise operations. Fortes-King offers management, consultancy and marketing. Go-Cape is in marketing and sales.

About 5 percent of sales are already made on the group's website, but King expects this percentage to increase.

He said offshore visitors now make up 40 percent of sales.

But the international market was a competitive one, and the big tour operators wanted to deal with hotel groups offering a sufficient number of rooms at differing price levels.

King said there was no sign yet of any slackening in the number of foreign tourists arriving in the Cape.

But action would have to be taken to prevent crime from discouraging foreign tourists, particularly now that Pagad had been declared a terrorist organisation by the US.

Emphasising the importance of tourism as a provider of jobs and foreign exchange earnings, King said: "Every jumbo plane arriving here with 350 tourists aboard is just bringing in money and jobs.

"Protecting the interests of SAA (the state airline) should not be allowed to limit the number of flights foreign airlines are allowed to put on, as has happened in the past.

"In January I had bookings from a foreign tour operator and rooms available, but we simply could not not find airline seats for the group."



MORE MUSCLE *(from left) Kevin King, Japie Swanepoel and Leon Fortes of the Fortes-King hotel group demonstrate the power of combining forces* PHOTO ANDREW BROWN

New Signal Hill attack as tourist spots terrorised

ADAM VAN ARSDALE AND NORMAN JOSEPH
STAFF REPORTERS

The brutal assault and robbery of a city hiker near Signal Hill – the third in two weeks – has raised concern that prime tourist spots are becoming targets for muggers and robbers.

The attack comes on the heels of a decision by SA National Parks, which now manages the mountain as a national park, to close Rhodes Memorial at night because of vandalism and security risks.

Three attacks have occurred in the vicinity of Signal Hill in the past fortnight, be named for fear of possible reprisals, was following a routine path through an open area around 10am when he was confronted by two men walking in the opposite direction.

After exchanging greetings with the first man, the hiker saw the second pull a ski mask over his face. He immediately realised he was in trouble.

"They looked like ordinary hikers," said the victim. "They were carrying sticks about 1m long and 3cm thick."

As he turned around to f
attacker one of those sticks c
ing across his face.

Trapped between the two a
victim could do little more t
for protection.

After beating him with t
knocking him on the ground
him, the assailants began s
bag for money.

"Where's your wallet, w

To page 10

BD 17/5/99

Muggers target city tourist spots

From page 1

wallet!" they shouted at him. When they realised that the hiker was not carrying more than a few rand in change they became infuriated, throwing rocks at him as they fled.

Another regular in the area spotted the bleeding victim lying on the ground and, after assisting him to safety, ran for help.

Rescuers arrived and began treating the man for severe cuts on his head and body, a cracked rib, broken fingers and bruises.

Signal Hill is popular with regular hikers as well as tourists.

■ In early April a man and woman driving on Signal Hill Road were blocked by another car and assaulted by a gang.

■ Earlier this month, a woman walking with her dogs was assaulted and stabbed by attackers on the hill.

■ A hiker was threatened and robbed by assailants earlier this month.

Police said today they had stepped up patrols around the slopes of Signal Hill.

Howard Langley, spokesman for SA National Parks, which is now responsible for the area, said a visitor management centre had been established and 50 regular patrol rangers employed.

"National Parks is attempting to assure the security of all visitors of the park, from Table Mountain to Cape Point."

SA Parks has deployed 50 rangers, but officials suggest it is safer not to walk in the area alone. Otherwise, carry a cellphone or some other communications device as well as something for self defence.

TOWNSHIP TOURIST FACILITIES PLANNED

Khayelitsha to have dune with a view

(288) CT 21/5/99

TO GET AWAY from the "safari syndrome" experienced by many from overseas, the City of Tygerberg proposed legitimate, safe tourism in the townships. **STEPHANIE OPPENHEIMER** reports.

IN a place where shelters are precariously constructed and many residents must collect water manually, plans to build a national township tourist site will be finalised next week by the City of Tygerberg.

The proposed tourism centre of Khayelitsha intends to cure the "safari syndrome" of many foreign tourists who enter the township daily. Searching for snippets of real township life, most tourists snap photos from the safety of a bus. According to Tygerberg city officials, the construction of a series of tourist centres is intended to create a web of income for the township and investors and to promote interaction between tourists and residents.

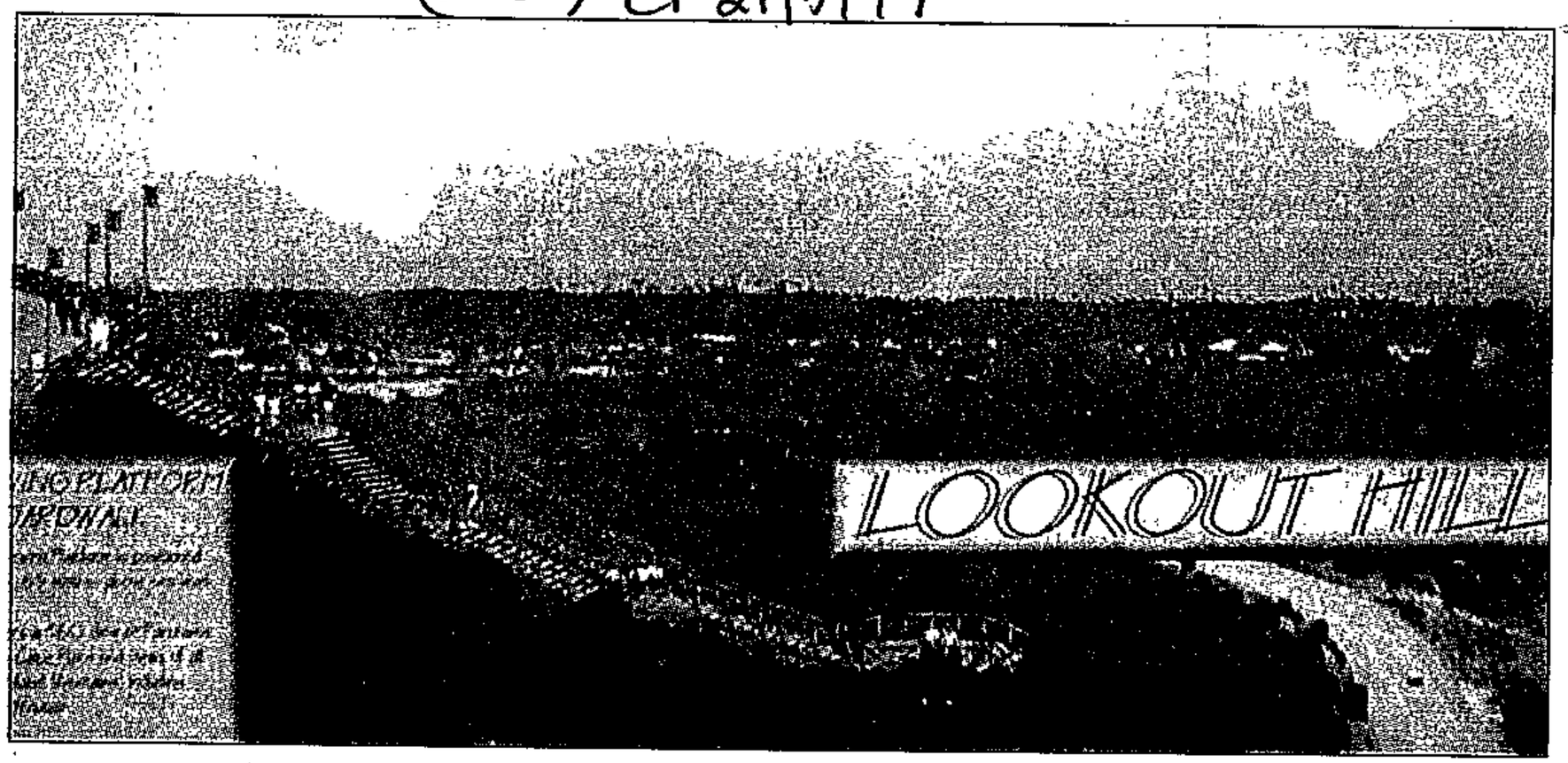
The Tygerberg Tourism Bureau is developing Lookout Hill, a giant sand dune that will allow a view of the town and surrounding mountains. Keric (Khayelitsha Education Resource Information Centre) approached Tygerberg officials with the idea when they discovered that residents were mining the sand dune and destroying the coastal fynbos.

According to the plan, a giant boardwalk will be constructed on the dune, complete with wheelchair access, binoculars, benches and an exercise track. This is to be the starting point of Khayelitsha tours, where buses will receive a map of accredited tourist sites such as shebeens and guest houses.

"We are aware of the need for hygiene; therefore, facilities will be identified that reach standards," said Anton Groenewald, the manager of Investment and Trade Promotion for Tygerberg.

Groenewald also favours charging Khayelitsha residents an access fee to the view, because he believes few people will invest thousands of rand in a project that does not create revenue.

Tygerberg Tourism's plans also include a tourism information centre, restaurant, contemporary museum and craft markets. The museum will house a permanent exhibit detailing the history of Khayelitsha and have exhibition space for local artists. Local craftsmen will be encouraged to sell their works outside in designated areas. With training and vending opportunities for local artisans, the tourism site facilitators hope to avoid the "Greenmarket Square syndrome" in which many items sold to tourists originate from Zimbabwe, Mozambique and other places outside the area. Groenewald alluded to the development of a stamp that would specify, "Made in Khayelitsha," to prove that souvenirs are genuine.



GETTING AWAY FROM 'SAFARI SYNDROME': An artist's impression of the National Township Tourist Site in Khayelitsha, which will be finalised next week by the City of Tygerberg.

Although construction costs, marketing and ownership must be finalised, the Tygerberg project is one of four new projects being monitored by the National Department of Environmental Affairs and Tourism.

There will be several economic components to the project: The development of a community trust fund, private ownership and opportunities for black empowerment. "The idea is to get a group of interested investors on board," said Groenewald.

"We (Tygerberg Tourism) don't get anything out of it," Naju Sonday, a Tygerberg employee, said.

When asked about safety and violence prevention, Manny Sotomi, the coastal urban area planner for Tygerberg said that "safety is relative, violence is relative".

