

## *Editorial – June 2017*

*Dear AMFCE Members,  
The previous weeks have been marked by 2 important happenings which are both quite pertinent to AMFCE: first of all, the departure of our staunch supporter, Allen Topsy for heavenly abode and secondly, the presentation of the Government's Budget 2017/18. While the bad news has completely shaken us, the Budget comes as a reminder that despite the lows, AMFCE must continue in its mission....*

*Indeed, some of the Budget measures, such as the tax reduction (from 15% to 3%) on the profit from exports, extension of the Speed to Market Scheme, amongst others, are directly aligned with our new President Clara Calou's vision to push for a collaborative stance between women entrepreneurs in order to ensure export-readiness. Watch out therefore, for our upcoming B2B session which will be a stepping-stone in that direction!*

*Continued ....*



### **AMFCE Newsletter** *Issue No.3 / Jun 2017*

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- Been There ... Done That
- Highlights of Budget 2017/18
- Ongoing activities
- Mark Your Calendar -  
Forthcoming Events
- Entrepreneurial  
Development: The Journey of  
Margaret Pan Sin
- Items to ponder upon

Continued ....

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*And while AMFCE is trying its best to further the interest of all its members, let's join hands together to give our Association an international boost... Looming ahead is the FCEM Congress in Rome in November 2017, an opportunity not only to further our global visibility but also to deepen the bonding and sisterhood that defines our strength. So, Mauritian Women Leaders, let's go for it...*

*Amidst this buoyant environment, how can we forget the essence of what make us proud: our Entrepreneurial venture. In this edition, our past President Margaret Pan Sin gives us a brief insight of her journey with 'OGU' and 'Chee Li Chop', a success story that can only inspire us towards further entrepreneurial growth, development and learning....*

*Enjoy the read...*



**AMFCE Newsletter**  
*Issue No.3 / Jun 2017*





**Allen Topsy**



It is with a great feeling of loss that AMFCE has learnt about the demise of Allen Topsy on 5<sup>th</sup> June. Allen was a friend and staunch supporter of the AMFCE, who, since 2000, was always there to guide and advise us on how to nurture and grow our association.

Allen was a great militant for women empowerment and its contribution in the economic development of the country. We will miss his interpretations of the national budget when he would express his views, sometimes with his characteristic frankness if some home truths needed to be said. We admired his commitment to social and charitable work, in particular, his dedication to the Rotary Club, and felt proud of him during his mandate as District Governor 9220 in 2014/2015.

On this sad occasion let us take strength in this teaching by the Buddha: *"If you want to be happy, do not dwell in the past, do not worry about the future, focus on living fully in the present."*

Allen Topsy has left us with the memory of a happy and joyful person who lived fully in the present. Our sincere condolences go to his dedicated wife Violaine, his daughter Cynthia and his son Christopher.





**13 Apr: Workshop By  
Dasha Kelly Hamilton**

**17 Apr: Members' Event –  
Presentation of the Hive  
& SAG 1 Project**

**24 May: Presentation on  
Alternate Dispute  
Resolution**

### **13 April: Workshop by Dasha Kelly Hamilton**

- She is a writer, performer, facilitator and creative change agent.
- Dasha has delivered uniquely engaging sessions to corporate teams, arts groups, college campuses, classrooms, correctional institutions, elderly recreational programs, churches, performance halls and conferences across the US.
- Hosted by the Embassy of the United States, Dasha Kelly Hamilton was in Mauritius for a series of programs. participated in creative writing classes with authors and aspiring authors, talk with NGOs on how to help children express their emotions through art and discussion with entrepreneurs on the creative industry, among a host of others.





**13 Apr: Workshop By  
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### **17 April: Members' Event – Presentation of the Hive**

- The event focused on the presentation of The Hive as a Co-Working Space offering more than just a Workplace.
- The Hive's USPs are: Building a Community, Networking & Events.
- The Hive's Membership options were discussed as well the onsite facilities offered (Training Room/ Conference Room/ etc.)

### **17 April: Presentation of the SAG 1 Project by Empretec**

- Empretec presented a status report of the project
- At this stage, the preliminary work has been completed and AMFCE's inputs (in terms of resources) will be required shortly.





13 Apr: Workshop By  
Tasha Hamilton

17 Apr: Members' Event –  
Presentation of the Hive  
& SAG 1 Project

24 May: Presentation on  
Alternate Dispute  
Resolution (ADR)

## 24 May: Presentation on Alternate Dispute Resolution by Jean Didier Sauzier, ACIS, MCI Arb

*ADR or mediation, at its simplest, means dispute resolution without the referring the matter to a court. Its main function is to promote the early settlement in a dispute thereby reducing costs and delay.*

Mr. Sauzier highlighted the various types of ADR available in Mauritius, namely: **Negotiation, Conciliation, Mediation and Arbitration.**

Discussions focused on the challenges faced by SMEs with respect to cost considerations in dispute resolution, lengthy court cases and limited knowledge of alternative procedures.





## On-going Activities:

# The Coaching / Mentoring Programme

Since 2015, the AMFCE has initiated the Australian Coaching and Mentoring program, in partnership with the Australian High Commission, the objective being to accompany women entrepreneurs in growing their existing enterprises handhold them in their transition from the informal to the formal sector.

A Workshop on “Elaboration of a coaching and mentoring program for Women Entrepreneurs in the Indian Ocean region” was organized in 2015 followed by the launch of a Manual entitled “Australian Coaching & Mentoring Programme for Women Entrepreneurs in the Indian Ocean region” last year.

