



## INTRODUCTION

The **University of the Witwatersrand (Wits)**, a leading South African institution, serves tens of thousands of students, providing a vibrant, supportive environment for academic success. To enhance the student dining experience, Tsebo Catering Solutions tailored two of its healthy-eating segmental offerings specifically for Wits' main dining hall and two residential dining halls – Impilenhle and SimplyPure – promoting health, stamina, and energy using nutritious, minimally processed ingredients.



### INDUSTRY

Tertiary  
Education

### LOCATION

Braamfontein,  
Johannesburg,  
Gauteng

## CHALLENGE

- Wits has a diverse student population from various socioeconomic and cultural backgrounds, each with unique tastes and dietary needs. Tsebo needed to accommodate these preferences while providing nutritionally dense meals to fuel healthy young minds and bodies.
- The dining venues required a transformation from functional but stark spaces into upbeat, welcoming environments where students could socialise and recharge.
- Wits lacked the necessary industrial kitchen policies and procedures, and its staff needed extensive training to meet Tsebo's rigorous health and safety standards.

## SOLUTION OVERVIEW

- **Tailored Menu Offerings:** Tsebo introduced its Impilenhle and SimplyPure menus to address the unique nutritional needs of Wits students:
- **Impilenhle:** Meals designed to reduce fatigue and increase energy, incorporating the taste of traditional African cuisine with top-quality, lean, and nutritious ingredients prepared using healthier cooking methods.
- **SimplyPure:** Whole-food meals made from scratch, promoting optimal nutrition to enhance energy, stamina, and general health.
- **Staff Training and Upliftment:** Extensive training was conducted in health and safety, food preparation, customer service, and responsible sourcing, enhancing professional skills and service delivery.

- **Dining Hall Transformation:** Tsebo revamped and rebranded the main dining hall to create a youthful, vibrant space where students can socialise while enjoying nutritious, freshly prepared meals.
- **Technology Integration:** Digital nutrition education screens were installed in dining halls, providing ongoing education on nutrition, health, and wellness.



## SUSTAINABILITY AND ESG ACHIEVEMENTS



### Nutritional Upliftment:

Impilenhle and SimplyPure menus were designed by dietitians to promote health, stamina, and energy among students using nutritious, minimally processed ingredients.

### Food Donation and Waste Reduction:

During COVID-19 lockdowns, approximately R200,000 worth of food was donated to organisations such as Gift of the Givers and Chefs with Compassion, reducing food waste and supporting communities in need.



### Education and Awareness:

Implemented digital nutrition education screens in dining halls and provided staff training in health, hygiene, and wellness best practices.



### Eco-Conscious Menu Practices:

Both menu offerings focus on clean, whole-food ingredients, limiting artificial additives, hormones, and processed products.

## KEY STATS AND RESULTS



Average **client satisfaction score** of more than **90%**.



Wits main dining hall caters for **2500 students at capacity**.

Knockando **men's residence** hall caters for **350 students at capacity**.

**Ernest Oppenheimer Hall** caters for **350 students at capacity**.



**Tsebo invested R1 million** in stocking kitchen equipment, crockery, and cutlery and revamping and rebranding the main dining hall.



**Menus are available online**, and students can book a meal in any dining hall regardless of where they reside.



**Digital screens** in the dining halls show educational videos on nutrition.

**Ongoing staff training** in food preparation, service, and health and safety.

Ongoing promotions and special day celebrations help to keep students engaged and excited about the food.

## OUTCOME

Outcome The transformation of the Wits main dining hall has created a welcoming, social space where students can enjoy nutritious meals with the taste of home. The project has also resulted in ongoing staff training, improved kitchen facilities, and enhanced nutritional education, leading to consistently high client satisfaction scores. With more than 90% average client satisfaction, the dining halls now offer students a vibrant space to recharge and connect, supporting their overall well-being and academic success.

## TESTIMONIAL



*We have come to know Tsebo as both a service provider and partner with a high level of service delivery at Wits University. The university has a good working relationship with the company's site management team, which is fully supported by their head office. We can recommend the company as a reliable catering service provider and partner that complements our service excellence goals.*



– Israel Mogomotsi, Director of Services at Wits

### CONTACT INFORMATION

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