By Ethel Hazelhurst

TOURISTS LOST IN 1997 DIDN'T GET AWAY (288)

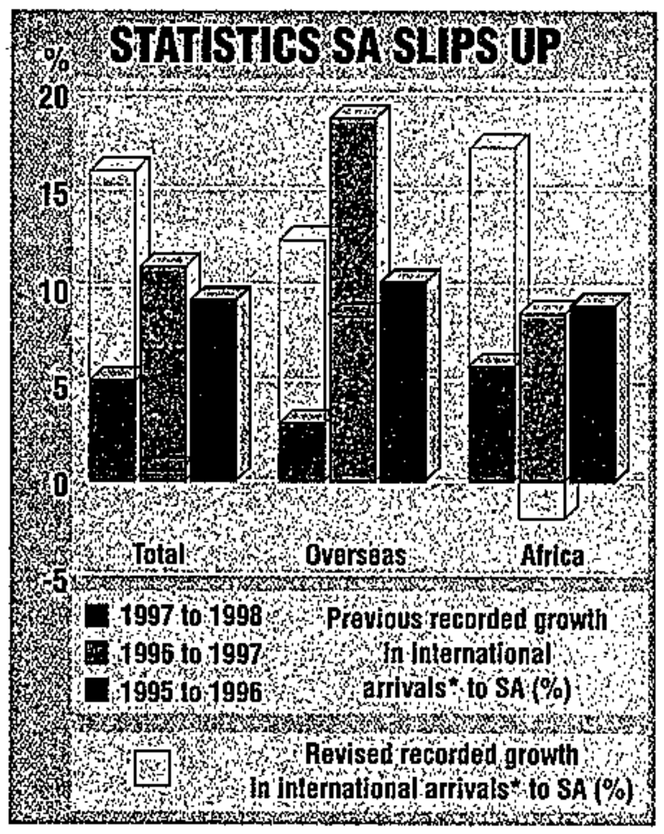
Why good news is bad news

FM 21/5/99

It happens to all of us, as journalists know well. And, not for the first time, it has happened to Statistics SA (SSA).

The official agency for collating and publishing data on the economy has revised figures on the numbers of foreign travellers arriving in SA two years ago. The series, which reflects trends in the tourism industry, now looks completely different (see graph).

Christelle Grohmann, a director in Grant Thornton Kessel Feinstein's tourism division, says figures originally provided for 1997 were in some cases too high. So 1998 growth was calculated off an in-



correctly high base. The SSA figures for the first 10 months of the year showed growth running at 5% in 1998.

With the publication of the November figures, incorporating downward revisions for three months in 1997, it emerges the number of foreigners arriving in SA in January-November was nearly 16% up on the same period in 1997.

Grohmann has two concerns. One is whether the revisions are the last word on the situation. The other is whether the tourism industry can rely on SSA figures to make business decisions and formulate marketing strategies.

"For instance, companies who thought they did well last year, despite the apparently small growth in tourists coming to the country, will have to reassess their performance," she says. "And they may have to revise their plans for 1999."

But the implications are broader than the tourist sector. Any mistake in official figures casts doubt on all official figures.

In the case of tourism — as with migration, births, deaths and marriages — the data is gathered by the Department of Home Affairs. At this stage, it is not clear where the source of this error lies. Brickbats will have to wait until it is traced. ■

Cape Town floats into the future

ST (Cm) 23/5/99

Construction begins on R53m canal

(288)

TOM HOOD and MARCIA KLEIN

WORKERS have started digging a R53-million canal from the Waterfront to the foreshore, aiming to complete the project within two years if final approval is given to Sunwest to open a casino at the Goodwood showgrounds.

Sunwest, which is partially owned by Sun International SA, was this week named the preferred bidder for the single casino licence available in the city.

The building of the canal and a R170-million conference centre at the foot of Adderley Street were linked to its bid.

But it will first be subjected to a probe by the province, which will take into account a report by the Office for Serious Economic Offences which invested allegations that it bribed the former premier, Hernus Kriel, during its bid for a R1,7-billion casino at Goodwood.

The Waterfront company has already started work on its section, from a lock opposite the Mount Grace Hotel to its boundary at the Dock Road gate. From there, the 12m to 15m canal will run through Portnet property behind the municipal electrical installation, beneath the elevated freeway next to the Customs House building, to the convention centre on the corner of Coen Steytler Avenue and, later, to the Heerengracht.

A 56-seater waterbus and 20-passenger water taxis will cruise along the route of a historic canal that flowed on the boundary of Cape Town a century ago.

Passengers on the Blue Train will use a new station next to Duncan Dock and the canal and travel on water taxis to their hotels. The Blue Train will travel via Salt River, avoiding Cape Town station.

The project, the Roggebaai Canal Tourism Precinct, represents the most exciting man-made tourism development in Cape Town and probably in South Africa in the past decade, said David Jack, Waterfront company CEO and Western Cape Tourism Board chairman.

If the canal project succeeds like those in other cities, it will become a bustling , vibrant waterway with sidewalk cafes, restaurants, taverns flanking busy watercourses, shops, loft apartments, open markets, hotels and guest houses and office buildings on the banks.

The taxis would sail up and down the canal according to demand.

A few individually operated craft for hire or privately owned motor craft may be allowed.

Special events such as dragon boat time-races may also be held in the canals.

"International experience has shown that the introduction of water features into the urban environment — whether by navigable waterways or static lakes — adds economic value to adjoining land and attracts high-order leisure, office, residential and retail investment," said Jack.

The canal, or gracht, was lost to the city in the '40s after land reclamation for docklands on the city's Foreshore. A network of canals criss-crossed the city in the middle of the 18th century.

Economists at UCT calculate the project will contribute R4,4-billion to the country's GDP over 10 years.

They estimate the development will create 5 900 direct and indirect jobs during the canal construction phase and 3 644 jobs in the operations phase, said SunWest director Ian Douglas.

Western Cape Gambling and Racing Board chairman Derek Auret said SunWest was unanimously selected as the preferred finalist for the Metropole licence.

The Board rated all of the bids, with Culemborg coming second, followed by Tsogo Sun, Akani and Stocks & Stocks.

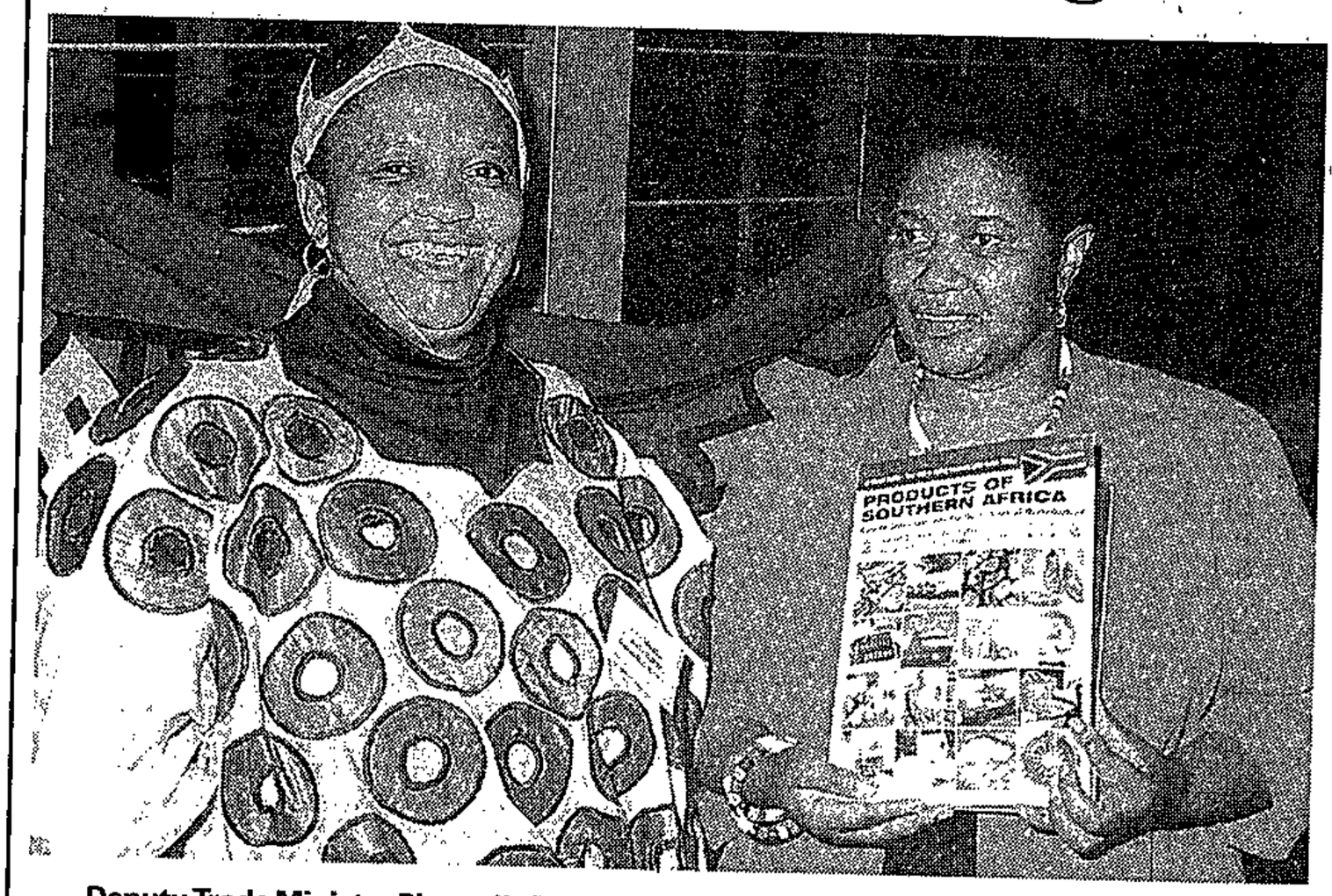
SunWest, of which Sun International SA owns 49 percent, has been implicated in allegations of bribery, which have been the subject of a prolonged investigation by Oseo. The investigation is complete, but it is unclear when its findings will be made public.

Auret said the board would want to deal with the next step in the process, which is probity of the preferred finalist, as soon as possible, but it would have to take into account the findings of the Oseo report.

He said he was not aware of any appeals or objections relating to the board's decision.

The board would soon release a comprehensive document giving reasons for its decision.

Trade book delivers the goods



Deputy Trade Minister Phumzile Mlambo-Ngcuka, right, and Ntsika CEO Kate Moloto at the launch of the new trade promotion magazine.

Business Day Reporter

THE trade department, in conjunction with national enterprise promotion agency Ntsika, Investment SA and SA Tourism (Satour) have released the latest edition of Products of Southern Africa — a book aimed at promoting SA goods and services.

Deputy Trade Minister Phumzile Mlambo-Ngcuka said at the launch in Johannesburg last week that the publication was in line with the department's export drive.

"We are continually looking for new avenues to promote SA and southern Africa to our global partners," she said.

More than 600 000 copies of the publication, now in its fourth edition, will be distributed around the world.

The founder of the publication, Hugo van Niekerk, said the initiative afforded foreign businessmen "a real impression" of the products and services available in SA.

(288) (58) BD 24/5/99

SA is losing its appeal as an overseas holiday spot

(188) BD 25/7/99

Parochial concerns over tourism issues may obscure the real threats facing the industry, writes **Linda Pampallis**

ONE can understand that SA cities will compete to stage the Indaba, the most important event in the touring calendar and one which this year drew 1300 delegates from 50 countries.

Moreover, it brings in about R7m in spending to the host city, in this case Durban, which has hosted it for the past eight years and will do so again next year.

However, the passion regional tourism companies invest in this kind of interregional one-upmanship has over the past few years reached destructive levels and left real problems unaddressed.

Last year the total number of foreign visitors to SA increased markedly. This has helped foster an ill-placed confidence, in the tourism industry and government alike, that everything is hunky-dory.

It is not. The entire incoming tourism industry — which for Thompsons alone comprises about 30 000 people a year and an estimated R2bn in spending by tourists — is, for example, being threatened by perceptions that SA is no longer a safe destination.

