

Hotelstuff

Greenstuff

in Lorraine Jenks

OCTOBER 2024

Hotelstuff / Greenstuff Newsletter

Greetings from Lorraine and the Hotelstuff Team

LORRAINE'S NEWS

April this year was the first anniversary of Richard's death.

I managed to defeat the worst of PTSD and was determined to begin the next chapter of my life. Tahnya and I were ready to roll out the refreshed phase of Hotelstuff/Greenstuff which we had been working on. But the universe decided otherwise. I had a horrible accident which put me in hospital for five weeks and confined to home for a few more. Hence apologies for this newsletter being so late. I am now fully on the mend and chomping at the bit.

A big, big shout out goes to Tahnya Gadd for her support and who continues to be such an outstanding manager of the Hotelstuff and Greenstuff websites, and all the different admin responsibilities that go into running two big directories. She keeps the directories up to date every day with renewals, new subscribers, website back-end administration and accounts. The directories continue to grow and thrive and remain leaders in Africa. Thank you, Tahnya!

SPEAKING ASSIGNMENTS

Below are some of the keynotes and workshops I have run (one given via Zoom - from my bed - which elicited a chuckle or two!).

Please remember to tell your colleagues, customers, suppliers, investors, funders about my speaking work. In fact, the currently trending topic applies to every one of you and awareness is critical to surviving. "The Fundamental Principles of Climate, Sustainability and ESG" (or any related topics.) Just shout and I'm here for you any time.

CUSTOMER EXPERIENCE AWARD

Totally unexpected and so encouraging. Best Hotel Suppliers Directory 2024 - South Africa, Client **Experience Award for: All Encompassing Platform.** The Business Concept, more info below. This is our 25th award.

HOTELSTUFF/GREENSTUFF

Both directories continue to thrive. Suppliers are asking to join. Others renew year after year. Have a look further down which new suppliers have joined our directories and who are still there after all these years. Thank you for your continued support. We would not be here without you. Some of you have been with us for 24 years!

Lorraine



Hotelstuff Awarded - Best Hotel Suppliers Directory 2024 - South Africa **Client Experience Award for: All Encompassing Platform**

We are proud to be the winners for the first edition of the South Africa Customer Experience Awards[™] - a prestigious platform dedicated to recognizing and celebrating outstanding CX endeavours across the nation with headquarters in the United Kingdom. Their mission is to provide winners the recognition, insights, and networking opportunities they deserve, helping shape and advance CX standards in the country. Thank you to the impartial judges and the scrupulous scoring process for "the SACXA[™]" winner. We are truly honoured to have our work acknowledged and applaud your innovative approach to focusing on customer experience. https://www.thebusinessconcept.com/winners/hotelstuff/

