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PERES TRAINING Consultancy

Peres Training Consultancy is a Botswana registered training institution offering short courses accredited by Botswana Qualification authority.



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Our vision is to be a renowned training provider with exceptional programmes on:

- Imparting soft skills and encouraging self-development
- Refresher courses in line with carrier path
- Increasing efficiencies at the work places
- Developing a learning culture (coaching & mentoring) in our generation

Our BQA accredited courses

1. First Aid Training

- Basic first aid training
- Advance first aid training

Providing first aid training treatment and care is a critical lifesaving skill

2. Occupational Health & Safety

This course will up skill the work force and empower them to successfully implement health and safety requirements at their work place

3. Security Management

It covers various topics from basic security, crime prevention access control, patrolling techniques. etc..

Our course durations runs from 2 days to five days.

HRDC ACCREDITED COURSES

- Business Skills
- Customer Service
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- Gender Based Violence
- Sustainable Procurement
- Conflict management
- Emotional intelligence
- Supervisory skills

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Email: peres@peresconsultancy.ac.bw

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BUSINESS SECTION - + + +



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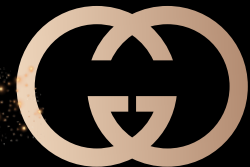
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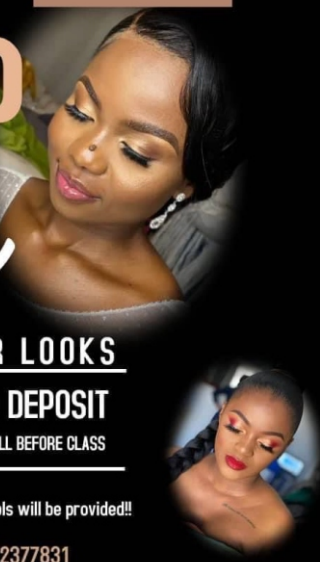
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Botswana Meat Commission (BMC) has been promoting the development of the country's beef and related beef products globally since independence. BMC strives to generate sustainable wealth for the Botswana livestock industry through efficient and equitable procurement, globally competitive operations, and achievement of maximum market value for products.

As BMC employees we seek pride and passion in our values where we are always in pursuit of excellence and remaining customer focused at the same time. We are results oriented and strategically driven. We are turning the business back to profitability and regaining our customer and national confidence.

Be part of the change as;

SALES AND MARKETING MANAGER X1

For detailed job Profile, please log onto www.bmc.co.bw

Job Application Procedure

Send cover letter, certified copies of academic certificates and CV; including a list of names of three (3) referees to Executive Manager, Human Capital, Botswana Meat Commission, Private Bag 4, Lobatse, Tel +267 534000 Ext 1270; OR email hrrcruitment@bmc.bw on/ before the **9th December 2022**.

Correspondence will be entered into with shortlisted candidates only.



"FUTURE OIL MINDS" GRADUATE DEVELOPMENT PROGRAMME



Transforming exceptional young talent into the future of the Oil and Gas Industry

Graduates, an exciting opportunity awaits you to join the mighty Botswana Oil Team and become our first cohort of Graduate Trainees. We are in search of young, brilliant minds who are ready to bring along an impeccable attitude, a growth mindset and become part of our well-oiled machine!

The "Future Oil Minds" Graduate Development Programme intends to provide excellent graduates with an opportunity to acquire practical work experience and gain exposure in the diverse and specialized Oil and Gas industry. The duration of this acceleration programme is two (2) years with the aim to establish a talent pipeline that will become future industry leaders.

Over the duration of the programme, you will acquire an exceptional and wide-ranging learning experience, which will include:

- Technical and Commercial exposure
- Project assignments
- Technical, professional and soft skills (on the job training, courses, seminars and workshops)
- Coaching and mentoring

- Must have attained a minimum GPA of 3.8 on a 5-point scale or 3 on a 4-point scale.