No city is immune, contrary to popular belief. There is the perception among many in the Western Cape that the attractions of Cape Town and its surrounds are sufficient to counter the bad publicity of muggings and terror-inspired bombings on the Waterfront.

Tourism is a national resource. What affects one city negatively ultimately affects the whole country. Unless issues of crime are addressed and SA re-establishes itself as a safe destination, overseas tourism will be harmed.

And that goes as much for Cape Town, the jewel in the tourism crown, as it does for Durban, one of country's undiscovered diamonds. Durban is already suffering from negative perceptions, which spring from beachfront muggings and endemic political violence. In the long run, Cape Town will inevitably experience the same problems of hesitant tourists, who hold back because of fear of crime and violence.

For Capetonians to knock Durban, or Durbanites to knock Johannesburg, as does happen in the intense rivalry for visitors, is extremely foolish. It is like the left arm slashing at the right.

In fact, the regional tourism boards need to foster not only SA as a single destination, but SA as the hub for tourism to the rest of Africa, as well as the Indian Ocean islands. While stressing the unique in each area, there has to be an overarching vision. One hopes that this will happen as the various regional tourism authorities bed down and become more experienced.

There are other negative factors that may yet affect tourism numbers. The decision recently by the Gauteng legislature to impose a 5% hotel bed levy will have a disastrous knock-on effect on all provinces, even though they are not likely to follow suit with their own levies.

As the gateway destination for foreign travellers, Gauteng accommodation prices clearly will affect other SA destinations.

The Gauteng levy comes on top of an entire range of levies, which are becoming increasingly burdensome and will eventually have a negative effect on the competitiveness of the industry.

There is, for example, a 1% levy that is to be imposed on tourist-related products. The intention is laudable in that it will provide an estimated R130m a year for Satour's international marketing. At present, there is no national marketing taking place because there is no funding.

However, the new levy will be a voluntary one, which will give rise to small bed-and breakfast establishments ignoring it, while the large hotel chains will most probably carry the brunt of yet another charge.

Tourism is a tempting target for taxation but legislators should be careful of overdoing it.

Nor should they be complacent about overseas interest in SA. There are signs that the novelty value of SA is beginning to wear off, as the era of Mandela draws to a close.

These were very clearly the signals that we were hearing from international tour operators at this year's Indaba. It was also an undercurrent at the recent International Tourism Board exhibition in Germany. This country is becoming just another destination for international tour operators and it should be remembered that as a destination we are competing with the likes of Australia, which is spending more in marketing itself and has none of the negatives associated with SA.

Nor can we take refuge in the relative weakness of the rand. Although tourists get excellent value for money when they are here, this is a long-haul destination and relatively expensive for Europeans, Americans and visitors from the East. In this regard, overseas tour operators could have done much more to bring down the package cost; instead they have feasted on the bigger margins that the decline in the rand has provided them.

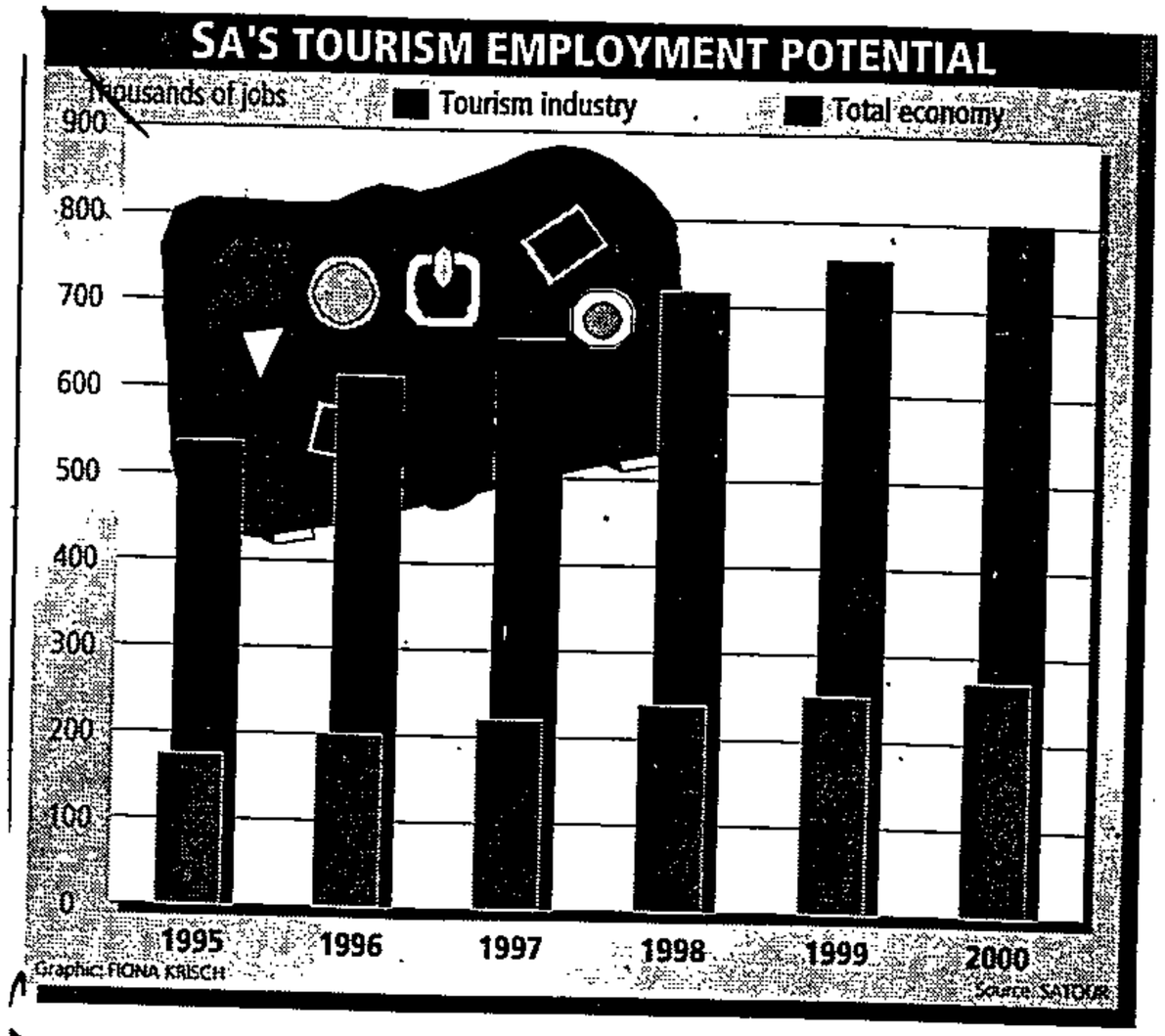
On the positive side, once tourists are lured to SA, they are hooked. Tourists, who have experienced the country, and the levels of service and value for money, are enthusiastic about it when they return home.

This word of mouth is the best counter to the negativity of the overseas press and the pessimism of many former South Africans now living overseas, who seem to feel that they need to justify their decision to leave by bad-mouthing their former home.

One also needs to negate the pervasive negativity within the country. This is not a confident country. While not ignoring the problems we face, there is a difference between realism and the self-sapping negativity that makes it difficult to break out of what threatens to become a spiral of decline.

The first step is to end destructive parochialism, the second is to develop more confidence about ourselves as a nation.

Pampallis is chief executive of Thompsons SA Tours and Travel.



Satour gets R130m marketing boost

THE SA Tourism Board will launch its R130-million marketing campaign later this year to sell South Africa overseas after having won the support of the Tourism Business Council of SA, the Business Trust and the Satour board.

Full details of the marketing strategy and business plans are expected to be announced in July and the kick-start to the programme will begin before the end of the year.

The aim is to increase the number of foreign tourists, excluding those from Africa, from the 1.5-million last year to 2.4-million in 2001 and at the same time increase full-time jobs from 737 000 to 1.5-million. If achieved, tourist-spend will increase from the R24.2-billion last year to an estimated R37.4-billion and lift the estimated contribution to gross domestic product (GDP) by tourism to 10.3% from 8.2%.

TOURISM MARKETING

By DON ROBERTSON

Satour was criticised in the past for its high administration costs and lack of success in spreading the message to the world, but following a restructuring and transformation policy introduced in 1998, the board has been accepted as the best vehicle through which to promote the country.

The drive will be funded by a contribution of R50-million from the Business Trust matched by a similar amount from government. A further R30-million is expected to be raised from a voluntary levy on the industry.

This amount, plus possible increases, has been guaranteed for three years.

Satour's past marketing efforts have been largely unsuccessful because of insufficient funding by government — only R65-million last year, of which administration absorbed a major part. Government will continue to fund administration costs, raising its allocation to R70-million.

David Frost, chairman of the Satour Marketing Partnership Committee and special adviser to the Minister of Environmental Affairs and Tourism, says about R90-million will be spent on narrowly focused, above-the-line marketing in the UK, Germany, parts of America, France, the Netherlands and Italy.

The balance of R40-million will be used for below-the-line support in these and other countries. This will involve participation in tourist exhibitions.

The committee will conclude co-operative marketing agreements with airlines and tour operators through joint funding exercises.

It will encourage provincial tourist departments to identify tourist attractions in their areas and ensure these are inserted in the tourism pipeline.

The marketing campaign will be spread throughout the year in an effort to smooth out the seasonal nature of tourism and the seasonal job employment this creates.

The marketing strategy will involve the proper branding of South Africa for the first time by creating a global presence in the mindset of the world tourist industry. The idea is to differentiate SA from the rest of Africa as a "unique and unexpected destination together with the vibrant spirit of the people of South Africa".

Satour will create a data collection system to enable more focused marketing.

Efforts will also be made to establish a Tourism Growth Fund, which would ideally be funded by a departure tax levied on all international travellers at airports.

ST (BT) 30/5/99

(288)

Tourism secret is out

Ghosts, slaves, adventure all part of new deal

(288) ARG 1/4/99

TYRONE SEALE
SPECIAL WRITER

Ghosts. Slaves. Antiques. Adrenalin.

This is part of the innovative mix Cape Metropolitan Tourism is developing to attract visitors to the region during the traditionally low tourist season between May and September.

"The campaign, known as the 'secret season', is based on the belief that winter is one of our best-kept secrets," says Rick Taylor, chief executive officer of Cape Metropolitan Tourism.

"The campaign is designed to encourage visitors to discover some of the local 'secrets' and tourism routes like the Ghost Route, Slave Route, Antique Route and Adrenalin (adventure) Route.

"We must price ourselves attractively to lure tourists, and at the same same time maintain high standards for quality and service, as the industry is a highly competitive business."

Cape Metropolitan Tourism and its travel partner, Seekers Travel, will offer value-for-money air fares, accommodation and car-hire deals to attract visitors to the area and to position the Cape metropolitan region as an all-year-round destination.

Some of these deals will bring up-country visitors here for under R1 000. The campaign is built on the back of recent, extensive research by Cape Metropolitan Tourism on local market trends.

Mr Taylor said the research showed that the region was a highly attractive and affordable location for foreign and domestic visitors.

"We know that more and more visitors than ever before are travelling to the region and this highlights just how competitive the Cape metropolitan region is."

