



TAMDESIGNS
AND COMMUNICATIONS



COMPANY PROFILE

245 Ballenden Street Soweto.
leratomaforah@gmail.com.
0798434260



COMPANY OVERVIEW

TAM Designs and Communications (PTY) LTD is a dynamic service provider specializing in customer service, operational efficiency, and workplace solutions tailored to the needs of modern businesses. It is a level 1 B-BBEE contributor, with 100% woman ownership. We are committed to helping organizations enhance productivity, build positive workplace environments, and uphold the highest standards in food safety and stock management.

With a team of seasoned professionals, we bring a wealth of expertise and a results-driven approach to every project. Our mission is to empower businesses with the tools, knowledge, and support they need to thrive in competitive markets.

Biography of Lerato Mafora

Lerato Mafora is a distinguished professional in skills development and culinary arts, recognized as a subject matter expert for the Quality Council for Trades and Occupations (QCTO). With a wealth of industry experience.

Lerato's culinary journey began in some of the world's most esteemed establishments, including Sun International, The Sheraton, and The Ritz-Carlton, where she honed her skills as a trade-tested Artisan Chef. She later transitioned into the training side of the culinary arts, bringing her expertise to institutions such as the International Hotel School, Bidvest Catering, Destiny Cuisine, and Reach Summit.

Her passion for education and skills development is evident in her professional certifications. Lerato is a registered Assessor and Moderator with CATHSSETA and FoodBev SETA and an Assessor with the National Artisan Moderation Body (NAMB). She plays a pivotal role in conducting External Integrated Summative Assessments (EISA) and facilitating assessments and moderation



processes to ensure the highest quality standards in artisan development.

In addition to her educational contributions, Lerato is an accomplished competition judge, having adjudicated culinary contests both locally and across West Africa, showcasing her deep knowledge and discerning eye for talent.

Lerato Mafora's dedication to excellence in the culinary arts and training makes her a vital contributor to the growth of skilled artisans, inspiring the next generation of chefs and professionals to achieve their full potential.



VISION

To be a leading service provider known for delivering innovative, practical, and sustainable solutions that drive operational excellence.



MISSION

To enhance business performance by providing tailored training, consultancy, and support services that promote quality, efficiency, and customer satisfaction.

Why Choose Us?

Customized Solutions: Tailored services to meet the unique needs of your business.

Expert Team: Professionals with extensive industry knowledge and hands-on experience.

Commitment to Excellence: A dedication to achieving measurable results and driving success.

Affordable Packages: Cost-effective services designed to deliver maximum value.



SERVICES OFFERED

Customer Service

Training teams to provide exceptional customer care. | Developing strategies to enhance customer satisfaction and loyalty.

Conflict Management

Facilitating resolution strategies for workplace conflicts. | Conducting workshops on conflict resolution and effective communication.

Company Inductions

Designing comprehensive onboarding programs for new employees. | Ensuring smooth integration into company culture and processes.

Food Safety

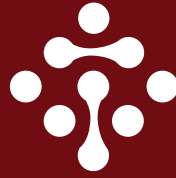
Implementing food safety standards (e.g., HACCP). | Conducting staff training on food handling and hygiene practices.

Stock Control

Streamlining inventory management processes. | Training staff on effective stock monitoring to minimize waste and losses.

Food Storage

Advising on optimal storage practices to maintain quality and compliance. | Training on FIFO (First-In, First-Out) and food labeling systems.



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