



SYLMAN
TRAINING • CONSULTANCY





TABLE OF CONTENTS

1.	Overview	1
2.	Company Vision	2
3.	Company Mission	2
4.	Strategic Objectives	3
5.	Business Focus	3
6.	Background of SYLMAN founder	6
7.	BEE Status	7
8.	Companies that have done business with us	7





1) Overview

- Sylman Training Consultancy was registered in the year 2007 with CIPRO as a Close Corporation,
- Sylman offers fresh ideas in training presentation which involves fun, flexibility and most importantly adds measurable value to the business.
- Sylman offers innovation without compromising on quality. Innovation in training programme flexibility, material content and effective presentation.
- Sylman training consultancy is a training company that seeks to add a new flavour to the training landscape through new training innovation and fresh ideas.
- The variety of training courses Sylman offer are as follows:
 1. Abet (Adult Basic Education and Training)
 2. Customer Service
 3. Handling Customer Complaints
 4. Food Safety and Hygiene
 5. Implementing correct Food Handling
 6. Telephone skills
 7. Shelf Packer / Store operator Program
 8. FMCG merchandiser skills program
 9. Cashier Training Program
 10. Receiving Stock





2) Company Vision

Company Vision

Our vision is to be the finest, world-class, Most Preferred Wholesale and Retail Accredited Training Provider.

3) Company Mission

Company Mission

Our mission is to ensure that all training or developmental activity we undertake will have a positive impact on the future performance of our Client's businesses.

We want to empower people to become the best they can be by using the correct tools for the job.



4) Strategic Objectives

Strategic Objectives

- We will provide inspiring training that motivates individuals to achieve their full potential thereby helping our Client's achieve their corporate goals.
- We will work in partnership with our Clients ensuring that courses we offer are specifically designed and thoughtfully adapted to suit their learning and workplace outcomes
- Referral business is the best type of business to have - therefore we will treat our Client's with the highest levels of care and respect at all times.
- Provide timely and structured learning experiences, operational training, and career development programs to all Client employees to improve and maintain job performance to support the stated corporate business goals.

5) Business Focus

Business Focus

Services Offered

- Facilitation
- Assessments
- Moderation

Scope Covered

- Learnerships
- Skills Programs
- Short courses

Learnerships

NQF Level 2 Wholesale and Retail operations
NQF Level 4 Wholesale and Retail Supervision



Skills Programs

1. Store Person

- 114895 Define the core concepts of the Wholesale and Retail environment
- 117887 Complete Basic Business Calculations
- 114912 Maintain a safe and secure Wholesale and Retail environment

2. Shelf Packer / Store Assistant

- 114903 Interact with customers
- 114906 Mark merchandise and maintain displays
- 114891 Count stock for a stock-take

3. Cashier / Till Operator

- 114903 Interact with customers
- 114889 Record transactions
- 114894 Process payment at a Point of Sales
- 114893 Pack customer purchases at point of sales

4. Receiving and Dispatching Clerk (Retail)

- 114896 Receive stock
- 114892 Dispatch stock
- 258155 Explain the factors that impact on the bottom line of a W&R unit

5. Stockroom Clerk

- 243672 Maintain the stockroom
- 114891 Count stock for a stock-take
- 114903 Interact with customers

6. FMCG Merchandiser

- 243679 Recommend orders for clients in a FMCG environment
- 243673 Identify the role of the FMCG Merchandiser in the Wholesale & Retail Industry
- 114891 Count stock for a stock-take
- 114906 Mark merchandise and maintain displays
- 114907 Display merchandise visually in a Wholesale and Retail outlet



Our Vision

“...to be the finest, world-class, most preferred wholesale & retail Accredited Training Provider”



6) Background of SYLMAN founder

Ntombiyoxolo Sylvia Manthata matriculated in 1993 and pursued her studies at the Vaal University of technology studying Food and Nutrition Diploma, on completion of her studies she worked at Piemans Pantry as a Quality Controller.

She completed another diploma in Food Hygiene and Safety at Coventry College (UK); she then worked at Shoprite Checkers as Divisional Deli Trainer specializing in Basic Food Hygiene training. She was promoted to a Learnership Manager position responsible for 700 learners in several provinces.

In pursuing her career she went on to work for Debonairs Main Support Office (Famous Brands) as Training Manager. She conducted training and designed training material for all levels of Debonairs staff from Franchisees to floor crew members. Sylvia has had extensive experience on managing training both from Food Hygiene and Food Safety environment. Customer care/service courses have also been another primary focus area from a training point of view, both at Shoprite and Debonairs.

Sylvia became owner and manager of a both Debonairs and Steers Franchise based in Braamfontein from June 2008 till August 2010. She is currently operating as a Training Consultant which started in 2007 parallel in running a Franchise.

7) BEE Status

Sylman Training Consultancy is 100% owned by a Black South African woman

8) Companies that have done business with us

- Owl Business Training
- Towerstone
- People Development Partnership
- Training Fundamentals
- Shoprite



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