Mr Taylor was responding to recent Cape Argus reports that quoted tourism leaders in and around Cape Town as saying that the city was pricing itself out of reach of foreigners and South Africans alike, and that crime in the metropole was driving visitors into the Western Cape interior.

Mr Taylor said the new research showed that, on average, domestic visitors stayed in metropolitan Cape Town for 8,5 days and spent R4 168 a person, excluding the cost of travelling to the city.

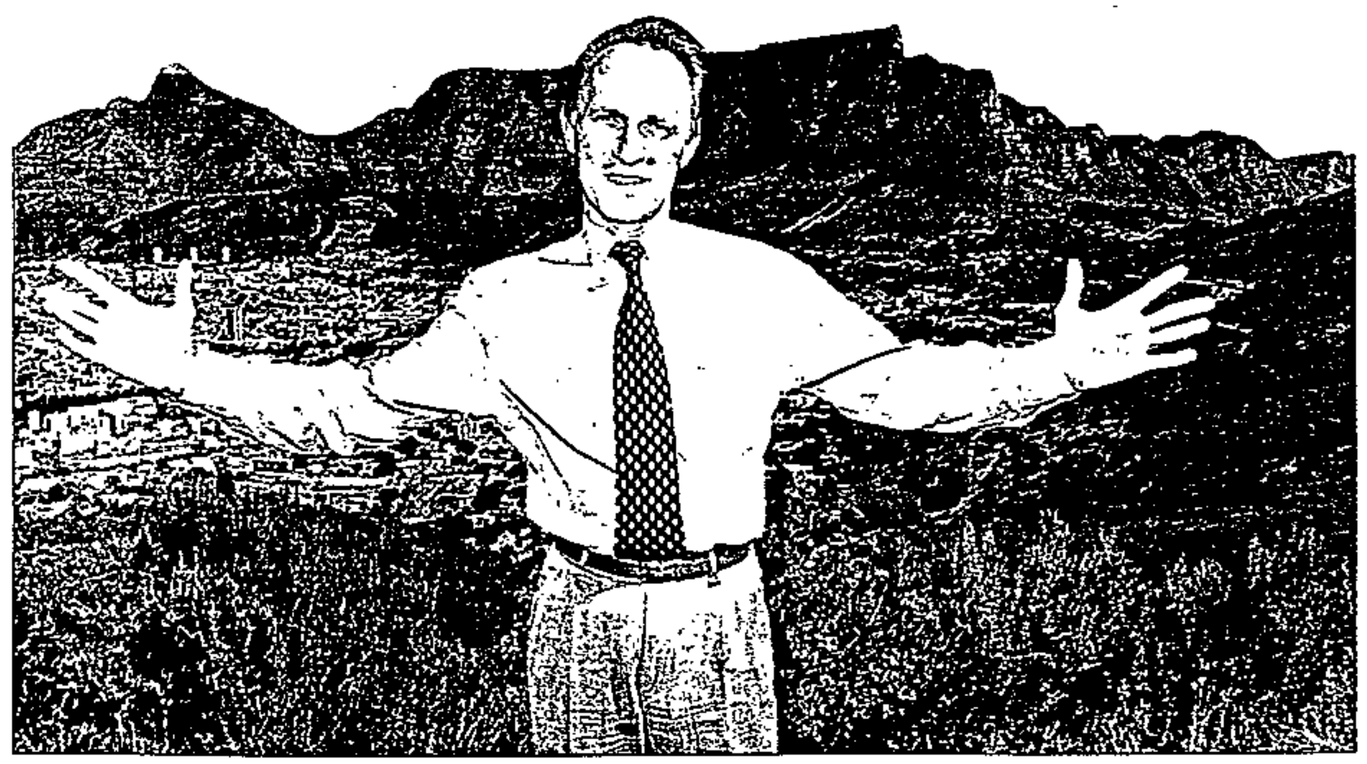
A quarter of this spending went to hotels.

Overseas visitors spent nearly half of their time in South Africa in metropolitan Cape Town, and spent R13 529 during their visit, of which 29,8% went on accommodation.

With the falling rand, South Africa in general and the Cape metropolitan area in particular remained excellent value for money for foreign visitors.

The Cape attracted just over half of all international visitors to the country and 28% of domestic travellers, and the region and its tourism assets were well placed to capitalise on growth in the industry, Mr Taylor said.

The research countered negative perceptions about high hotel and accommodation prices.



Marketing the Cape: Rick Taylor, head of Cape Town Metropolitan Tourism, explains the new tourism strategy

Guest houses in particular were highly rated. "The constant scrutiny of four- and five-star hotel prices in Cape Town is out of line, especially as the Cape metropolitan area is fortunate to have a wide selection of accommodation options to suit all budgets. "At the end of the day, visitors pay for what they get and there are ample hotel choices available to suit all tastes and budgets."

Mr Taylor said crime and violence remained a problem and had the potential to undermine the region's tourism industry.

But at the same time, experts like Business Against Crime, which had funded the installation of closed-circuit television cameras in the central business district, were implementing effective solutions.

Cape Town hotels are no rip-off, say officials

(288)

But local visitors remain astounded at the rates, writes **Tim Cohen**

BD 6/4/99

CAPE TOWN — Are hotels in Cape Town a rip-off? No, say the city's tourism authorities, citing the latest UK survey.

Yes, say holidaymakers from Gauteng — citing the same survey.

Responding to a widespread feeling, especially on the part of tourists from upcountry, about what they see as excessive hotel prices in Cape Town, Cape Metropolitan Tourism CEO Rick Taylor has dismissed the claims out of hand.

He insists that Cape Town hotels are not overpriced, saying the claims that the city is pricing itself out of the reach of local and foreign tourists are "boring".

To back up his claim, Taylor cites a new survey done by UK group BTI Hogg Robinson which announced last month that accommodation prices in Cape Town dropped by about 5% during 1998.

However, the organisation confirmed yesterday that the comparisons were based on the pound price as quoted in the UK financial press in January this year and thus did not take into account the decline of the rand. The findings are drawn from a survey of more than 6 000 UK-based corporate clients.

With a roughly 20% decline in the currency in real terms last year, this means hotel prices in Cape Town have in fact risen by 15% over last year, which at least partly accounts for the decrease in hotel occupancy rates toward the end of last year.

This compares to a roughly 15% decline in pound terms in Johannesburg hotel prices, or a 5% increase in real terms.

The same survey showed a substantial increase in Cape Town's rates in the first six months of last year.

The survey shows that for foreign visitors, Cape Town has become a lower-cost destination.

This is illustrated by the finding that Cape Town dropped from being the 39th most expensive city to being the 50th most expensive city in the survey. Johannesburg also fell, dropping from 46th to 64th. This still puts Cape Town in the company of Luxembourg, Dubai, Madrid and Frankfurt, and makes it substantially more expensive than Edinburgh, Cologne and Washington.

Foreign tourists might be getting a cheaper rate because of the rand's decline, but local visitors remain astounded at the high rates at many Cape Town hotels.

Taylor's response to this charge is that it is unfair to judge the city by the rates of hotels which cater for foreign tourists. "Constant scrutiny of four- and five-star hotel prices in Cape Town is out of line."

There are a range of hotel choices available in Cape Town to suit all tastes and budgets, he says. And the upmarket hotels are significantly cheaper in the off-season, which is why the tourism council has launched the project called "the secret season", he said.

Satour to launch world campaign

Moses Mlangeni (288)

TOURISM organisation Satour will complete a comprehensive marketing strategy for SA's tourism sector, supported by detailed business plans, by month end, according to Environmental Affairs and Tourism deputy minister Peter Mokaba.

He was talking at a news briefing after the Tourism Forum's second meeting in Johannesburg yesterday. The forum represents the partnership of government, business, labour and communities to promote SA's tourism sector.

Satour said a comprehensive international media marketing campaign would be launched in the UK, Europe and parts of the US in the second half of the year.

Yesterday's meeting resolved to start a programme to allow transport policy to complement tourism policy, and to establish a domestic tourism strategy.

MD 13/4/99

Satour to launch major advertising campaign

Star 13/4/99 (288)

The South African Tourism Board (Satour) will launch a R90-million multimedia campaign later this year to market the country in Europe, Britain and the United States, Deputy Environmental Affairs and Tourism Minister Peter Mokaba said yesterday.

Mokaba, addressing a news conference after a meeting of the Tourism Forum in Johannesburg, said Satour would launch an "above-the-line" campaign in September. Another R40-million would be spent on "below-the-line" marketing to the travel industry.

Satour said R50-million of the campaign fund had come from the Government, R50-million from the National Business Trust and R30-million from the voluntary levy of the Tourism Business Council of SA.

Mokaba said the forum agreed that mechanisms were needed to measure the success of such marketing initiatives, in terms of the number of jobs created and foreign exchange earned.

Government, business and labour are represented on the forum, which was set up in November last year. – Sapa

Satour to spend R90-million on tourist drive

(288)

Johannesburg – The South African Tourism Board (Satour) will begin a R90-million multimedia campaign later this year to market the country in Europe and the United States, says Deputy Environmental Affairs and Tourism Minister Peter Mokaba.

Mr Mokaba, addressing a news conference after a meeting of the Tourism Forum in Johannesburg on Monday, said Satour would begin an "above-the-line" campaign in September.

Another R40-million would be spent on a "below-the-line" marketing bid to the travel industry.

Satour said R50-million of the campaign fund had come from Government, R50-million from the National Business Trust and R30-million from the voluntary levy of the Tourism Business Council of South Africa.

Mr Mokaba said the forum agreed that mechanisms were needed to measure the success of such marketing initiatives, in terms of the number of jobs created and foreign exchange earned.

The body also decided that a strategy to promote domestic tourism was required and the Department of Environmental Affairs and Tourism was asked to investigate this area of tourism. – Sapa

ARG 14/4/99

GOODWOOD CASINO PLANS DISCUSSED

Tempers flare at hearing

CT 15/4/99 (288)

THE hearing on SunWest International's plans for a R1,7bn tourism project in the Cape Town metropole, which will include a casino in Goodwood, met with more protests yesterday. Staff Writer **MELANIE GOSLING** reports.

