

# COMPANY PROFILE

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**BENONI**



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# INTRODUCTION

Just as we believe it's important for us to know who you are and how you approach your business, we also believe it's important for you to know who we are and how we approach ours.

In this document we introduce our people, culture and capabilities that make our company unique.

If you take the time to find out what we're all about, we're confident that you'll like what you see.

We are proud to be part of the Minuteman Family.

Our head office is on Long Island, New York.

We have over 900 stores around the world including the USA, United Kingdom and Australia and just over 40 stores in South Africa.



Minuteman Press International has consistently been rated No.1 in its category in the USA Entrepreneur Magazine's Annual Franchise 500 ratings. This includes the 2010 ratings!

With this kind of international backing and experience as well as the support of our regional head office we are able to offer you the best possible service coupled with an excellent level of expertise. We benefit from knowledge sharing through regional meetings, annual national meetings and an international convention every 2 years. These meetings ensure that the best practices of the group as a whole can be shared and passed onto you the customer!

Minuteman Press Benoni is an owner managed store and we are currently in our 7th year in business! We are able to offer you a broad range of printing services from graphic design and layout to high-speed, high-volume copying in both black and white and colour as well as litho printing (on a traditional printing press). We will meet all your corporate stationery and printing requirements.

Warm Regards

*Winnie & Nikki*



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# COMPANY CULTURE

We believe that your business is our business and that if you succeed, we succeed. That philosophy is at the centre of everything we do. It is why we work hard to deliver the highest quality products and services on time and within budget. It is why we strive to provide all our customers with first class service each and every day.

We love what we do. There is no greater satisfaction than delivering a finished product that helps our client reach their goals and objectives. Every day we take ownership of our customer's projects and see them through from concept to completion. It is an exciting and rewarding process.



## MISSION STATEMENT

Our mission is to provide you with the highest quality products and services possible in a timely fashion at a competitive price.

We promise to listen to you and help you achieve your business goals. We will always be there with honest, expert advice and quick, friendly customer service.

Our goal is to meet and exceed your expectations.



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## OUR STAFF

If there's one thing we've learned over the year's, it's that no amount of technology can replace the human touch. That's why we hire only the most qualified individuals to serve on our team. We look for people that share our philosophy that your business is our business.

Our team of diversely skilled professionals continually push themselves to learn and evolve so that we may help you to conquer each new challenge on the road to success. Every person on our staff is committed to providing you with the best possible customer service and the highest quality products. This commitment is reflected in everything we do.

Professional printing is a multi-step process with each part playing an important role to ensure the final product is of the highest quality. While each department is focused on its part of the process, our company wide focus ensures unparalleled results.

As a locally owned and operated company, we are committed to building long-term relationships with our customers and employees. That commitment is reflected in the way that we continuously invest in our people and technology.

We look for many qualities in the individuals we hire, among them a strong work ethic, a high level of organisational ability and effective interpersonal skills. In addition we look for the desire to provide a high level of customer service.

We train our staff to work with ever evolving technology but also insist on a never-ending passion for achieving customer satisfaction.

## MANAGEMENT

### Winnie Kananda

Winnie is a 51% share holder in Minuteman Press Benoni and is responsible for the marketing as well as the customer services aspects of the business. She has a Masters in Education from the University of the Witwatersrand as well as a Bachelor of Education, Bachelor of Paedagogics and a Senior Secondary Teachers' diploma. She has worked extensively in the Department of Education and has been a director of her own company, now known as Khokholo & Associates, since 2005.

### Nikki Daines

Nikki is a 49% share holder in Minuteman Press Benoni and is responsible for managing the workflow, production and quality control in the business. Nikki has a Bachelor of Arts degree from the University of Natal as well as a Higher Diploma in Education and is a Microsoft Certified Systems Engineer. She has worked in education and the private sector and has been a director of her own company since 2004.



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# EMPLOYEES

## Customer Services & Digital Printing (right)

Tim Coutinho has worked in the print industry for a number of years, and is now the friendly face behind the counter at Minuteman Benoni and manages the digital printing department in the shop. He will take the time to listen to you, ask the right questions and offer expert advice to make sure we deliver exactly what you want.



## Graphic Design (left):

Lee Du Plessis is a qualified graphic designer with a great creative flair. She has a number of years experience in design and reprographics and will assist you with all your design and layout requirements. She can design anything from scratch to your specifications or recreate your existing artwork.



