

Your Week 5 Hermanus Service Hero.

JOURNEY TO SERVICE EXCELLENCE 2018



Michael Bayer,
owner of The Beanery

Michael Bayer is the Week 5 winner of the Department of Economic Development and Tourism's 2018 Journey to Service Excellence (J2SE) Programme.

The J2SE Programme focuses on creating a culture of service excellence in the Hermanus area. This week's winner, Michael Bayer, has been a resident in Hermanus for the past 10 years and owns a coffee beanery which he also runs. William Ntebe from Zwelihle Youth Cafe nominated Michael because of a campaign "Hermanus has Heart" that he started during difficult times in Hermanus. William said that this campaign ensured that businesses and communities in Hermanus work together. Michael's passion for people, service excellence during challenging times and the campaign has assisted businesses in Hermanus to keep their doors open. His selfless service has also assisted in skills transfer, job creation and keeping the economy of Hermanus going.

Michael said that excellent service to him means to always respond to your client's needs. He sees himself as a problem solver and likes to assist businesses and the community to get solutions for their problems. This is the case in his own business, The Beanery, as well as in the community of Zwelihle.

Michael's advice to other businesses who are striving towards service excellence is listen to your clients, and you will hear all their needs. You then need to respond to your clients and provide solutions to their problems.

Visit the Department of Economic Development and Tourism's website for more information on J2SE:
www.westerncape.gov.za/dept/edat

Promoting service excellence in the Western Cape **BETTER TOGETHER.**



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