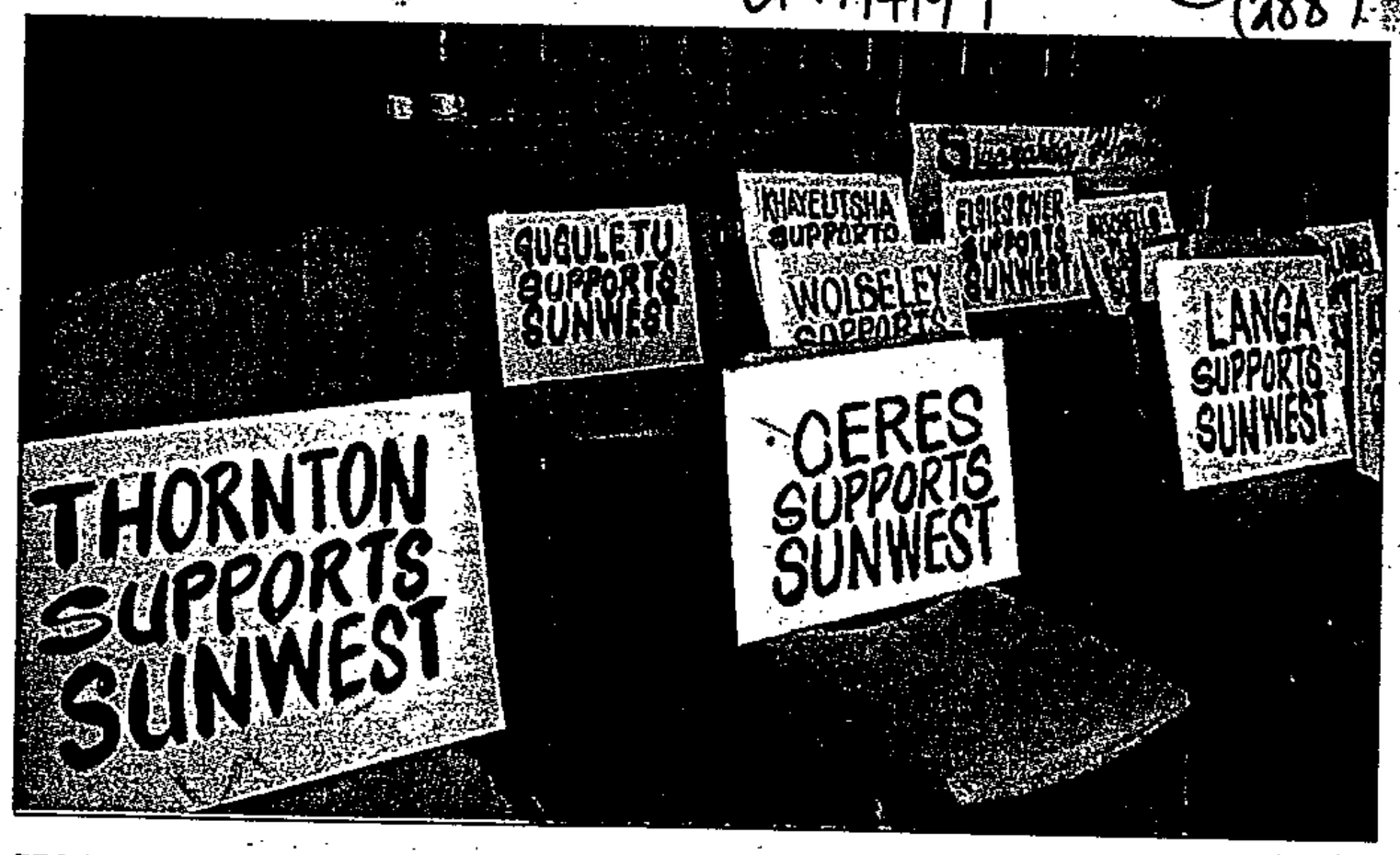
MORE than 500 people jammed into Goodwood Civic Centre yesterday for the second of the Western Cape Gambling Board's public hearings in the city — and it turned into a rowdy, emotional meeting.

While SunWest International ran through a slick presentation of its proposals for a R1,7 billion casino and entertainment centre at the old Goodwood showgrounds, about 100 Muslim protesters streamed into the hall bearing anti-gambling banners with slogans such as "Gambling is evil".

In retaliation, members of the audience — many of whom had already become shareholders in SunWest — raised their own banners with slogans such as "Guguletu supports SunWest".

When the presentation finished, the meeting became rowdy, with protesters organised by the Muslim Judicial Council accusing SunWest of having bused supporters to the meeting.

Shouted Yagyah Adams: "I wonder how much you paid these people to clap. Twenty bucks? Thirty bucks?"



PRO-GAMBLING: SunWest says it has 25 000 shareholders, many from poor communities, who support its casino plans for Goodwood.



ANTI-GAMBLING: Protesters organised by the Muslim Judicial Council vented their feelings with placards at the hearing in Goodwood.

PICTURES: MUGAMAD JACOBS

This was answered with angry cries from the audience, and shouts of "Viva SunWest, viva!"

While the Muslims objected to the casino for religious reasons, the strong support from the rest of the audience was because 51% of the company is owned by people from disadvantaged black and coloured communities.

In the time the board allowed for objections, a Muslim protester said the casino would take away the wages of the poor. "The father will gamble his money away and go home and beat his wife and the children will suffer," he said.

A woman from Langa told the board: "Every black woman here says up with SunWest! We disadvantaged people are hoping for economic empowerment. We want to drive Pajeros that other nations are driving. We want to live in the mansions that other nations are living in."

To shouts of "Who bused you in?" a man took the microphone and yelled: "We're not rented darkies!" A scuffle ensued, with Gambling Board chairperson Derek Auret shouting: "Order! Order!"

A Xhosa woman said through a translator: "Those opposing the bid do so to hire us as servants and pay us with plates of food and R10."

A lighter moment came when a woman told the board, also through translation, that she had spoken so often of Ian Douglas, SunWest director, that it led to quarrels with her husband. "I was even dreaming of Ian Douglas. My husband woke my up one night and all he heard was 'Ian Douglas, Ian Douglas'."

After much laughter a group of women began dancing and singing a Xhosa hymn: "You will enter heaven by working for it ..."

One protester yelled: "You're corrupting the people!" The others joined in with *"Allah-hoe-akbar!"*

A Goodwood policeman said he supported the casino bid. "When the showgrounds closed, part of our heritage died. We didn't even have stock cars anymore."

SunWest's plans for their GrandWest development include a main casino building with a facade modelled on the old Grand Hotel, which used to be in Adderley Street, an 80-bed hotel, restaurants, shops, cinemas and an Olympic-size ice rink. In other sections there are plans for a fort and funfair, a film and television production studio and an exhibition area.

SunWest management said the company already has 25 000 individual shareholders. Another 14% of the company would be used to benefit "the historically disadvantaged Western Cape public".

Yesterday's hearing was the second of five that will be held this month at which companies vying for the lucrative metropole casino licence will air their plans.

Cape is top of the pops with tourists

Star 17/4/99 (288)

OWN CORRESPONDENT

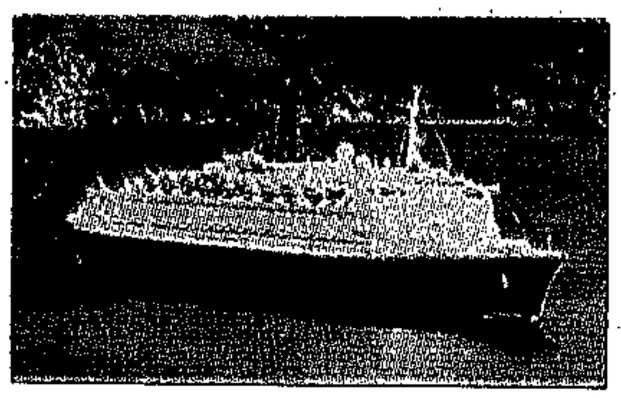
Cape Town – They're pouring into the city in greater and greater numbers. They stroll around the city streets as if they own the place and have even invaded the leafy suburbs.

Table Mountain, the Waterfront, St George's Mall, Greenmarket Square, Cape Point, Kirstenbosch and the wine route are awash with them.

They are the growing army of tourists, especially foreigners, who are beating a path to Cape Town in spite of local doom and gloom about crime and lower standards, bringing with them millions of dollars, pounds, marks, yen and the occasional rouble to boost the Western Cape economy.

Cape Town international airport handled a record number of passengers last month – 460 770 arrived and departed during March.

But what is particularly encouraging for the city is that the biggest increase was among international passengers, whose numbers soared by 14% to 107 204 compared with March last year. Domestic passengers rose by 10% to 353 566.



QUEEN OF THE SEAS: Legendary ocean liner the Queen Elizabeth 2 to call in at Cape Town

A record number of 4,5 million passengers passed through the airport in the year ending March 1999, compared with 4,1 million in the corresponding period last year.

More than 200 scheduled flights are now handled every day.

The potential for sustained steady growth at the airport is being boosted by the efforts of a number of local tourism and commercial authorities.

Also on the cards for the city is a world-class convention centre.

Meanwhile, a start has been made on the construction of a new international arrivals terminal at the airport. Expected to be completed by September next year, it will triple the number of passengers being handled every hour. Eventually the departure and international terminals will be connected and there will be more shops, restaurants and other facilities.

Cape Town is also growing as a cruise destination. The Cunard Line is sending its flagship Queen Elizabeth 2 and Caronia on voyages tracing the old mailship route. The Caronia will sail from Southampton to Cape Town and back in January and the QE2 will do the same voyage in November. The QE2 will also call at Cape Town in March as part of the vessel's annual world cruise.

Also tracing the former mailship route is the Victoria, which will see in the millennium in Cape Town harbour while on a round-Africa cruise, following the route of the old Union Castle intermediate passenger liners. The ship will sport the famous red and black Union Castle funnel and the cruise is being operated by the recently revived Union Castle Line.

Princess Cruises will base its Pacific Princess in Cape Town from January to March next year. The ship will operate 11-day cruises to Mombasa with mainly American passengers, who will fly in to join the ship.

The 48 000-ton Crystal Symphony will call at Cape Town next April with 1 000 wealthy Americans on board, while Holland America Line's new flagship, Rotterdam VI, will visit Cape Town for the second time in March. P&O Cruises' 1 850-passenger Oriana will call also at Cape Town in March.

More than 300 tourists are due in Cape Town in December to join the 20 000-ton Marco Polo when it sails for South America and Antarctica to see in the new millennium.

Tourists pour into the Mother City

Dollars, pounds, marks, even roubles brought in as visitors arrive by sea and air

ARG 17/4/99

(288)

IAN SHIFFMAN

They're pouring into Cape Town in ever greater numbers. They stroll around the city streets as if they own the place. They have even invaded the leafy suburbs.

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Airport manager Hennie Taljaard said the airport handled more than 200 scheduled flights a day.

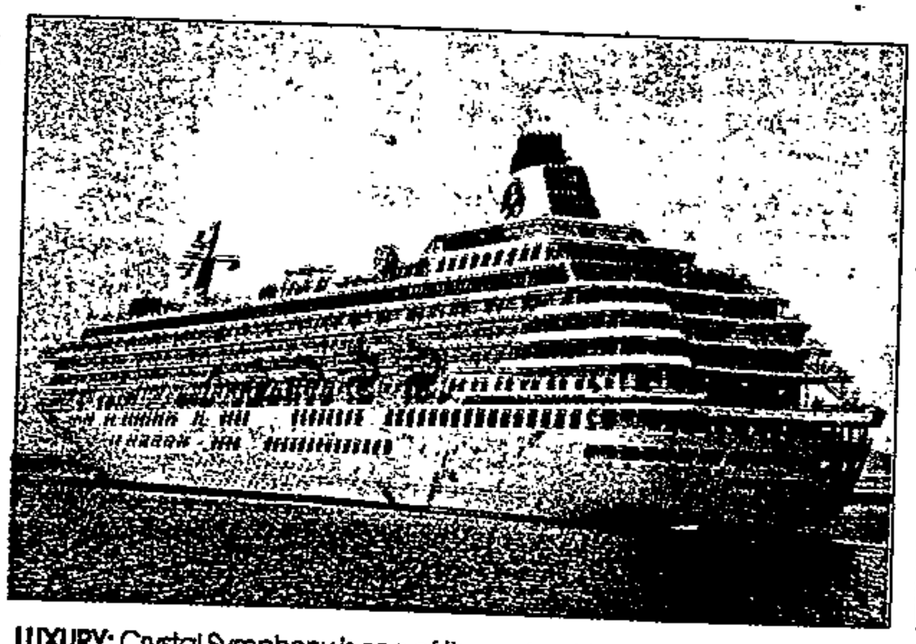
He predicted a similar growth in visitors for April. Many people were in Cape Town for the Easter weekend and a number of major events.