We are looking for the following in the Future Oil Minds:

- Innovative, creative and digitally savvy
- Driven and eager to learn and grow
- Excellent verbal and written communication skills
- Team Player and Relationships oriented
- Passionate and Results oriented

Qualifying Criteria:

- Botswana Citizenship
- A Degree in the following disciplines: Engineering, Energy, Legal, Supply Chain and Logistics.
- Graduated from a University between 2018 – 2022.

Interested candidates who meet the above requirements may apply on the below link for the Botswana Oil career portal and submit the following documents: CV, Academic transcript, Certified Qualification Certificates and ID.

<https://botswanaoil.mcidirecthire.com/external/currentopportunities>

Closing Date: 4th December 2022

Only Online Applications will be considered

- 3981700
- enquiries@botswanaoil.co.bw
- www.botswanaoil.co.bw
- Botswana Oil Limited



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You can also visit our career site on <http://jobs.debswana.com/> to create a candidate profile for future job opportunities.

Tell: +267 3648850 HR-Contact Centre



Great leaders are not the best at everything. They find people who are the best at different things and get them all at the same team

10 Tips to Succeed in Your Next Interview

- 1 Research the company and your interviewers
- 2 Practice your answers to common interview questions
- 3 Study the job description and note required skills, qualities and experience
- 4 Answer questions using the STAR method (Situation, Task, Action, Result)
- 5 Recruit a friend to practice answering questions
- 6 Be prepared with examples of your work
- 7 Plan your interview attire the night before
- 8 Prepare smart questions for your interviewers
- 9 Bring copies of your resume, a notebook and pen
- 10 Tie your answers back to your skills and accomplishments





SECURITY OFFICERS-SHOULD THEY DOUBLE HAT AS CUSTOMER SERVICE OFFICERS?

In one of my service journeys ,I went into one office to submit some documents as they were urgently required. I got at the door and one security officer clad in clean combat gear smiled and opened the door for me .As a norm I asked where I could get help after I narrated to him why I was here .

To my surprise the security officer asked to see if I had completed the forms correctly.To this I gently obliged and he went over the documentation. Now the problem arose when he told me that my documentation was not complete and he wanted to turn me back.

Now the service gentleman in me arose and I decently engaged the security officer but he could not back down and told me the buck stops with him. Funny enough the security officer would not even let me escalate my plea and meet any other member of staff.

He threatened to man-handle me and throw me out of the office. If it was not for the area manager who passed by and rescued the situation, I guess I was in for a long day.

Now this experience got me thinking. I have seen this in many

offices where security officers attend the front desk and assist clients with stuff that is so out of their line of duty. I have seen security officers help client's complete forms in banks and other offices. I have seen them answer to complaints and stand in for front officers. One of the simple answers I have always heard is that it's the simple stuff, the guy has been here for a long time and he knows how to complete that form.

But do we generally understand the risk of security guards engaging as customer service officers? Do we understand the impact that this can have on customer service?

In any organisation, the primary duty of a security officer is to provide security. In most cases the security officers are part of outsourced staff and will generally show some lack in understanding company policy, mission and vision let alone the service culture. Now my observation is that it is at the front office where the security officers are taught and shown the so called simple tasks that they can do with ease such as form filling and to attend to questions from clients.

Well and fine, most clients will generally appreciate this when it means avoiding a long queue to get assisted at the service desk. But it will only be in positive cases where this is appreciated. Who takes the fall when the security officer makes



a costly mistake while assisting the client? One core value of customer service is that it is wrong to replace good service with temporary convenience.

We are all duty bound to assist clients and render the best possible client experience which will build our client loyalty. Passing such a huge responsibility to security officers will in the long term prove our service efforts a futile exercise.

(This article was originally written and published for Botswana Guardian)

Phirinyane Moreri
Client Max Services



Everyone talks about building a relationship with your customer. I think you build one with your employees first