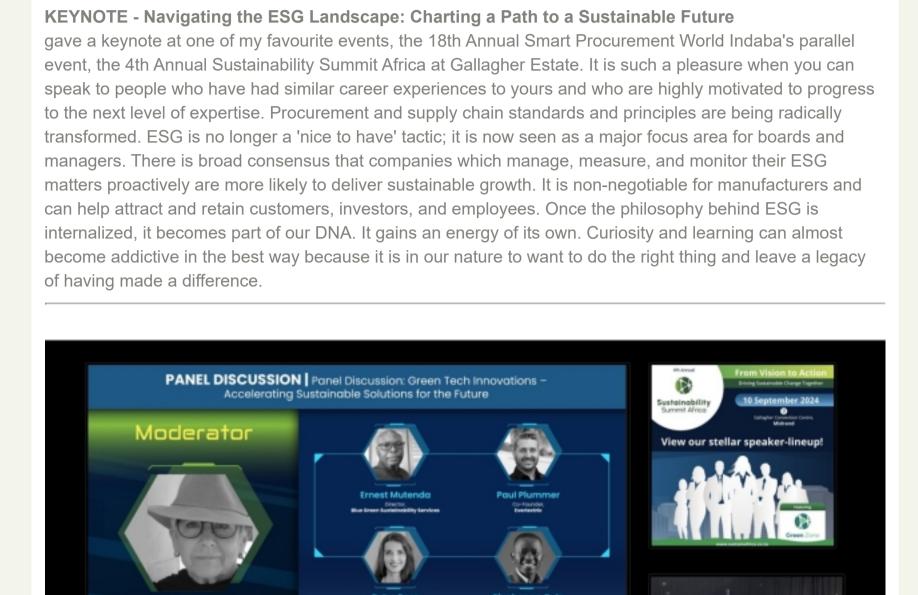






Four amazing minutes at the "WORLD GLOBAL SERIES" by Unique Speakers Bureau International Four minutes. Four minutes to explain a lifetime of activism, my training, my mission and trending speaking topics. I was distraught after my presentation which I had ploughed through at breakneck speed after having to reduce it by a further minute when some of us thought we had five minutes. BUT... I had the most wonderful feedback of my entire career. A delegate reassured me and said, "No, Lorraine. Don't be worried. I got it... I clearly heard the why, what, who and how of your message". I chose to explain what I do (speak, train, consult, build eco homes and hotels at shows, manage Hotelstuff and Greenstuff online directories), mentioned that many of their clients make bad choices which affect climate, biodiversity and communities. I summarised the basics of ESG (Environment Social Governance) emphasizing the power of supply chain managers and other decision-makers, ending with an inspirational closing. Thank you Paul Mc Connon, Cathy Johnson, Melisa Tsotetsi, Melecent Tsotetsi, Anita Nieuwoudt, Yusuf Ismail, Nicky McConnon and team for a superb event and for the honour of being invited to present my work. THE GLOBAL WORLD SERIES by UNIQUE SPEAKER BUREAU INTERNATIONAL AT Vodacom World in Midrand. The audience comprised about 500 meeting planners, conference and event organisers, corporate clients, business partners, sponsors. I was part of a lineup of 27 speakers, local and from around the world. An incredible achievement.





GREEN TECH INNOVATIONS - Accelerating Sustainable Solutions for the Future Thank you to the Smart Procurement Sustainability Summit team for another excellent event. This was part of the 18th Annual Procurement World Indaba at Gallagher Estate. I had the privilege of moderating a panel discussion on 'Green Tech Innovations - Accelerating Sustainable Solutions for the Future.' The brief read: Today we stand at a critical juncture where the urgency of climate change compels us to explore transformative solutions. Green technologies not only promise to enhance sustainability but also to drive economic growth and social equity. I presented a brief look at existing innovations that we often take for granted, to remind us of solutions already succeeding and perhaps trigger fresh thinking. We then explored innovations currently being researched, some prototypes being tested, as well as some bordering on science fiction. The four panellists had us hanging on to every word, and their input solicited a slew of thoughtful, insightful questions. We could have talked for hours. We covered policies and ethics, electric vehicles and smart transportation, advances in supply chain principles, the possibilities of 3D printing, barriers and challenges and much more. We are available for a deeper dive anytime. Just give me a shout.

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EmpowaWomen Leadership Summit

Lorraine Jenks Chief Executive Officer, Hatelstuff

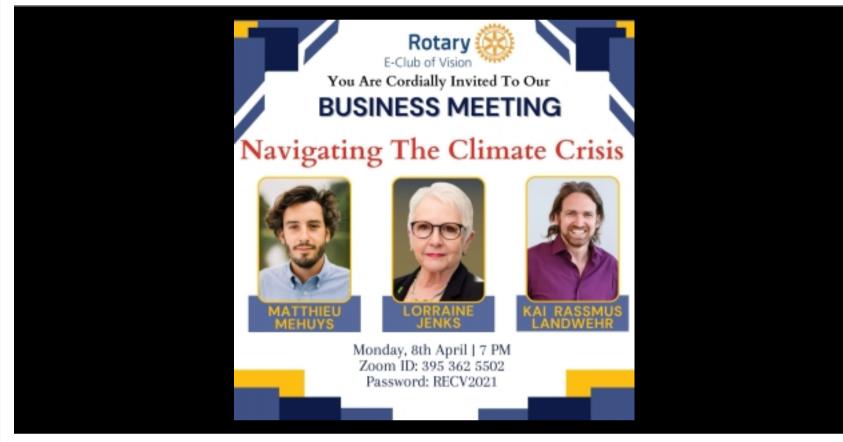
My first proper speaking gig away from home since my accident in May. We had 1,200 lady entrepreneurs from all sectors there to share their stories, success, ambitions, experiences and plans. And to learn as much as they could absorb. The energy in the room was palpable. A long day. 8am to 6pm. After the plenary, The Campus organised breakaway rooms for mining, manufacturing, retail, agriculture, arts, GBV psychology and tourism. I spoke on tourism and met young people with truly creative, maverick ideas for South Africa. For example, instead of voyeuristic tours into townships, local art displayed in private homes so tourists get to meet locals. Another was a small, friendly "pay now fly later" savings scheme that gets people, who never dreamt they would get overseas, to get overseas with a group! We have so much talent in our country and it is a joy to see.