He forecast that the traditionally quieter winter months would begin to show a marked increase in visitors, with the launch of a major local and international campaign enticing tourists to visit the region between May and October.

The potential for sustained steady growth at the airport is being boosted by the efforts of a number of local tourism and commercial authorities.

"Mega events in the city boost travel and tourism. We are working on staging regular monthly major events, whether sports or cultural, to attract more visitors to the region," said Mr Taljaard.

He said the Chamber of Commerce and the tourism industry were working closely together to boost tourism to the Western Cape. Mr Taljaard said it would take time for the campaign to take effect but he predicted that the results would become noticeable next year.



LUXURY: Crystal Symphony is one of the cruise ships that will visit next year



HIGH FLYING: Hennie Taljaard

Commenting on statements by the management of several city hotels that occupancy rates were lower than expected, Mr Taljaard said there was a trend for tourists to stay in small bed-and-breakfast or self-catering establishments and to extend their visits to places like the Garden Route.

A world-class convention centre is also on the cards for the city.

Mr Taljaard said the city council was committed to making the convention centre happen and it could be built by the successful casino-licence tenderer or local authorities.

"Cape Town is missing out on the huge potential of having conference facilities to accommodate several thousand delegates. Once we have this facility, Cape Town will rank with Sydney and San Francisco as one of the major convention and tourism cities of the world," he said.

Meanwhile, a start has been made on the construction of a new international arrivals terminal at the airport. Expected to be completed by September next year, the terminal will triple the number of passengers handled every hour.

A temporary building will provide facilities during construction. Once completed, the international and departure terminals will be connected. There will also be additional shops, restaurants and other facilities.

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The Cunard Line is sending its flagship Queen Elizabeth 2 and Caronia on voyages tracing the old mail-ship route. Caronia will sail from Southampton to Cape Town and back in January and QE 2 will undertake the same voyage in November. QE 2 will also call at Cape Town in March as part of her annual world cruise.

Caronia has been rebuilt in the traditional Cunard style and will run as a consort to QE2.

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Princess Cruises, which owns the world's largest cruise ship, the 102 000-ton Grand Princess, will base its Pacific Princess in Cape Town from January to March next year. The ship will operate 11-day cruises to Mombasa for mainly American passengers, who will fly to the city to join the ship.

American tourists are beginning to discover Cape Town and describe the city as the up-and-coming tourist destination.

The 48 000-ton Crystal Symphony will call at Cape Town next April with 1 000 wealthy Americans on board. Crystal Symphony is rated as one of the finest five-star vessels afloat.

Holland America Line's new flagship Rotterdam VI visits Cape Town for the second time next March. P&O Cruises' 1 850-passenger Oriana will call also at Cape Town in March.

More than 300 tourists are due to fly to the city in December to join the 20 000-ton Marco Polo when she sails for South America and Antarctica to see in the new millennium.

Ships carrying German passengers will also call next year and several liners will stop at Cape Town on their way to the Sydney Olympics.

Industry leaders set up tourism business council

Leading members of the tourism industry yesterday established the KwaZulu Natal Tourism Business Council in an attempt to counter poor marketing of the province and the inefficient use of resources. Hester Steyn-Sammon, the interim chairman, said the council would represent the tourism business sector, communicate unified views of the industry and address past shortcomings. In addition, Steyn-Sammon said government recognition of the council would allow it to have a strong influence over the expenditure of provincial funds allocated to marketing and tourism development. Board members included Jabu Mabuza, the managing director of Tsogo Sun, Golden Malinga, a director of Afrisun KZN, and Allan Gooderson, the chairman of Gooderson Leisure Corporation. – *Staff Reporter, Durban*

CT (BR) 20/4/99 (288)

KwaZulu's tourism body on track

DURBAN — The KwaZulu-Natal Tourism Board will be established within the next "couple" of weeks, according to Jacob Zuma, MEC for economic affairs and tourism.

Zuma told Parliament yesterday that a Durban board membership list of boards developed at a tourism summit had been recommended by the various groups, he said recently.

He said the boards, including tourism and tourism, would be tasked with drawing up a public tourism marketing plan for the province.

The boards would be made up of 15 members, including Zuma, and would be responsible for the implementation of his budget over the next two years.

Zuma said the boards would be responsible for the management of tourism activities, including the development of a tourism plan for the province.

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SS HOTELS - LABOUR

1999

(289)

Sisa cuts 2 000 jobs, mainly in North West

FROM REUTERS

ART 13/2/99

Johannesburg — Sun International, the hotel and gambling group, said yesterday it would lay off at least a fifth of its South African workforce, starting from March this year, as the hotels and gambling group streamlines to face growing competition.

"In line with our restructuring process across the group, (the retrenchments) collectively will be in excess of 2 000," said Rob Rimmer, Sun International's human resources director.

The company employs about 10 000 people in South Africa.

Rimmer said that although lay offs would be across the group and at both unskilled and skilled levels, the highest number would be at the group's Carousel and Morula Sun operations in the North West province.

He said these two hotel and gambling operations had been especially hard hit by the start up of rival casino ventures in the neighbouring and populous Gauteng province.

Until 1996 Sun International enjoyed a monopoly on casino gambling in South Africa, but had to give this up following legislation under which gambling licences have been issued to a number of new entrants.

"Having predicted a downturn in business due to the issue of licences, we engaged our trade union in discussions which commenced in May 1998," Rimmer said.

Sun International this week reported a hefty 31 percent slide in earnings to 19,7c a share for the six months to December 30.

It warned that earnings for the full financial year to June 30 would be about half of last year's results.

The nine provinces are currently at various stages of issuing licences to casino operators in a fierce bidding process under new gambling laws.

Local talent flourishes in valley

ET IT 2/99 (289)

ROFILES of managers and staff in the top Cape helands establishments are changing from imported ntinentals and yuppie students looking for pocket oney to local people who dream of taking their place in a rgeoning hospitality industry. **DIANE CASSERE** reports.

BELGIAN Prime Minister Jean-Luc Dehaene will visit the valley of Franschhoek today to see first-nd the projects that aid from his intry make possible.

Among them will be the Fran-hhoek Belgium School of Hospitality, hich has just completed its first course or unemployed matrics who want to nter the hospitality business.

With an estimated 30 restaurants in the valley alone, and a rapidly rising number of up-market guesthouses and hotels, Franschhoek is able to offer greater employment opportunities for local people than before — but tourists demand five-star service.

Says Penny Gordon, a spokesperson for the Belgium projects in the valley: "For some time the hospitality industry in Franschhoek has been looking for ways to bring the previously disadvantaged communities into the tourism business.

"With help of the Belgian government, this is now becoming a reality.

"Formal and structured training is an advantage to anyone entering the hospitality business. Often restaurant owners are too busy to give this kind of instruction."

Novice waiters, says Gordon, are absorbed into the system, hopefully learning as they go. If their progress is slow, they have to leave.

"Too often preference is given to students and part-timers at the expense of those who are looking for a career or full-time employment," explains Gordon. "A real problem for restaurateurs is that while most tourists speak or understand English, the home language of many local people is either Afrikaans or Xhosa."

Many of the young people leaving school in the valley may suffer from low self-esteem and an inability to communicate with the tourists, says Gordon. The school addresses these problems: "We consulted restaurants in the valley about what they would require from our trainees, and school principals were consulted about the course and how to promote it to their school-leavers."

The students were launched in their career at a gourmet dinner that featured five top restaurants of Franschhoek: Haute Cabrière, Le Quartier Française, La Petite Ferme, Monneaux and Topsi & Company, known in the valley as the "big five".

The *Cape Times* met four of the students: Jolene Jephtas, 18, who now works at Haute Cabrière; Bernice Slae, 17, who is employed at La Couronne, a luxury hotel; Clarecia Benjamin, 21, who found work at Frandeli; and Lennox Tulwana, 26, also working at La Couronne. All are from the area.

"We believe we have opportunities to get right to the top of the hospitality industry," said Slae. "This is just the beginning."

"We hope to be managers one day," said Tulwana, who was working flat-out to host a large tourist party that had arrived unexpectedly at La Couronne.

All said the course was the "best thing that has happened to us".

At Spier Wine Estate near Stellenbosch, which has been developed into a major tourist attraction with several restaurants, both up-market and casual, an amphitheatre, a conference centre, picnics on the lawns and wine sales and tasting, the policy is one of internal development.

"It is our policy to use and promote local people," says Colin Jones, chief executive at Spier. "We have nearly 200 full-time people with about 300 casuals, although the term 'casual' is a misnomer here, as many go on to work full-time for us."

"We have a large contingent of staff who see their future with us and we have policies in place which provide for our local staff to develop."

Of the 177 permanent staffers, including senior managers, all are South African, bar one, who is married to a South African.

This is in direct contrast to a previous trend of bringing continentals out to work at top wineland hotels and restaurants on the grounds that they would most often be serving their fellow Europeans.

"We also apply this to our Summer Festival where local acts are as prominently featured as visiting overseas artists. We believe in giving local artists a chance to sing and perform with some of the best performers in the world," said Jones.

Ralph Cupido, chief sous chef at the Jonkershuis, Spier's flagship restaurant, started out four years ago as a cook in the banqueting and staff catering section, but he set his sights on the restaurant.

"Some fellow staff members said I was aiming too high, that it was too big for me," said Cupido, who has just returned from Beijing where he prepared South African cuisine at top hotels with other South African chefs.

"Eighteen months ago I was made chief chef, with a staff of six permanents and five casuals in season. And I realise that I have gold in my staff, and they too, must be given a chance to develop."

Amelia de Vries joined Spier in 1995 as a cashier but rapidly became interested in the wine-tasting and sales operation. Through mentoring and training she is now a wine taster and conducts tours herself. "I never thought it was possible," she said.

Jones believes it is necessary to give everyone a chance to develop, in an atmosphere where those who may begin in menial positions can aspire to top management of the estate.

