



TOURISM GRADING COUNCIL  
OF SOUTH AFRICA

*Quality in Tourism*

*Basket of Benefits*

WE'RE AT  
★

YOUR SERVICE



Call Basket of Benefits on

**0861 444 443**

for more details

Welcome to **Basket of Benefits**, a free service brought to you courtesy of the Tourism Grading Council of South Africa. This service is tailor-made to suit the needs of the hospitality industry and ensure that your establishment benefits by saving a great deal of time and money. **Basket of Benefits** also provides you with unlimited access to professional advice and hundreds of CVs of potential employees.

Please go through this brochure in detail to see the many ways in which your establishment benefits from **Basket of Benefits**. We invite you to visit [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za) regularly for updates on the latest pre-negotiated deals and specials. For more information and additional assistance, call **0861 444 443**.



## THE PROCUREMENT WAREHOUSE

As a graded establishment/owner your days are spent looking after the premises, staff and clients. We understand the amount of time and effort that goes into this. We also understand that you want to ensure the best financial performance of your establishment. With **Basket of Benefits** Procurement service you not only save money on purchases but also enjoy the convenience of having someone to search for the best deals and negotiate with service providers on your behalf.

Whatever you're looking for – be it bed linen, cutlery, uniforms, white appliances or a plumber, electrician, maintenance company, locksmith, upholster, carpet cleaner or pool repair specialist – **Basket of Benefits** will handle it all for you. Our agents will source anything at the best possible price in the most convenient area for you. Drawing on our database of over 140 000 reputable suppliers across SA, we provide you with quotes from at least three suppliers. While our agents typically secure discounts of up to 15%, often the most valuable aspect of this service is the exceptional convenience and time saving that you experience.

## PRE-NEGOTIATED DEALS AND SPECIALS

Pre-negotiated Deals and Specials include services and products purchased by establishment owners and managers on a regular basis. These range from bathroom amenities, gowns, bed linen, stationery, white goods, and beds to training for your staff and much more. You also benefit from significant discounts on office-related items such as software and hardware and promotional items on HP Shop. Please view the discounts available on [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za).



Our partnership with Google AdWords means that you get to increase your online client reach simply by being visible online in Internet searches. As a *Baskets of Benefits* member you get R600 worth of Google AdWords absolutely **FREE**.

Our arrangement with Dashpay services entitles *Baskets of Benefits* members to a 50 % discount on point devices. We also provide you with a selection of quality publications discounted by up to 50% so that you and your clients can stay on top of the latest business and leisure trends and events. Take your pick: Getaway, CAR Magazine, Leisure Wheels, Complete Golfer, Financial Mail, and Business Day.

But that's not all! There are many additional pre-negotiated offers to delight you - view them on [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za). Avoid the hassle of traffic and crowds by shopping online for office necessities - and benefit from discounts at the same time. Our range includes:

- Presentation and communication systems
- Office equipment
- Cellular phones and accessories
- Black and white appliances
- Computer equipment, software and accessories
- Corporate gifts, experiences and flowers

## TRAVEL DESK

With *Baskets of Benefits* Travel Desk, you can efficiently handle your clients' travel arrangements from A - Z without dedicating extra time. When you provide your clients with unique experiences at exceptional discounts, they save money and can therefore spend more at your establishment.

As a graded establishment, you have access to our Travel Desk service and can obtain the very best travel arrangements for your clients - including airfares, car hire and tours - at affordable prices.

Your clients also benefit from 30% off Tempest car hire (off the internet rate) and 10% off Bidvest lounge!

Our Travel Desk service is available to assist you with:

- Drop offs and pick-ups for busy executives
- Providing detailed information about your establishment including places of interest, weather forecasts, child friendly entertainment etc.
- Safely transporting travellers' pets to required destinations
- Arranging U-Bag for travellers, saving them up to 70% on excess luggage

## VEHICLE DEALER

Have you decided it's time for a new vehicle, mini-van, bakkie, truck or trailer? *Baskets of Benefits* Vehicle Dealer service is just what you need. With a nationwide network of over 120 motor dealerships, we can source any new or pre-owned vehicle on your behalf. You can also take your pick of a wide range of vehicle accessories at great prices and even get a fleet discount. Our specialists are there to help you find the right vehicle for your business and take care of all the admin, leaving you to enjoy the ride.

PLUS as a *Baskets of Benefits* member you get up to 30% off on selected tyre brands and tracking systems like Tracker, Matrix and Auto Armor.



## LEADS

The *Baskets of Benefits* brings new business opportunities to you! There are two ways this can be done:

### MARKET PLACE

Over the past year, our Service Centre has received thousands of requests for accommodation such as guesthouses, B&B's, hotels, self-catering establishments and camping sites. As a *Baskets of Benefits* member you reap the rewards because your establishment is listed in the lead generation section on [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za). The system automatically matches your establishment profile with requests received, creating new leads and prospects. You will be proactively notified of all new opportunities as they arise at no cost to you. Our agents will conduct a service rating with the guest staying at your establishment thus giving you even more opportunity via future referrals if your ratings are high. Call **0861 444 443** today and let our agents assist you.