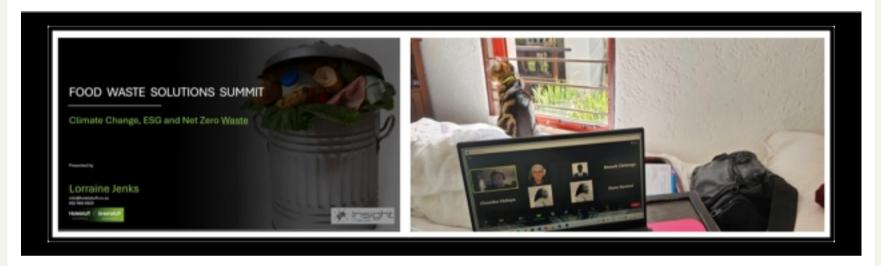
Speaking on SDGs, Climate Change and ESG. We can do this thing. I spoke at the Woman of Stature "Dream Bigger" Summit. The summit presented a unique opportunity for mutually beneficial partnerships and impactful collaborations. Aligned with the theme "DREAM BIGGER," the 2024 summit resonated with seven of the Sustainable Development Goals (SDGs) that transcend conventional strategies and explore opportunities for positive change. Woman of Stature™ firmly believes that the active involvement and support of both men and women are essential for fostering a truly inclusive and diverse professional landscape. Keynote: Director General of the Department of Women, Youth and Persons with Disabilities (DWYPD), Mikateko Joyce Maluleke Our esteemed panel of guest speakers shared their insights, strategies, and success stories.



WSPD - WORLD SUSTAINABLE PROCUREMENT DAY 2024 From policy to practice: Implementing Sustainable Procurement Initiatives in African Contexts. On 21st March I was invited to participate in the WSPD (World Sustainable Procurement Day) - an event held in The Hague. We had participants from as far afield as Shanghai, Beijing, Mumbai, Barcelona, Basel, Leverkusen, Whippany, St Louis, Mexico. Twenty-four hours of invaluable information, best-practices and practical solutions for professional procurement practitioners. These hands-on, action-orientated online sessions were hosted by Sustainable Procurement Pledge (SPP, Dusseldorf, Germany). Professional, academic and personal experiences, challenges, opinions and solutions were discussed during my panel and I have no doubt were of huge benefit to practitioners from emerging markets; the sector we were asked to address. We can all contribute to a safer future by making better choices every day. Sustainability is not just a moral imperative but a strategic necessity. Get in touch with me if you could benefit from a presentation or workshop on Sustainable Procurement, Supply Chain and ESG - or any related topics.



ROTARY E-CLUB OF VISION - NEW YORK I was delighted to be invited to address this group again (albeit in the middle of the night!) But, actually not unusual for me to be working on something at that hour anyway... one of the benefits of living alone and loving what you do.



FOOD WASTE SOLUTIONS SUMMIT - Insight Media

So I gave a keynote from my bed! I realised with horror, two days before, that I had committed to giving a keynote at a summit on Food Waste and Climate Change. I didn't yet have the stamina for getting into a car, the journey, getting to the stage with my "walker", having to sit on a raised chair with arm rests (still too sore to sit on a chair) and then still speak. So I offered to find a replacement speaker or make a video of my presentation... but we managed to get me patched into the conference room via Zoom from my bed! I put on some makeup, changed my top, warned the cat to stay off my keyboard and it was a cinch. The joys of being a professional!



New and Repeat Subscribers to our Directories

5 SENSES HOSPITALITY

At 5 Senses Hospitality we believe that hospitality is an art. Our story is one of passion and dedication, driven by a desire to provide exceptional service. We believe in the power of personalized service and the magic of small details. Our team is dedicated to give you service that will exceed your expectations. We have a large and varied network of suppliers and importers enabling the team to secure the most exquisite items you want for your special establishment, giving your patrons exactly what they expect and deserve from visiting your establishment.

AFRIEARTH, KIND EARTH & CUBS GUEST AMENITIES

Our focus is Hospitality, creating beautiful products that will delight your guests & simply go beyond the ordinary. Our bath & body products are paraben free, endorsed by Beauty Without Cruelty. Our small items are packaged in corn-starch packaging (plant based), not plastic, therefore 100% compostable and biodegradable. Bath & Body Products are an intimate experience for guests; our choice of unique and beautiful fragrances will have your guests remembering their stay with you, long after they have gone home.