The programme is now well under way in Mauritius, and has even extended to Seychelles, Madagascar, Rodrigues and Comoros – with the organisation of a number of Workshops on “Train the Trainers” as well as Matching of Mentors/Mentees.

AMFCE members who would like to get involved, it’s never too late....  
Join in!



coming soon

Mark your calendar for the forthcoming events

Local

International

Sept

Sat 2<sup>nd</sup> Sept 2017:  
B2B Day for  
AMFCE

Nov

20<sup>th</sup> – 22<sup>nd</sup> Nov 2017:  
FCEM Congress  
(Rome)



coming soon

## FCEM Congress – Rome

20 -22 Nov



## FCEM Congress – Rome (20 – 22 November)

### 65th FCEM World Congress

**Venue:** Rome, Italy

**Date:** 20 – 22 November 2017

**Theme:** Women Leadership: the Way Ahead

The FCEM World Congress is a unique opportunity for co-operation to access the fastest growing segment of the economy: women business owners.

The Congress aims to share best practices of women leadership around the world with cases of excellences to be used as examples and replication models.

This year's Congress will feature FCEM Awards aiming to encourage inspirational women entrepreneurs worldwide



## Entrepreneurial Development:

### *The journey of Margaret Pan Sin*

#### Who is Margaret Pan Sin?

Heading 2 fast-food brands in major food-courts in Mauritius, namely Chee Li Chop (a quick-service Chinese food) and OGU (a snackery / sandwichery), Margaret counts 15 years in Entrepreneurship.

Cooking – and eating 😊 – has always been a passion, expressed by studying “Food & Nutrition” at school and aspiring to become a Nutritionist since her tender age. But, her first encounter with the work environment, in the Guest Relations Department of Belle Mare Plage Hotel, shifted her orientation towards studying Hotel Management. After her studies, she joined The Labourdonnais Hotel heading the Banquets department. And since then, there was no turning back...

In 2002, married and mother to 2 under-age kids, Margaret still took the plunge and created her business... Today, 15 years later, Margaret Pan Sin is a brand in itself!



### Some Achievements – to name a few:

- Joined AMFCE in 2005 – sponsored by Leckrani Soobagrah. Margaret served as a Board member – Treasurer - from 2008 to 2012 and as President, from May 2013 to March 2015.
- Margaret's leadership as an entrepreneur was recognised by Visa - Essentielle in 2011 as Business Woman of the Year.
- In April 2015, Margaret participated in the IVLP Program on Women and Entrepreneurship organized by the US State Department.
- Margaret currently sits on the Board of the SMEDA.

## (1) How did the fact that you are a woman make your entrepreneurship experience

**Positive:** Being a woman, I have always looked at my business with passion, emotion and intense involvement. It was never about the figures down-the-line, nor about social recognition, it was simply and basically 100% commitment, dedication and hard-work, as only a woman do.

**Negative:** Women tend to manage with emotions, with the heart. The nurturing approach towards employees, which most of the time extends beyond the professional realm, can sometimes become a weakness as I often lose objectivity and get too involved in the personal and private issues of my employees.

Funnily, this weakness, which has at times proved to be detrimental to daily operations, has been beneficial in the long-term though, as it has brought staff commitment and low staff turnover (10% as opposed to 22% in the sector)

An avid supporter of women in business, Margaret believes that women have all the inbuilt skills to succeed in business.



What prompted the entrepreneurial drive?  
PASSION, PASSION & PASSION

Passion about? cooking

Entrepreneurship for you  
– a matter of choice or  
necessity?  
Definitely CHOICE

(2) What was / were the most difficult hurdles in your entrepreneurial venture and how did you deal with it?

Although not a hurdle, the most difficult decision has been to quit a full-time and stable job to become an entrepreneur.

Dealing with the fear, the apprehension and uncertainties of the entrepreneurial reality was a real challenge, and I had to work on myself to convert this fear into a thrive to succeed, to make it happen.

For about 7 years, I worked 7-days a week, even on night shifts. At some stage, I got lost in a self-destructive routine, which included only my business and the passion with which I was going about it... And then, I learnt to prioritise, to define goals and stick to them.

A special word for AMFCE here which gave me a lot of self-confidence to always move forward and progress!

Personal motto: Service to others is service to God

Major drive in life:  
the Human Touch

# SUCCESS STORY



### (3) Any advice you would like to give to women who are either aspiring to join the entrepreneurial field or who have plunged in already?

- Always be prepared for opportunities... Seize them, as they never knock at your door twice...
- Ask for advice – do not be scared to say you don't know or you're not sure
- No one gets anything by just by sitting down. So go and do it!
- And most importantly, have a MENTOR

**Mentorship for Margaret:**  
SHARING ENERGY...  
Advise and coach  
without judgment

### Any sacrifice along the way?

Every achievement comes with its load of sacrifices, be it in your personal life or relationships with others. It all boils down to the choices, the priorities. You can never have it all...

### Time management – Any tips?

Make extensive use of technology (IPAD, smart phones etc...), note everything down, and reinforce them with reminders and memos...

Prepare and plan, with special attention to details...

### Contact details for more support for members....

Email add: [margaretpansin@gmail.com](mailto:margaretpansin@gmail.com)

Mobile No: 52536689





## What Keeps You Awake At Night?



A prominent response has been:

- Sales and marketing – How to optimize on sales?

So, watch out on our upcoming event on this theme.....



**WHEN WOMEN  
SUPPORT EACH  
OTHER, INCREDIBLE  
THINGS HAPPEN.**

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*Alone We Are Invisible, Together We Are Invincible*

