



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

11 August 2011

TO WHOM IT MAY CONCERN

ProServ South Africa is currently appointed as the Training Service Provider on behalf of the Tourism Grading Council of South Africa (TGCSA).

In 2005, the TGCSA contracted Hospitality Professionals (t/a ProServ South Africa) for a 3-year period to train new and existing grading assessors. ProServ South Africa were successfully appointed through a tender process, for a further three years commencing May 2009. The primary services that they are contracted for are the development of a competency framework for star grading assessors, the development and facilitation of the assessor training programme based on national and international benchmark research, as well as the development and facilitation of annual impact assessments.

The primary purpose of the Annual Impact Assessment that ProServ South Africa is contracted to conduct on behalf of the TGCSA is to measure the impact star grading has on graded establishments.

ProServ South Africa has consistently met the targets and objectives of the project plans submitted and has managed the contract efficiently while simultaneously providing a high service level to all stakeholders.

Should you require any additional information, please do not hesitate to contact me.

Ms. Thembi Kunene
Chief Quality Assurance Officer
Tourism Grading Council of South Africa