### PROMOTIONS

As a graded establishment with *Baskets of Benefits*, you can run promotional awareness campaigns via dedicated websites to large customer databases. Whether you're looking to run a price promotion during low season or introducing "Pay 3, Stay 4 nights" specials, the Promotions service is ideal for you! All you do is go to [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za) (Coupon Cafe section) and follow the easy instructions to create your very own coupons with your logo and product description to be displayed on our nominated database websites.



## BUSINESS ADVISOR

Tap into a large network of brainpower through our interactive Business Advisor service - a virtual team of business experts ready to provide professional advice and share experiences, ideas and lessons learnt. Our Business Advisors and Specialists are here to ensure that you're provided with free advice and information to help you make key decisions with confidence. When it comes to face-to-face consultations, to ensure that you get the best deal we've negotiated reduced fees with leading professionals.

## LEGAL ADVICE

- A guest is threatening you with legal action and you don't know what to do
- Some of your customers owe you money and you need a demand letter drafted
- You are struggling with employment contracts, disciplinary hearings, dismissals or CCMA matters
- You need advice related to the Consumer Protection Act

## LEGAL REVIEW

***Basket of Benefits* provides a FREE compliance audit on your establishment** You will be able to evaluate whether your business is compliant with SARS regulations, the Consumer Protection Act, the Companies' Act, etc. To find out if your risks are adequately mitigated and whether you have the necessary tools in place to improve the longevity of your business - call our agents on **0861 444 443** and get your free legal audit done.

## TOURISM INDEMNITY FORM

Under Common Law, tourism establishments are held liable for any losses suffered by their guests - without any proof of negligence on the part of owner and/or its employees. In order to avoid wide-ranging liability, it is essential that the owners of such establishments ensure that their guests sign a properly drafted, written indemnity at the commencement of their stay. Our legal team can prepare a Tourist Indemnity Form / Agreement for you. **Call our legal line on 0861 444 443 to get a customised Tourism Indemnity Form for your establishment.**

---

## CUSTOMISED LEGAL DOCUMENTS

---

**We have prepared about 30 legal documents that you can tailor-make to suit your specific needs.** All you need to do is to go to [www.basketofbenefits.co.za](http://www.basketofbenefits.co.za) (the Advice section) and under Legal Advice you will find a list of documents to choose from. You can then fill in all the necessary details based on your needs and your establishments' details. It's like sitting with a lawyer across the table and obtaining your very own customised agreement within 10-15 minutes. Legal documents include, but are not limited to:

- Employment agreement
- Independent Contractor agreement
- Shareholder's agreement
- Loan agreement
- Sale of property agreement

---

## FINANCIAL & TAX ADVICE

---

### Examples

- How to apply for expansion funding
- How to structure purchase order finance
- Advice on VAT and income tax returns
- How to create a savings plan for your staff

---

## GENERAL BUSINESS ADVICE

---

### Examples

- Advice on the expansion of your property
- Assistance with value-added services and customer loyalty programmes
- Assistance with customer satisfaction surveys
- Guidance on acquiring new business from other African countries

---

## INSURANCE ADVICE

---

### Examples

- Assistance with General Public Liability and Professional Indemnity insurance
- The structuring of comprehensive transport insurance
- Fire and Allied perils cover tailor-made for establishments constructed with unconventional materials such as thatch, canvas, wood or local materials typically found in bush lodges, beach lodges and safari tented camps

---

## IT ADVICE

---

### Examples

- Hardware and software troubleshooting
- Advice on hardware upgrades and installations
- Queries relating to e-mail or Internet
- Advice on computer accessories

Telephonic advice and support is free, but if you require on-site assistance (like Techxperts), we've negotiated up to 20% onsite discount for your establishment.





## RECRUITMENT OFFICER

Your employees play a critical role in delivering a first class experience to customers of your establishment. Finding the right people can prove to be challenging. Our Recruitment Officer service gives you free access to a large database of job seekers. What's more, you can register to receive e-mail alerts so that you are informed whenever a newly uploaded CV fits the profile of the person you seek. This means Recruitment Officer continues to search for the ideal person while you concentrate on your business.

In a nutshell, you get access to hundreds of CVs and can rapidly find the staff you need - without paying expensive recruitment fees and commissions.

## YOUR OWN PERSONAL ASSISTANT

Ever feel like you could do with an extra pair of hands? With the *Baskets of Benefits* Personal Assistant, you enjoy all the benefits of a PA without the cost of employing one.

Our Personal Assistant can help you by:

- Providing your clients with list of child-friendly restaurants and activities in the area
- Sourcing promotional gifts at the best rates
- Scheduling appointments
- Calling service providers on your behalf so you don't spend time on the phone yourself
- Sourcing the right service provider to assist with your website hosting or data back-up; sourcing quality service providers to assist with emergency repairs at the best rates in your area (locksmiths, electricians, plumbers, builders, etc.)
- Our assistants are on hand 24/7 to log your request and ensure that a specialist responds to you immediately (if urgent) or within 24 hours.



Make full use of the *Basket of Benefits* services and see what a world of difference they make to your business and your life. Happy benefitting!

*For more details go to  
[www.basketofbenefits.co.za](http://www.basketofbenefits.co.za) or call  
0861 444 443*



TOURISM GRADING COUNCIL  
OF SOUTH AFRICA

*Quality in Tourism*

*Basket of Benefits*