



METROPOLITAN

COLLECTIVE Shapers

Ntokozo Mnguni was destined to be an entrepreneur. And with the skills and training he received in the **Metropolitan Collective Shapers** programme; he plans to relaunch his business with a clear goal: to bring top-notch customer service and satisfaction to his customers.

"I've been so lucky to be raised and surrounded by entrepreneurs. It is here, in Pretoria where I first learnt the principles of trading as a solution and giving value for money. However, it was my grandmother who gave me my entrepreneurial wings to fly," says Ntokozo.

In February 2015 Ntokozo was helping his grandmother prepare supper in the kitchen of her Mpumalanga home, when she asked him what career he was interested in. "I told her 'business in the culinary world' and she then went to find me a spot at a local primary school where I could sell stock that she bought using her own money," he recalls.

He spent the next week learning and observing the way his grandmother interacted with her customers, and the following week she handed the business to him and told him to continue on his own.

"I couldn't believe that she had done all of this for me. She undoubtedly believed in me and supported me; the only person who gave me a chance to show her what I was capable of. From then on, I never looked back and managed to open my very own establishment in Pretoria," says Ntokozo.

He launched *TKZ Eatery*, a vibrant takeaway and eat-at house that specialises in fries/Kota, dagwood/burgers and full chicken/wings in Pretoria North, Clarina Karenpark, Akasia.

As one of the Top 10 Metropolitan Collective Shapers, Ntokozo intends to provide quality supplies, managed inventories, earlier trading hours, and improved customer service so that every customer leaves his establishment feeling pleased with their experience.

"And with proper team management, I plan to implement strategic planning, task delegation, and effective problem-solving to ensure that my business will reach success."

His refreshing approach to customer satisfaction has been key to his success and he will be sure to continue applying these principles to improve his business even further.

You can keep track of his progress to success by following him on [Facebook](#).

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