

# LET'S TALK MONEY

Issue 17

## The Role of our Branch Managers



Mr. Jacques van Vreden, Francistown Branch Manager



Mr. Moses Matlala Mall Branch Manager



Mr. Mpho Nato, Game City Branch Manager

Bank Gaborone is in the process of expanding its branch distribution network. Since 2006 Bank Gaborone has opened 3 retail branches in Botswana. Two of these branches are in Gaborone: Mall Branch and Game City Branch, the third is in Francistown at Galo Shopping Centre.

These branches are led by professional Branch Managers with many years of experience in the retail banking environment.

The role of the Branch Manager has evolved over the years from being focused on bottom-line results to a more integrated approach focusing on the needs of clients, achieving growth and good financial results, being innovative and to create an enabling and empowering working environment for their staff.

To equip our Branch Managers with the appropriate skills and knowledge, they are constantly exposed to training and learning interventions. Our Branch Managers are developed to be leaders and not managers and to operate strategically and to solve problems in their environment as opposed to managing operationally. Within Bank Gaborone the Balanced Score Card is successfully used as a management tool to implement and manage the bank's strategy. Our team of Branch Managers is therefore actively contributing towards the achievement of the Bank's overall strategy and vision to become Botswana's bank of choice.

As leaders they are focused on developing their staff to their full potential, managing performance and to motivate and encourage their staff to deliver Great service to our clients. Emphasis in the branches is placed on teamwork and communication – amongst staff and with clients.

A key responsibility of our Branch Managers is to establish, maintain and strengthen long-term relationships with their clients as part of our brand philosophy of Growing Together. This approach ensures that client's financial needs are properly analyzed and that solutions are offered to clients that will address their needs. A very important role of our Branch Managers is the early detection, prevention and identification of fraud and irregular activities on accounts and only by knowing their clients, can they proactively prevent fraud.

Our branch management takes full ownership of their role as leaders within their branch environment as well as in the community and by building a strong relationship with their clients, show that we are Growing Together. Do not hesitate to contact your Branch Manager to ensure that your financial needs are met. If you would like to find out about any of our products and services please contact your nearest Bank Gaborone branch at:

Mall Branch: + 267 3671500  
Game City Branch: + 267 3181077  
Francistown Branch: + 267 2442323  
Or e-mail us at [info@bankgaborone.co.bw](mailto:info@bankgaborone.co.bw)

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Growing together.