ANRAY MANUFACTURERS

Anray Manufacturers is one of the largest Cast Aluminium Garden Furniture Manufacturers in South Africa. With well over 20 years of experience, our service is guaranteed. Our products are hand casted and powdered-coated at 200 degrees to ensure long lasting and non-rusting effect. We offer a wide variety of selections and colours to choose from. Anray Manufacturers also manufactures cast aluminium parts and simulated stone pavements that are custom to your business or personal requirements. Contact us and we will do our upmost to cover your needs.

APHRODITE - LUXURY HAND-CRAFTED NOUGAT

Introducing Aphrodite from Sacred Delights, a new South African company that makes products with intention and consciousness. We use the highest quality natural ingredients and ancient wisdom to create products not only to delight but also designed to enhance well-being with healing and happiness. Our innovative creations aim to bring the taste and feeling of 'Heaven to Earth' and create a lasting impact in South Africa and beyond. Aphrodite is a decadent, luxury handcrafted nougat that arouses your senses and ignites your passion. It is our intention that all who encounter these creations will experience the magic of connecting Heaven and Earth with our Sacred Delights.

BEAUTIFUL EARTH

Beautiful Earth offers a personal grooming alternative where the fragrances are derived from essential oils, not synthetics/phthalates, and without harmful or undesired ingredients - no parabens, sulphates, colouring, mineral oils or glycols... just natural and cruelty free. Complimentary to the customary products we offer a range of personal care amenity items including 25g Soap Bars, Shaving Kits, Sewing Kits, Shower Caps, Vanity Kits, and Dental Kits.

CAREPRO - HOME CARE AND MEDICAL EQUIPMENT

At CarePro we are focused on providing quality care beds, care equipment and mobility aids. Our beds are ideal for people with mobility issues, the elderly, people recovering from injuries, or anyone who require the assistance of a medical bed in a stylish décor format. We also provide specialized air mattress systems and hospital beds and related items for frail care units. We have several procurement options available and our Bed Rental options are especially popular for facilities and individuals alike.

DRIFTAWAY BEDS & PILLOWS

Driftaway mattresses comprise of 100% high quality foam composite offering excellent performance in terms of both comfort and support, while being incredibly durable and high wearing. We offer a comprehensive range of mattresses, pillows, bedding accessories and comfort products all with the same attention to quality materials and workmanship. Our ability to supply high volumes of mattresses within short periods of time has meant you will not only find Driftaway mattresses in many homes but also well-established lodges, B & B's, resorts and hotels.

ELAN DISTRIBUTORS

From Factory to Foyer, from entrance to exit, if we don't have it - we will make it! Initially a specialist supplier of linen products only, Elan has now expanded in order to offer the hospitality market with a full site solution. Trusted brands and individual, bespoke, manufactured items are all utilised to satisfy specific requirements. Sharing knowledge about the correct product at competitive pricing on excellent quality is why our products find their way into both major and minor establishments.

EZ STOCK PRACTICAL LIQUOR STOCK TAKING SOLUTIONS

The EZ Stock Solution offers a Practical, Accurate, Affordable & Maintenance Free Liquor Stock Taking Solution to the Hospitality Industry. The product is a variety of individual rulers profiled to the shape of various liquor bottles with 25ml increments to determine accurate tot levels. It allows the user to maintain control of their daily stock usage and in doing so is immediately able to determine if losses, wastage or theft has occurred. It is accurate, user friendly, does not require training and has no maintenance costs. The product is one of a kind and its purpose is to revolutionise stock taking.

HYGIENE DISPOSABLES

Hygiene Disposables (Pty) Ltd was established in 2004. Our aim is to provide the Hygiene Industry with the best possible range of Hygiene products that are Food Grade and medically approved, convenient, quality and cost effective. We are committed to our customer hygiene care and the improvement of the service we provide. Proudly we have become Distributors & partners for various companies & agencies, namely: Sontara®, BCE, Numatic International, 3M, Byotrol, Greenworx and Twinsaver.

INDULGENCE SPA PRODUCTS

Indulgence Spa Products redefines luxury. Our exclusive, high-end products are designed to create accents of opulence in your everyday life. Start your day in the exquisite softness of our luxury robes, end it by savouring the gentle nuances of our soy candles, and create a sense of serenity in your home or office with our irresistible room diffusers. The Indulgence Spa Products are about more than pretty scents and well-deserved spoils, though. They create retreats for the body and mind. They are also perfectly packaged for gifts and are popular in South Africa's top spas and hotels.

