# Two employee journeys at Dis-Chem

Busisiwe Dlamini and Tebogo Tladinyane both started working at Dis-Chem as store cashiers in March 2004. 20 years later, they both still work for Dis-Chem, albeit in very different roles, showing how the Group's commitment to developing its employees can create long-term career paths and success.

## BUSISIWE DLAMINI IS A DIS-CHEM STORE ASSISTANT MANAGER. THIS IS HER STORY.

When my journey started, I was a casual cashier at Dis-Chem. I was (and still am) willing and ready for new challenges and to further develop myself within the retail space. I have occupied the following positions at Dis-Chem: cashier, frontline supervisor, cash-up administrator, trainee admin manager, store admin manager and trainee assistant manager.

The overall Dis-Chem journey has been truly remarkable and continues to be so, thanks to my supportive colleagues and managers. As an individual who works at one of the leading retail pharmacies in South Africa, I ensure to always deliver exceptional customer service. My focus has been to uphold our values and the values that I resonate with are professionalism, as it remains the foundation of my career. I live by the Do The Right Thing value through maintaining integrity, honesty, loyalty, teamwork and accountability.

My secret to success is that there will always be challenges. Always remaining determined to provide exceptional service is of importance, regardless of the circumstances. I love Dis-Chem as it has contributed to the individual that I am today – and I thank God for the opportunity.

## TEBOGO TLADINYANE IS A HEAD OFFICE MEDICAL AID SUPERVISOR. THIS IS HER STORY.

My Dis-Chem journey started as a cashier at a Dis-Chem store. I have occupied the following positions at Dis-Chem: merchandiser, OTC consultant and dispensary merchandiser. In 2008, I moved to head office to occupy the position of a medical aid administrator and later became a medical aid department assistant. In 2017, I was promoted to my current position.

What keeps me committed to Dis-Chem is the fact that the brand recognises employees and the development in improving my professional growth. Over the years, I have been given the opportunity to effectively manage various personalities and this further inspires me to consistently embody our core values. The value that I resonate with is customer service, which I take seriously, as it is one of the most important aspects of my role.

One of my greatest professional achievements is being a trainer within the medical aid department. The responsibility was massive as it was about ensuring that all new team members understood our systems, and the standard procedures effectively. I am extremely proud of the employees that I have trained as many of them get promoted and it brings me joy and a sense of accomplishment.

Supervising a team and interacting with various medical aid stakeholders comes with its challenges, which I am grateful for as it has greatly contributed to my professional growth.