## Litho Printing (Right):

Peter Sisa has over 20 years experience as a lithographic printer. He can print anything from one colour letterheads and flyers to full colour brochures and pamphlets. His many years experience ensure that we give you the quality printing you are looking for.



## Finishing:

Elizabeth Koiee (left) runs the bindery and finishing department. Elizabeth has worked in the printing industry for a number of years. Her experience and attention to detail ensures that the end product is in the right shape, size and form that you need it from being stapled, laminated, spiral bound or padded etc.





# PRODUCTS & SERVICES

When it comes to business communications services, we can do it all. With a complete range of products and services at your disposal, we can help you get your message and branding out to customers, employees and vendors alike.

Using the latest printing and document management technology, we handle your projects from start to finish. Our energetic and experienced staff is dedicated to delivering what you need, when you need it. We are more than capable of producing well over 1 000 000 copies/prints a month on our digital machines alone.

Below is a sampling of the products and services we provide. If there is something not on the list please feel free to enquire about it as we feel confident we can assist you with all your printing requirements.

Annual Reports  
Black & White Copies  
Colour Copies  
Courier Services (door-to-door)  
Bags  
Booklets  
Branded Clothing  
Brochures  
Business Cards  
Business Forms  
Calendars  
Caps  
Carbonless Books (e.g. Invoice Books)  
Catalogues  
Continuous Computer Forms  
Corporate Gifts  
Coupons  
Envelopes  
Flyers  
Post Cards  
Invitations  
Labels  
Letterheads  
Manuals  
Memo Pads  
Menus  
Newsletters  
Notepads  
Paper Supplies  
Personal Stationery  
Posters

Presentation Folders  
Price Lists  
Proposals  
Pull Up Banners  
Raffle Tickets / Booklets  
Report Covers  
Rubber Stamps  
Stationery

Wiro Binding  
Comb Binding  
Perfect Binding  
Cutting  
Die Cutting  
Embossing  
Graphic Design  
Foiling  
Folding  
Laminating  
Numbering  
Perforating  
Saddle Stitching  
Scoring



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# CLIENT LIST

<i>Client</i>	<i>Products</i>	<i>Contact Person</i>
Rex Diff & Gearbox	Duplicate/Triplicate Books Job Cards Business Cards Envelopes CD Labels Name Tags Stamps Vinyl Labels Certificates	Dennis McLachlan 011 826 2722
Africa Cricket Association & Eastern Cricket	Brochures Annual Reports Business Cards Certificates Manuals Posters	Cassim Suliman 011 845 4881
Boxing South Africa	Receipt Books Contracts	Tumelo Kekana 011 494 1373
The Food Safety Network	Presentation Folders Manuals Files Brochures	Vanessa Bonin 071 263 2963
Salvage Management & Disposal (SMD)	Buyers Cards Business Cards Posters Flyers	Kirsty McCallum 011 918 8747
Monarch Marketing	Duplicate/Triplicate Books Brochures Business Cards Posters Tags Labels	Alet Edenglow/ Lloyd Xulu 011 914 1107
Actom (Pty) Ltd	Business Cards Packing Tape Labels	Paul Lepora 011 899 1111



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<i>Client</i>	<i>Products</i>	<i>Contact Person</i>
Gauteng Dept of Education	Manuals	Fatima Mahomedjan 011 746 8136
Dr N Kumasamba	Business Cards Script Pads Sick Note Pads Stamps Receipt Books	Joanne 011 421 0998
Avis Fleet Services	Duplicate Books	Ayob Nubbee 011 230 0341
Camp Counsellors USA	Brochures Flyers Posters	Claire Mallaby 011 453 3057
Agisanang Insurance Administrators (Pty) Ltd	Policy Wording Booklets Business Cards Labels	Annatjie Deysel 011 918 6421
Thunderball Hydraulic Installation	Business Cards Duplicate / Triplicate Books Note Pads	Allison Bouic 011 397 7279
George Rennie & Co	Computer Forms / Statements Order Books	Anel Smit 011 425 0020
Amadwala	Business Cards Duplicate / Triplicate Books Letterheads Stamps	Charmaine Hyman 071 689 0711
Word Christian Church	Visitors Cards Tickets Flyers Posters Envelopes	Rachel du Plessis 011 815 6671
Constant Fleet Management	Business Cards Duplicate / Triplicate Books Stamps	Louis 011 914 1999

# CONTACT INFORMATION

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