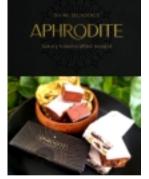
IMPEL CREST TRADING (PTY) LTD: YOUR CLEANING AND POOL CARE PARTNER

Impel Crest Trading (Pty) Ltd is a leading South African supplier of innovative cleaning and pool care solutions. With a strong focus on quality and effectiveness, we offer a comprehensive range of products designed to meet the diverse needs of businesses across various sectors. Our groundbreaking products like Fizz-Ezy, is a revolutionary cleaning solution that simplifies cleaning tasks without compromising results. In addition to our cleaning products, Impel Crest also offers















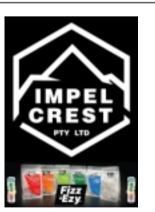






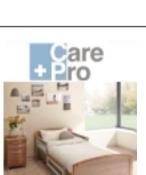












a comprehensive range of pool care solutions to maintain sparkling and inviting pools. Our pool products are designed to simplify pool maintenance while ensuring optimal water quality and safety.

INTERMARKET GUEST AMENITIES

Intermarket Guest Amenities is your preferred manufacturer & supplier of guest amenities for the Spa, Hotel, Bed & Breakfast & AirBnB industry. With almost forty years of experience in the South African hospitality industry, we inherently understand our clients' needs for efficient service delivery, economical solutions and keeping up-to-date with industry trends. Our range includes shampoo's, soaps, kitchen & bathroom amenities, hotel guest signage, overnight slippers and more. Contact us for more information regarding wholesale purchase, personalisation or to become a reseller of our products in your area.



M LINEN DRAWER

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LEAD

Lead Laundry and Catering (Pty) Ltd is the foremost supplier of Laundry equipment in Southern Africa, representing world leading brands that include Tullis, Jensen, Speed Queen and Girbau. LEAD also represents leading European brands Fagor in the industrial catering equipment sector and IIsa in the arena of Dry Cleaning equipment. LEAD's products range from those used in coin-operated laundries to tunnel washers in industrial laundries and hospitals, as well as covering the equipment needs of the smallest bars and cafeterias to the largest industrial kitchens. LEAD's brands are backed by the most comprehensive aftersales service available anywhere in Africa.



Linen Drawer is a manufacturer and supplier of bed, bath and table linen for the hospitality industry focusing always on sleeping comfort by using natural fabrics. At Linen Drawer we are passionate about the quality and style of every linen product we sell. The latest range of pure French flax linen products woven in Cape Town gives exceptional comfort and is durable, eco-friendly and antibacterial. Everything we sell is designed to ensure that you and your family have a good night's sleep, every night.

have a large footprint in the hospitality industry we are not limited to and do supply

Nicolson Russell manufactures and imports premium homeware products. Every piece is made with the highest quality material and with the finest workmanship. Our collection of homeware products includes designer cutlery pieces, fine bone china and porcelain crockery, exquisite crystal glassware and durable stoneware, which is manufactured locally, as well as stainless steel straws and biodegradable napkins. We aim to be ahead of the crowd in the homeware industry, bringing international designer trends into South African homes at affordable prices. We

Nifty Napkins was founded in 2007 with the intention of supplying corporate

Prime Cleaning Suppliers is a leading manufacturer and supplier of cleaning products and solutions for the commercial industry. Established in August 1996, they continue to show strong growth complemented by passion for excellence. We quickly grew into a preferred supply company offering a complete range of goods from cleaning chemicals and paper products, to equipment and sundries. We are also a quality international brand ambassador for Wetrok, Kimberly Clark and

Purespace Design has been in operation since 2000 and offers full service Interior Design and Sustainability Manufactured Furniture and Fittings to the Retail and

Residential market. We are also passionate about our beautiful planet and acknowledge that we cannot possibly operate as business as usual. The Built

Environment Industry is one of the biggest contributors to environmental

disposable culture that is so prevalent in our world.

delight and enhance your guests' experience.

destruction and therefore it is part of our mission, as a design company, to only use as many eco-friendly materials as possible, use sustainably sourced timber and build furniture and fittings that are built to last and move away from the

branding to the hotel industry. We understand that in hospitality industry, image is everything. Our broad range of branded items, from serviettes and swizzle sticks, to aprons and table linen, as well as wet-wipes and pop-up tissue boxes is by far the best way to keep your company in the mind of present or future clients and

MASCOT HOSPITALITY

MASCOT Mascot is a reputable supplier to the hospitality sector primarily offering a holistic range of superior quality products aimed to enhance the guest experience in professional accommodation offerings. From our holistic hospitality solutions we are most well-known for our Mascot in room safes. We are the sole distributors of Spanish Onity, Singaporean Suites and German Aliseo products. Although we

NICOLSON RUSSELL

NIFTY NAPKINS

Rubbermaid.