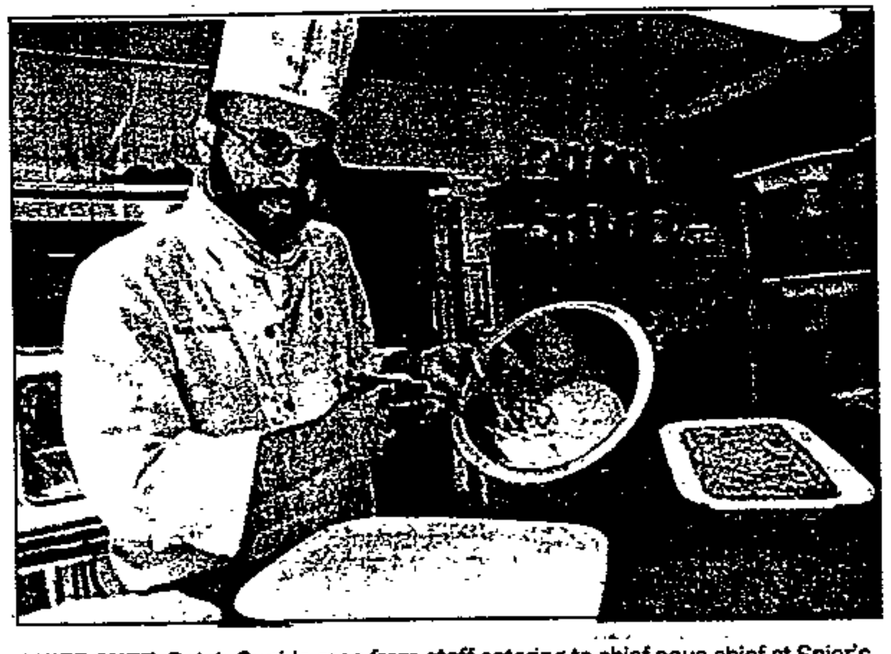
"It is about recognising the tremendous potential of the human spirit."

Some of the other projects funded by the Belgian government in Franschhoek are the teaching of horticulture to young children, a young entrepreneurs programme and the building of the Socio-Medico Centre of the Franschhoek Voluntary Home Nursing and Hospice Association.

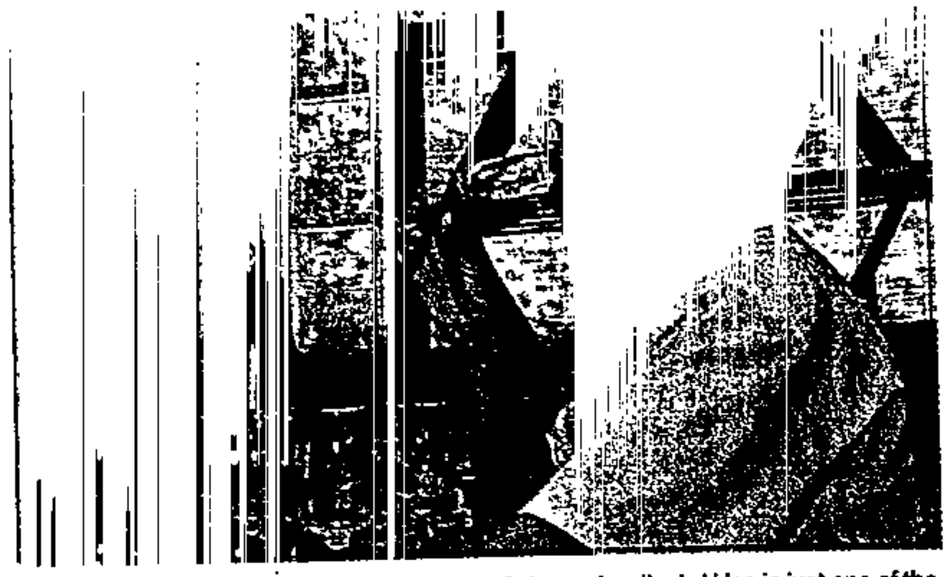
They have also funded a R100 000 clinic and the secondment of 12 graduate teachers to Franschhoek schools to teach non-examination subjects such as art, music and physical education.



RISING STARS: Students from the Franschhoek Belgium School of Hospitality who found employment in the valley: From left, Jolene Jephtas, Clarecia Benjamin, Bernice Slae, and Lennox Tulwana. PICTURES: ALAN TAYLOR



CHIEF CHEF: Ralph Cupido rose from staff catering to chief sous chief at Spier's flagship restaurant under the ongoing policy to develop local talent.



WINE TASTER: From cashier to wine taster at Spier — Amelia de Vries is just one of the success stories engendered by the projects in Franschhoek.

20% job cuts were inevitable, Sisa says

(289)

ANN CROTTY

Johannesburg — The news that Sun International South Africa (Sisa) would have to retrench at least 2 000 of its 10 000 employees over the coming months had been on the cards for several years, Peter Bacon, Sisa's managing director, said at the weekend.

The latest announcement comes less than a year after 1 000 employees were retrenched from the group's Sun City complex.

Bacon said the decision to issue six casino licences in Gauteng meant it was inevitable that Sisa's major operations in the North West Province would be cut significantly.

Industry sources said much of the losses suffered by Sisa employees would be compensated by the creation of employment at the new casino operations.

A huge portion of the Sisa job losses will be at the Carousel and Morula Sun in the North West Province. Job losses will result from the closures of Fish River Sun, Tlhabane Sun, Mdantsane Hotel and Amatola Sun.

These casino operations must be closed by May 10 to bring Sisa into line with the requirements of the National Gambling legislation, which limits the number of casino licences any operator can hold in a province.

If Sisa secures a licence in Port Elizabeth there will be scope for the transfer of some employees from its Fish River operation.

Last week the Sisa share price shed 15c to a close of 85c on news that the board had forecast a 50 percent drop in the June 30 full-year earnings to around 29c a share.

Bacon said the group's performance was likely to bottom out during the current six-month trading period.

CT(BR) 15/2/99

2 000 jobs depended on casino licences

Sowetan 16/2/99 (289)

By Mzwakhe Hlangani
Labour Reporter

SUN International's growth prospects counted heavily on the acquisition of new gaming licences, and failure to acquire them has resulted in the impending retrenchment of 2 000 employees, group industrial relations manager Mr Peter Czakan said yesterday.

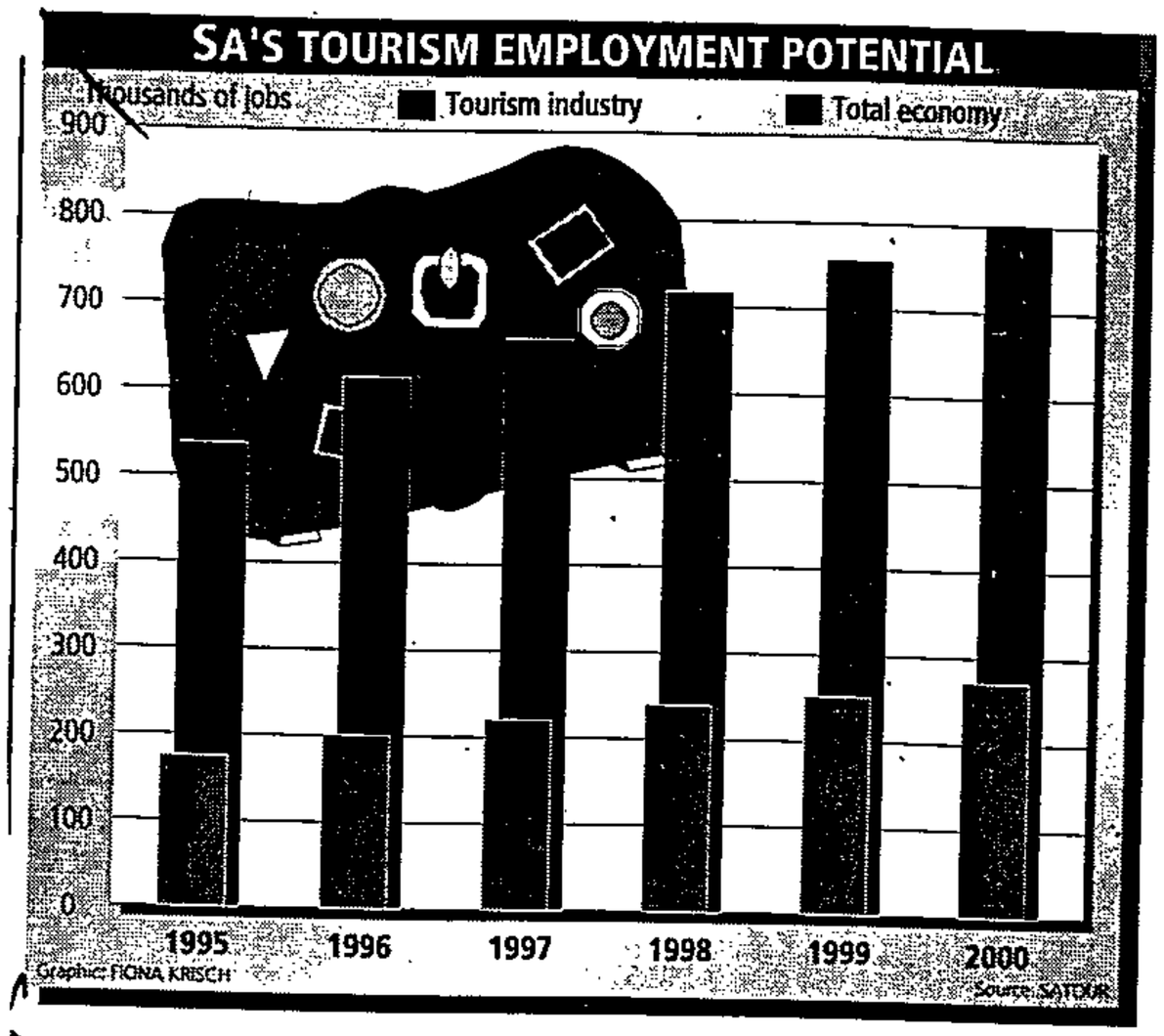
Czakan also attributed the group's poor financial performance to illegal casinos reportedly operating in the Durban area.

He said the Wild Coast casino and resort operations were heavily reliant on the Durban market.

The general secretary of the South African Commercial Catering and Allied Workers Union, Mr Bones Sikhulu, vehemently rejected "the company's odd notion", saying it amounted to blackmail.

"Sun International had operated in a monopoly market environment before the democratic dispensation. Now that other prospective stakeholders are being considered in the bidding, the company wants its workers to sacrifice their jobs," Sikhulu also said.

The cuts would be effected at the end of February with Morula Sun and Sun City being the most affected operations. The Carousel and the Wild Coast would also bear the brunt of retrenchments.



Satour gets R130m marketing boost

THE SA Tourism Board will launch its R130-million marketing campaign later this year to sell South Africa overseas after having won the support of the Tourism Business Council of SA, the Business Trust and the Satour board.

Full details of the marketing strategy and business plans are expected to be announced in July and the kick-start to the programme will begin before the end of the year.

The aim is to increase the number of foreign tourists, excluding those from Africa, from the 1.5-million last year to 2.4-million in 2001 and at the same time increase full-time jobs from 737 000 to 1.5-million. If achieved, tourist-spend will increase from the R24.2-billion last year to an estimated R37.4-billion and lift the estimated contribution to gross domestic product (GDP) by tourism to 10.3% from 8.2%.

TOURISM MARKETING

By DON ROBERTSON

Satour was criticised in the past for its high administration costs and lack of success in spreading the message to the world, but following a restructuring and transformation policy introduced in 1998, the board has been accepted as the best vehicle through which to promote the country.