PURESPACE DESIGN

the retail and reseller markets at competitive prices.

pride ourselves in offering excellent value for money.

maintain high levels of brand awareness.

PRIME CLEANING SUPPLIERS

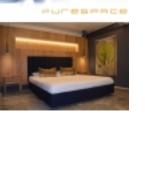






CLEANING SUPPLIERS







satisfy the most discerning of guests. Our packaging ranges from contemporary to

SPIRIT AMENITIES

STRIKING ENERGY

Striking Energy is a leading manufacturer of Infrared products and space heaters since 2009. With "Engineered Sunlight" they create cost-effective, energy efficient, clean, instant and focused heating solutions for space and process heating. They manufacture a range of high-quality Infrared Space heaters as well as design and manufacture custom Infrared heating solutions for various industrial processes (e.g. curing, drying, baking) in various industries (e.g. Food processing, raw material processing, Hospitality, agriculture, and Mining). They understand Infrared Heat and don't "push" mass-produced products for profit, but rather build solutions for problems.

SYCRO GROUP

Sycro (Service You Can Rely On) is a specialist supplier & distributor operating in the South African Hospitality industry for over two decades. Sycro offers a wide range of products & solutions through great customer service and quality products. Using our own manufactured products as well as our extensive & reliable supplier list, offering multiple delivery options, we reliably supply both classical as well as new & innovative products to the industry.

TBAC SA

The Bespoke Amenities Company proudly manufactures and supplies the finest amenities to guest houses, hotels, lodges and B&B's across South Africa and beyond. Speedy turnaround times, combined with service delivered by an enthusiastic team obsessed with detail, results in a company passionate about what we do. And, of course, the quality of our products is unfailingly impressive: because we manufacture all amenities ourselves, we are in full control of the process, and ensure only the best raw materials from reliable, reputable suppliers are used.

UNILEVER PROFESSIONAL

Unique in their value proposition and distinct from retail products, Unilever Professional Products are engineered to meet specific business needs for the best results with minimal effort. With trusted brands used by millions of people worldwide, Unilever Professional means having peace of mind and results you can trust. The brands you have trusted in your home for years, you can trust in your business forever. Unilever Professional makes cleaning easy with brands you can trust to give you exceptional results. It's the professional choice.

W.L. COLE

The leading supplier to the hospitality industry throughout Southern Africa. Established in 1963, W.L. COLE has been the partner of choice for all leading hospitality brands for over 60 years. W.L. COLE has a proud heritage of consistently supplying the industry's biggest names with high quality products at the most competitive pricing. In-house manufacturing and economies of scale are leveraged to offer customers the ultimate value, from Luxurious Bed Linen; Superior Towels; Durable Table Linen; Fine Glassware; Trusted Tableware and Indispensable Catering Smalls to Chefs Wear. W.L. COLE is the undisputed hospitality supplier of choice.

YEMVELO HYGIENE

ABOUT US

Reasonably Priced, High Performance, Eco-friendly Cleaning Products. Yemvelo Hygiene distributes bio-enzyme and eco-friendly cleaning agents. Yemvelo means 'of nature' in isiZulu. We strive to ensure that all our products meet strict ecofriendly criteria, while obtaining superior performance results. Yemvelo Hygiene stocks specialised bio-enzyme and eco-friendly cleaning agents for use across various industry sectors, including: Agriculture; Automotive; Catering / Food Preparation; Hospitality; Healthcare; Commercial and Industrial Cleaning; Household Cleaning; Laundry and Waste Management. Please contact us for more information or to inquire about a specific cleaning requirement in your industry sector.

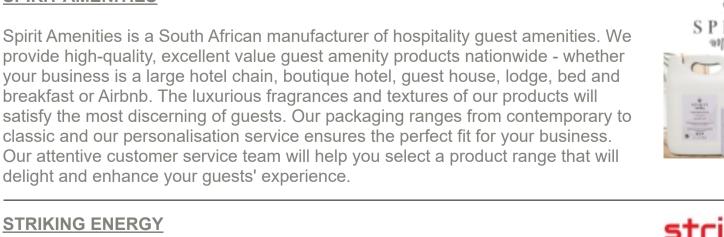














energy GO - UniMount