The drive will be funded by a contribution of R50-million from the Business Trust matched by a similar amount from government. A further R30-million is expected to be raised from a voluntary levy on the industry.

This amount, plus possible increases, has been guaranteed for three years.

Satour's past marketing efforts have been largely unsuccessful because of insufficient funding by government — only R65-million last year, of which administration absorbed a major part. Government will continue to fund administration costs, raising its allocation to R70-million.

David Frost, chairman of the Satour Marketing Partnership Committee and special adviser to the Minister of Environmental Affairs and Tourism, says about R90-million will be spent on narrowly focused, above-the-line marketing in the UK, Germany, parts of America, France, the Netherlands and Italy.

The balance of R40-million will be used for below-the-line support in these and other countries. This will involve participation in tourist exhibitions.

The committee will conclude co-operative marketing agreements with airlines and tour operators through joint funding exercises.

It will encourage provincial tourist departments to identify tourist attractions in their areas and ensure these are inserted in the tourism pipeline.

The marketing campaign will be spread throughout the year in an effort to smooth out the seasonal nature of tourism and the seasonal job employment this creates.

The marketing strategy will involve the proper branding of South Africa for the first time by creating a global presence in the mindset of the world tourist industry. The idea is to differentiate SA from the rest of Africa as a "unique and unexpected destination together with the vibrant spirit of the people of South Africa".

Satour will create a data collection system to enable more focused marketing.

Efforts will also be made to establish a Tourism Growth Fund, which would ideally be funded by a departure tax levied on all international travellers at airports.

ST (BT) 30/5/99

(288) (289)



SA Communist Party general secretary Blade Nzimande addresses delegates to the first congress of the Communications Workers' Union.

Picture: TREVOR SAMSON

Union threatens to black-list Southern Sun

BD 29/6/99 (289)

James Eedes

THE SA Commercial, Catering and Allied Workers' Union (Saccawu) is threatening to place hotel group Southern Sun on an international black list of labour-unfriendly organisations if the impasse over wage demands and job security is not resolved.

Citing the "utter arrogance" of Southern Sun's failure to accede to its demands of an 8,5% wage increase and assurances of job security, Saccawu assistant general secretary Herbert Mkhize said the union would mobilise international fraternal organisations "to encourage tourists to eat and sleep in good industrial relations hotels and restaurants".

Southern Sun industrial relations director Steve Lonie was unable to comment on the black-list threat, but said tough trading conditions facing the entire hotel industry had forced the group into a position where they could not offer job security.

He said the group was offering 7,75% across the board and 7,9% to the lowest paid workers. Both sides disputed the extent of the strike action. Saccawu said 25 hotels and 1 700 employees were involved.

Southern Sun maintained the figure was closer to 15 hotels and 800 staff members. Lonie said there had been no disruption to hotel services.

With strike action entering its 19th day today, Saccawu faces a battle on a different front to stem job losses at life assurer Old Mutual, where retrenchments are planned.

However, Mkhize said media reports that 5 000 workers might lose their jobs were exaggerated and negotiations were under way with management to transfer affected workers to other units.

Meanwhile, the acting secretary-general of the Congress of SA Trade Unions, Zwelinzima Vavi, says his organisation will vigorously oppose amendments to labour legislation, promising more mass action and stronger campaigning.

"It is the lackeys of business who pump propaganda to the public that these laws have created rigidities in the labour market. In fact, the labour market is too flexible," he said at the first congress of the Communications Workers' Union.

The possibility that labour legislation would be amended was first proposed at the presidential job summit last year and calls for changes have been growing.

Talks on 'black list' for hotels

Sowetan 29/6/99

(289)

By Saint Molakeng

THE SA Commercial, Catering and Allied Workers Union yesterday threatened to call for international blacklisting of the Southern Sun Hotels group in a dispute over the group's industrial relations style.

Saccawu has been considering blacklisting the luxury hotel group since wage negotiations reached a stalemate in March.

"We will mount an international campaign that urges tourists and patrons to stay in hotels with good industrial relations.

"Hotels with backward relations will be blacklisted," Saccawu assistant general secretary Mr Herbert Mkhize told a press conference in Johannesburg.

He said final details on the issue would be discussed during Saccawu's national congress to be held between July 12 and 16 in Durban.

Mkhize pointed out that the union already had "fraternal" links with international organisations that would support it.

About 1 700 workers have been on strike since June 16 after wage negotiations collapsed.

Saccawu is demanding an 8,5 percent across the board wage increase while the employer is offering 7,5 percent.

"For us to have settled for 8,5 percent, which translates into R140 on a minimum salary of R1 660, was an unacceptable compromise given that workers mandated us to demand about 12,8 percent," Mkhize said.

Southern Sun industrial relations director Steve Lonie could not be reached for comment yesterday.

Saccawu has decided to beef up picket lines at Southern Sun's hotels in order to mobilise greater public support for their strike, which entered its fourth week yesterday.

"We will be showing management that we are not ready to call off the strike," Mkhize said.

The union also plans on calling on all Saccawu members, numbering about 140 000, to march in Durban, Johannesburg and Cape Town to highlight the plight of those who have been on strike.

Saccawu has also condemned Southern Sun for a restructuring process that has resulted in the loss of 3 000 jobs since it started in 1991.



Acting Congess of SA Trade Union president Peter Malepe and general secretary Zwelinzima Vavi address the media after the federation's special executive committee meeting on Friday. Picture: MARTIN RHODES

Hospitality workers want mass action

BD 19/7/99 (289)

Pule Molebeledi

DURBAN — Two supermarket chains and hotel groups will be targeted for "rolling mass action" after they were accused of "poor industrial relations" at the annual congress of the SA Commercial and Catering Workers' Union.

Union secretary general Bones Khulu said the congress had mandated the union's newly-elected central executive committee to set a date for industrial action.

Woolworths, Shoprite-Checkers, Southern Sun and Sun International will not only be subjected to mass action, they will also face an international campaign to have them blacklisted.

The union vowed to use the International Union of Food Workers, of which it is an affiliate, to achieve its goal to have sections of the SA hospitality industry blacklisted.

Khulu said the campaign would "knock sense" into the heads of managers of companies with poor labour relations records.

The union's four-day congress, held in Durban last week, elected Amos Masondo as president, Louisa Thipe as first vice-president and Setena Khaile as the second vice-president.

Khulu retained his post as secretary general, while Mduduzi Mbongwe was made his deputy. Alois Gumede is the new treasurer.

The union also resolved to change its policy on casual workers, a move that will see it actively recruiting and organising part-time workers. Casual workers will now be allowed to stand for election as shop stewards as the union attempts to strengthen its presence in the hospitality sector.

Khulu said some companies employed more casual workers than permanent staff, citing Woolworths as an example. He said there were about 3 000 permanent workers employed by the company as opposed to 7 000 casual staff.

The union also resolved to provide more services for members, including a provident fund, medical aid cover and funeral benefits.

The union, which currently has 140 000 members, plans to have 500 000 members in the next three years. About 80 of its organisers have been given the task of recruiting 100 members every month.

The union also resolved that its investment companies would not be allowed to invest in sectors in which it operated or in companies in the hospitality business. This was in order to prevent a possible conflict of interest.

x talks | Tsogo Sun is the cash cow for [redacted]

Facelift for workers in tourism industry

ET (MR) 10/11/99 (289)

JOHN FRASER

Johannesburg – Workers in the South African tourism industry would soon be able to display a comprehensive range of qualifications under a fast-track training programme being masterminded by the Business Trust, a private sector programme that plans to spend R1 billion over the next five years on job creation, it was announced last week.

Tourism is one of two priority sectors identified by the trust, alongside education.

The Business Trust is to spend R80 million over four years on its tourism training programme, with a further R35 million from the labour department.

"Overseas people who come to the country like to receive a good quality of service, especially if they are high-spending, long-haul travellers," said Brian Whittaker, the chief operating officer of the trust.

He warned that many tourists did not at present receive the friendly and professional service that was required for a continued expansion of the industry.

This is also the view of Tertius van Zyl, the marketing manager for Africa of Cathay Pacific, the Hong Kong airline.

"The standards of service for tourists in South Africa need to be increased to the levels of performance in any other part of the world," he said.

"Most international tourists, particularly from First World countries, expect a decent standard of service and will be disappointed if they don't receive it.

"So anything which can be done to improve training will be of great benefit to the South African tourist industry."

Whittaker explained that the trust had decided to accelerate the training initiative to equip the tourism sector with useful, transferable and accredited skills as soon as possible.

He said tourism was a Business Trust priority because it was "the leading industry for job creation in South Africa". As well as defining 35 different skills in tourism, the initiative would involve on-the-job training of about 10 000 workers and training for some 5 000 unemployed.

Island strike tour blow

TAARIQ HALIM ARG 3/12/99 (289) (152)
STAFF REPORTER

Hundreds of visitors to the Robben Island Museum were left stranded today as ferries were cancelled when most of the island workers went on strike.

The workers, members of the National Education, Health and Allied Workers Union, are accusing management of wage discrepancies as well as corruption within management.

This is the second time the almost 150 island workers have downed tools about salary scales. Last year, tours to the island were also disrupted by strikes.

Tour guides, drivers, secretaries and administrators staged a protest at the island's harbour.

The strike comes just two days after Robben Island was declared a World Heritage Site.

A meeting with management and the union to discuss salary scales was held today but no agreement had been reached. Further talks are scheduled this weekend.

It is uncertain when tours to the island will resume.

Museum director André Odendaal said the strike was illegal. Action would be taken if workers did not return to their jobs, he said.

The union refused to comment.

Robben Island staff members go on strike

Sowetan 6/12/99

By Waghied Misbach
Political Correspondent (289)

A DAY after Robben Island was declared a world heritage site, staffers at this world-renowned former prison went on strike, citing grievances including unfair remuneration, allegations of racism in awarding tenders and poor management.

All tours to Nelson Mandela's former prison ground to a halt on Friday when about 60 staffers held a day-long work stoppage to air their grievances with management.

The impasse now threatens to delay, and possibly derail, crucial events planned for the holiday season and the millennium celebrations on the Island.

The strike took place barely a day after the island was declared a World Heritage Site – a move that protects the prison and fragile environment from abuse by unscrupulous developers.

One of the main reasons for labour action was the apparent inconsistency in salaries of staffers who were on the same grade.

The protest was also aimed at the way in which tenders were awarded to outside companies to run the island's ferry and other services. White companies were allegedly favoured over black companies to provide these services.

Questions have also been raised over the accommodation of staffers on the island. It is claimed that some staff members were being unfairly treated in obtaining adequate accommodation for themselves and their families.

Other grievances include problems with the island's pension fund and medical aid.

Disgruntled employees have apparently turned to former prisoner and Robben Island Council chairman Mr Ahmed Kathrada to intervene in the dispute.

Kathrada will meet the staff's union representatives sometime shortly in an attempt to resolve the problems. The National Education, Harbour and Allied Workers Union apparently also met yesterday to work out a plan of action.

At the time of going to press, Kathrada and the island's chief director, André Odendaal, could not be reached for comment.